



Interim Federal Health Program

Information Handbook for Beneficiaries

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TABLE OF CONTENTS

1. PURPOSE OF BENEFICIARIES HANDBOOK.....	4
2. OVERVIEW OF THE INTERIM FEDERAL HEALTH PROGRAM	4
3. ABOUT MEDAVIE BLUE CROSS.....	4
4. HOW TO SHOW YOU ARE ELIGIBLE	5
Acknowledgement of Claim and Notice To Return For Interview (AOC)	6
Interim Federal Health Program Certificate (IFHC) (without a photo)	7
Interim Federal Health Program Certificate (IFHC) (with photo).....	8
Refugee Protection Claimant Document (RPCD) (with photo).....	9
IFHP Temporary Document for Lost/Stolen Refugee Protection Claimant Document (RPCD)	10
5. IFHP COVERAGE AND ELIGIBLE BENEFITS.....	11
5.1. Benefit Grids	11
5.2. In Canada Coverage	11
5.3. Pre-departure Medical Services (PDMS)	13
6. HOW TO GET TREATMENT	13
6.1. Finding a Registered Health-care Provider in Canada.....	13
6.2. Prior Approval Procedures.....	14
6.3. Payment.....	14
6.4. How to Appeal a Decision	14
6.5. Health-care Fraud and Abuse	15
7. SECURE BENEFICIARY WEB PORTAL.....	15
8. CONFIDENTIALITY.....	15
9. COLLECTION AND USE OF PERSONAL INFORMATION	16
10. FREQUENTLY ASKED QUESTIONS.....	16
11. CONTACT INFORMATION.....	17
11.1. Mailing Address, Fax Number and E-mail Address	17
11.2. Telephone Numbers	17
12. LIST OF ACRONYMS AND DEFINITIONS.....	18
13. COMMENTS.....	19

1. PURPOSE OF BENEFICIARIES HANDBOOK

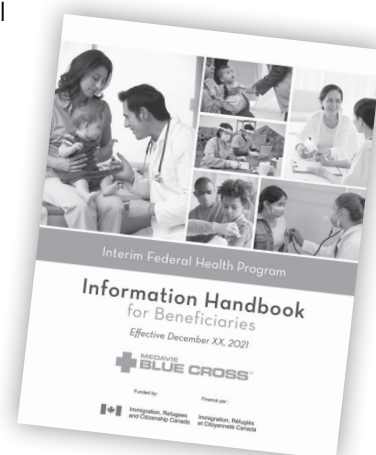
The purpose of the Immigration Refugees and Citizenship Canada (IRCC) Interim Federal Health Program (IFHP) Information Handbook for Beneficiaries is to provide you, the beneficiaries, with a better understanding of the IFHP and its policies and to outline the procedures for requesting health-care services and products.

This handbook explains:

- who is eligible for the IFHP;
- what health-care services and products are covered by the IFHP;
- how to get health-care services and products; and
- how health-care providers are reimbursed for their services.

This handbook is available online at <https://ifhp.medaviebc.ca>. To search this handbook, use the search function (Ctrl + F) to open a Find box. Enter the word or phrase and click Next to view each match.

Ce manuel est aussi disponible en français au <https://pfsi.medaviebc.ca>.



2. OVERVIEW OF THE INTERIM FEDERAL HEALTH PROGRAM

The IFHP doesn't provide services directly to you. The services are provided to you by health-care providers (for example, doctors, dentists, pharmacists, hospitals, etc.) registered with the IFHP.

In Canada, the IFHP provides limited, temporary coverage of health-care benefits to the following groups until they qualify for provincial or territorial health coverage or leave the country:

- protected persons, including resettled refugees
- refugee claimants
- certain other groups

For most groups of beneficiaries, the IFHP also covers the cost of one Immigration Medical Exam (IME) and IME-related diagnostic tests required under the Immigration and Refugee Protection Act (IRPA).

Outside Canada, the IFHP provides coverage for certain Pre-Departure Medical Services for Canada-bound resettled refugees.

For more information on the program, please visit the IRCC IFHP website at www.cic.gc.ca/ifhp.

3. ABOUT MEDAVIE BLUE CROSS

Medavie Blue Cross is the IFHP Claims Administrator. Medavie Blue Cross is responsible for registering health-care providers and paying them for any eligible IFHP claims submitted on your behalf.

Medavie Blue Cross is a public health program administrator for federal and provincial governments.

An innovative and progressive company, Medavie Blue Cross is dedicated to fulfilling its mission:

Improving the wellbeing of Canadians

For more information on Medavie Blue Cross, please visit medaviebc.ca.



4. HOW TO SHOW YOU ARE ELIGIBLE

To get health-care services and products covered by the IFHP, you need to have and show to the health-care provider one of the following documents:

- Acknowledgement of Claim and Notice to Return for Interview Letter (AOC)
- Interim Federal Health Program Certificate (IFHC) (with or without a photo)
- Refugee Protection Claimant Document (RPCD) (with photo)
- Temporary Document for Lost/Stolen Refugee Protection Claimant Document (RPCD)

More information on these documents is available at www.cic.gc.ca/ifhp.

You must present your IFHP eligibility document to your health-care provider **each time** you need a service or product so that they can confirm your coverage.

Your coverage can be **cancelled without notice** if your immigration status changes. This is why health-care providers must confirm **each time** that you're eligible for coverage before providing any product or service.

Who can use your document

Don't lend or give your IFHP document to anyone. Your eligibility document can only be used to obtain health-care services and products for you. It cannot be used to obtain benefits for anyone else, including your spouse or other family members. Make sure to sign your document as soon as you receive it.

UCI Number

UCI stands for "unique client identifier." It is also known as a client identification number (client ID). This number appears on the IFHP eligibility documents provided by IRCC. It looks like this: **0000-0000** or **00-0000-0000**.

You will require your UCI number when:

- you request a service from a provider;
- you register for the Secure Beneficiary Web Portal;
- you call the Customer Support Centre; or
- you submit enquiries via the Secure Beneficiary Web Portal

ACKNOWLEDGEMENT OF CLAIM AND NOTICE TO RETURN FOR INTERVIEW (AOC)



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Date _____

UCI: _____

Application Number _____

ACKNOWLEDGEMENT OF CLAIM AND NOTICE TO RETURN FOR INTERVIEW

Family Name: _____

Given Name: _____

Date of Birth YYYY/MM/DD _____

This notice acknowledges that the Government of Canada received your **refugee claim** on YYYY/MM/DD.

You are now eligible for health care coverage under the Interim Federal Health Program (IFHP). You are required to undergo an Immigration Medical Examination as part of your refugee claim. The IFHP will cover the cost of this examination. Please present this notice and your IMM 1017 form to the panel physician at your appointment.

You are required to return for an interview with respect to your refugee claim. The details are as follows:

Date: _____

Time: _____

Address: _____

You must bring the following with you:

- This original appointment letter
- 4 original passport-sized photographs

If you are under 18 years of age, you must be accompanied by a parent or legal guardian if he or she resides in Canada.

IMPORTANT:

If you do not appear for your interview, your IFHP coverage may be terminated. In addition, your refugee claim may subsequently be determined to have been abandoned in which case you will be subject to removal from Canada.

Note – If you pay for any medical services or products, you will not be reimbursed.

Health care providers in Canada **MUST** verify the eligibility of the individual with the IFHP claims administrator, Medavie Blue Cross, before providing services. Medavie Blue Cross may be contacted by telephone at 1-888-614-1880, by facsimile at 506-867-4651 or through their website at <https://www.medaviebc.ca/en/health-professionals>

Canada

INTERIM FEDERAL HEALTH PROGRAM CERTIFICATE (IFHC) (WITHOUT A PHOTO)



Government of Canada
Gouvernement du Canada

PROTECTED - B

INTERIM FEDERAL HEALTH CERTIFICATE OF ELIGIBILITY

Family name:

Given name(s):

Date of birth: (yyyy/mm/dd)

UCI:

Gender:

Citizenship:

Application No.:

NOT VALID FOR TRAVEL / ***DOES NOT CONFER STATUS***

As of (yyyy/mm/dd), you are eligible for coverage of health-care costs under the Interim Federal Health Program (IFHP). The length of time you are covered is based on your immigration status. For details, it is recommended you visit the IFHP website at www.canada.ca/ifhp.

It is important to be aware that your coverage can be cancelled without notice if your immigration status changes. Therefore, participating health-care providers will confirm your eligibility for health-care coverage with the IFHP administrator at each visit, before providing services.

This certificate must be presented to the health-care provider, along with a government issued photo ID, before receiving services, so that the provider can contact the IFHP administrator to confirm that you are eligible under the IFHP for the service and/or product being requested.

If you pay for services covered by the IFHP, you won't be reimbursed.

I, the undersigned:

- declare that I require coverage under the IFHP. I will notify Immigration, Refugees, and Citizenship Canada (IRCC) immediately of any changes to my immigration status, or if I become eligible for or receive other health insurance;

- understand that my medical and personal information will be shared with IRCC, IFHP claims administration and other appropriate third-parties for the administration of the IFHP and that my personal information may be shared with other government institutions and other third-parties in accordance with the *Privacy Act and the Department of Citizenship and Immigration Act*.

Signature of holder

Date (yyyy/mm/dd)

NOTE FOR HEALTH-CARE PROVIDERS:

Providers in-Canada **MUST** verify the eligibility of the individual with the IFHP administrator **BEFORE** providing services.

Medavie Blue Cross may be contacted, by telephone at 1-888-614-1880, by facsimile at 506-867-4651 or through their website at <https://www.medaviebc.ca/en/health-professionals>.

Client ID no.:

Date of birth:

(yyyy/mm/dd)

Family name:

Given name(s):

INTERIM FEDERAL HEALTH PROGRAM CERTIFICATE (IFHC) (WITH PHOTO)



REFUGEE PROTECTION CLAIMANT DOCUMENT (RPCD) (WITH PHOTO)

REFUGEE PROTECTION CLAIMANT DOCUMENT

THIS IS TO CERTIFY THAT THE PERSON HEREIN IS A REFUGEE PROTECTION CLAIMANT
WITHIN THE MEANING OF THE *IMMIGRATION AND REFUGEE PROTECTION ACT*

Application No:

UCI:

CLIENT INFORMATION

Family Name:

Given Name(s):

Date of Birth:

(yyyy/mm/dd)

Sex:

Country of Birth:

Country of Citizenship:

Date Issued:

(yyyy/mm/dd)

Expiry Date:

(yyyy/mm/dd)

ADDITIONAL INFORMATION

Pursuant to Subsection 100(1) of the *Immigration and Refugee Protection Act*, this refugee protection claim has been determined to be eligible for a decision by the Refugee Protection Division. Consequently, pursuant to subsection 100(3), the refugee Protection Claim is referred to the Refugee Protection Division of the Immigration Refugee Board.

As of _____ the above-named individual is eligible for coverage of health care costs under the Interim Federal Health Program (IFHP). This coverage can be cancelled without notice if the individual's immigration status changes. Therefore, health-care providers **must** verify the eligibility of the individual with the IFHP administrator **before** providing services. I, the undersigned:

- declare that I require coverage under the IFHP. I will notify IRCC immediately of any changes to my immigration status, or if I become eligible for or receive other health insurance;
- understand that my medical and personal information will be shared with IRCC, IFHP claims administration and other appropriate third-parties for the administration of the IFHP and that my personal information may be shared with other government institutions and other third-parties in accordance with the *Privacy Act* and the *Department of Citizenship and Immigration Act*.

School age children do not need student authorization to attend primary or secondary schools.

Name, relationship and signature of accompanying adult (if applicable)

Signature of person concerned

Money in possession

Minister

NOT VALID FOR TRAVEL

IFHP TEMPORARY DOCUMENT FOR LOST/STOLEN REFUGEE PROTECTION CLAIMANT DOCUMENT (RPCD)



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Date:

To :
Address:
UCI:

Due the COVID-19 temporary measures and office closures, Immigration, Refugees and Citizenship Canada (IRCC) is currently unable to issue a replacement for a lost or stolen Refugee Protection Claimant Document (RPCD). The below information is taken from the current RPCD and the photograph from the electronic file.

This document is to be considered valid until further notice. Please check the IRCC website for updates on these temporary measures.

TEMPORARY REPLACEMENT OF LOST / STOLEN REFUGEE PROTECTION CLAIMANT DOCUMENT DUE TO COVID-19

**THIS IS TO CERTIFY THAT THE PERSON HEREIN IS A REFUGEE PROTECTION CLAIMANT
WITHIN THE MEANING OF THE *IMMIGRATION AND REFUGEE PROTECTION ACT***

Application No:
UCI:

Family Name:
Given Name:
Date of Birth (yy/mm/dd):
Sex:
Country of Birth:
Country of Citizenship:
Original Issue Date (yy/mm/dd):
Expiry Date: Valid until further notice due to COVID-19 temporary measures and office closures.

BIOGRAPHIC IMAGE

-Insert here-

Pursuant to Subsection 100(1) of the *Immigration and Refugee Protection Act*, this refugee protection claim has been determined to be eligible for a decision by the Refugee Protection Division. Consequently, pursuant to subsection 100(3), the refugee Protection Claim is referred to the Refugee Protection Division of the Immigration Refugee Board.

5. IFHP COVERAGE AND ELIGIBLE BENEFITS

IFHP doesn't cover all health-care services or products. It is important that you and your health-care provider know which health-care services and products are included in your IFHP coverage before they are provided.

Your access to health-care benefits depends on several factors, including your eligibility and the type of coverage you have. This means you may not qualify for all the health-care benefits listed in this handbook.

If you need a health-care service or product that isn't covered, you will have to pay for it.

5.1. Benefit Grids

The benefit grids are documents that outline what is covered by IFHP, i.e. the IFHP's benefits. They specify:

- the requirements for a prescription;
- the frequency and dollar limits; and
- the requirements for prior approvals that must be obtained by your health-care providers before providing you with some of the covered services.

For a full list of health-care benefits covered under the IFHP, please visit <https://ifhp.medaviebc.ca>.

Prescriptions

You will need a prescription to receive coverage for many benefits. This is to ensure that you are under the care of a health-care professional and that the benefit or service is the appropriate therapy for your health needs.

Frequency and Dollar Limits

- Frequency limit refers to the number of times you can obtain a benefit over a certain period.
- Dollar limit refers to the maximum amount of money provided for a specific benefit.

Prior Approval Request

Some of the health-care benefits covered under the IFHP must be approved before you receive them. This is known as a "prior approval request". This is indicated in the "Prior Approval Required" column of the benefit grid.

5.2. In Canada Coverage

The IFHP provides limited, temporary coverage to all eligible beneficiaries, including basic, supplemental, and prescription drug coverage. For most groups of beneficiaries, the IFHP also covers the cost of one Immigration Medical Exam (IME) and IME-related diagnostic tests required under the Immigration and Refugee Protection Act (IRPA).

Basic Coverage

(similar to health-care coverage provided by provincial/territorial health insurance plans)

- in-patient and outpatient hospital services
- services provided by medical doctors, registered nurses, and other health-care professionals licensed in Canada, including pre and postnatal care
- laboratory, diagnostic and ambulance services

Supplemental Coverage

(similar to the coverage provided to social assistance recipients by provincial/territorial governments)

- limited vision and urgent dental care
- home care and long-term care
- services provided by allied health-care practitioners including clinical psychologists, psychotherapists, counselling therapists, occupational therapists, speech language therapists, physiotherapists
- assistive devices, medical supplies and equipment, including:
 - orthopedic and prosthetic equipment
 - mobility aids
 - hearing aids
 - diabetic supplies
 - incontinence supplies
 - oxygen equipment

Dental Coverage

(similar to the coverage provided to social assistance recipients by provincial/territorial governments)

- IFHP dental coverage provides coverage for emergency care for dental conditions involving pain, infection or trauma. It is not intended to provide on-going regular or routine dental care.

Prescription Drug Coverage

(similar to the coverage provinces and territories give to social assistance recipients)

- Prescription medications and other products listed on provincial/territorial public drug plan formularies.

Coverage for the Immigration Medical Exam (IME)

- For most categories of beneficiaries, the IFHP also covers the cost of **one IME** and IME-related diagnostic tests.
- You are responsible to bring proof that you are covered by IFHP (see section 4. How To Show You Are Eligible) and a copy of your Medical Report: Client Biodata and Summary IMM 1017 form to your exam¹.

The benefits under each coverage are subject to certain limits and prescribed maximum dollar amounts. For more details, please consult the IFHP benefits grids available online at <https://ifhp.medaviebc.ca>.

Limits or Restrictions

The IFHP coverage is limited and temporary. While basic coverage in Canada is similar to health-care coverage provided by provincial and territorial health insurance plans, and the supplemental coverage is similar to supplemental coverage provided to social assistance recipients in provinces and territories, the benefits may not be exactly the same. Benefits reflect the temporary nature of the program and may vary based on the province or territory of residence.

The IFHP does not cover the cost of health-care services or products that a person may claim (even in part) under a public or private health insurance plan. The IFHP does not coordinate benefits with other insurance plans or programs therefore, co-payments are not possible.

¹ If you're requested to undergo an Immigration Medical Exam (IME), IRCC will give or send you the Medical Report form (IMM 1017) and instructions. The examination must be completed by a "panel physician" - a physician approved by IRCC to perform the exam. Go to "Find a Panel Physician" on the IRCC website to find a physician and book an appointment.

The IFHP does not cover Canadian citizens. The IFHP also does not cover foreign nationals who are not specified in the IFHP eligible groups.

All services and products listed in this section must be rendered in Canada. Services rendered outside of Canada to eligible beneficiaries are explained in the next section.

5.3. Pre-departure Medical Services (PDMS)

IFHP covers certain pre-departure medical services for refugees coming to Canada for resettlement. This coverage includes the following:

- immigration medical exams, and follow-up treatment of health conditions that would make someone inadmissible to Canada under paragraph [38\(1\)\(a\) of the Immigration and Refugee Protection Act](#)
- vaccinations
- outbreak management and control
- medical support needed for safe travel

6. HOW TO GET TREATMENT

If you're eligible for IFHP coverage, **do not pay for health-care services.**

Follow these steps:

1. Find a health-care provider who is registered with Medavie Blue Cross. If your provider isn't registered with Medavie Blue Cross, they can easily register.
2. Show your IFHP eligibility document to your provider before you receive treatment.
3. Once you are treated, your provider may request that you sign a claim form. You must sign this form to prove that you were given the health-care service or product.

6.1. Finding a Registered Health-care Provider in Canada

Health-care Providers

The term "provider" is used to describe any person, business or organization that provides health-care services and products.

The Choice is Yours

You choose your health-care provider. The only restriction is that the health-care providers who supply you with services or products must be registered with Medavie Blue Cross as an IFHP provider.

To be registered, your provider must be:

- licensed in provinces/territories where the profession is legislated;
OR
- demonstrate proof of membership in an association and meet its association's minimum mandatory requirements.

You can find a registered provider in your area by using the search tool called 'IFHP provider list' available on the website <https://ifhp.medaviebc.ca>. If you do not have access to the tool, please call our Contact Centre to help you find a provider.

Please Note:

- Before using any service, ask if the provider participates in the Interim Federal Health Program (IFHP) and agrees to send their bill to Medavie Blue Cross.
- You can avoid being charged for any services that you are eligible for by selecting a registered provider. You do not have to accept services from providers who do not participate in the program.
- If you go to a pharmacy that is not located in your province of residence (e.g., if you live in Ontario and request a prescription medication in Quebec), your claim may be rejected. Make sure that you tell IRCC if you move to another province.

For more information on how to get health and dental services and products, please have your provider contact the Medavie Blue Cross Contact Centre at **1-888-614-1880**.

Panel Physicians (PP)

Only panel physicians are mandated to perform the Immigration Medical Examination (IME). However, in certain cases, IRCC may approve a non-panel physician to perform the examination. It is important to note that unless authorized by IRCC, Medavie Blue Cross will not reimburse a non-panel physician for this service. To find a panel physician, visit <https://secure.cic.gc.ca/pp-md/pp-list.aspx>.

6.2. Prior Approval Procedures

In some cases, some benefits or services must be approved before you receive them. Your provider will contact us for prior approval on your behalf. We cannot pay for benefits or services requiring prior approval if they are obtained without prior approval.

6.3. Payment

If you are eligible for coverage under the IFHP for the service or product, you will not have to pay for it. You only pay if the health or dental care service or product is not covered. If you pay a provider for a service or product that is covered by the IFHP, you risk not getting reimbursed.

When you request services and benefits from a provider who is registered with Medavie Blue Cross, the provider will:

- confirm that you qualify to receive the service;
- obtain prior approval, if needed;
- provide you with the benefits or services; and
- submit the claim to Medavie Blue Cross.

Should you require some assistance with the reimbursement of a claim, please contact Medavie Blue Cross at **1-888-614-1880**.

6.4. How to Appeal a Decision

If your request for prior approval of services or benefits is not approved, your provider will be notified with the reasons. If you do not agree with the decision, you may have your provider request an appeal.

Your provider can send an appeal to Medavie Blue Cross within 180 days of the decision date rendered on your request through the secure provider web portal or to the following address:

Medavie Blue Cross
Interim Federal Health Program
644 Main St. PO Box 6000
Moncton NB E1C 0P9

6.5. Health-care Fraud and Abuse

Fraud is a major concern within the insurance industry. Not only is insurance fraud a criminal offence in Canada, it also negatively impacts the cost of insurance for everyone. You can help ensure that IFHP benefits are provided only to persons, like yourself, who are properly entitled to them.

You may receive a beneficiary verification letter from Medavie Blue Cross asking you to confirm if you received health-care services or products on a given date.

You are asked to:

- respond to the question;
- sign the letter; and
- return it to Medavie Blue Cross.

This is not a bill and will help to prevent fraud. Signing this letter will not affect your eligibility for IFHP coverage or your immigration status.

7. SECURE BENEFICIARY WEB PORTAL

The Secure Beneficiary Web Portal gives you access to important benefit or service information and resources.

You'll be able to:

- reach out directly to a member of our customer care team at Medavie Blue Cross;
- verify your eligibility status;
- view available services;
- submit inquiries related to IFHP coverage;
- locate IFHP service providers; and
- access the online version of this handbook.

You can also sign up for automatic email notifications and stay up-to-date with the latest updates to the IFHP.

Registering for the portal is easy. You will need your UCI number and an email address.

Visit <https://ifhp-beneficiary.medaviebc.ca> and select the option for registration. You will be asked to create a user ID and a password. Fill in the required fields and agree to the Terms and Conditions to use the portal.

By subscribing to the Secure Beneficiary Web Portal, you can also sign up for the IRCC Customer Satisfaction Surveys and provide Medavie Blue Cross with your feedback on our customer service and the IFHP.

More information on how to use the Secure Beneficiary Web Portal can be found in the Beneficiary Web Portal - End User Manual.

8. CONFIDENTIALITY

All personal information collected with respect to you is confidential and may not be used or disclosed other than for the purpose of the administration of IFHP, without your consent, unless in accordance with the applicable privacy legislation.

9. COLLECTION AND USE OF PERSONAL INFORMATION

The purpose of the collection of personal information by Medavie Blue Cross will be solely for the administration of IFHP coverage for services and products. Medavie Blue Cross will comply with the requirements of the *Personal Information Protection and Electronic Documents Act* and the *Privacy Act* when collecting, using and disclosing personal information. Personal information will not be disclosed to third parties without consent, except as authorized by law.

10. FREQUENTLY ASKED QUESTIONS

WHO DETERMINES ELIGIBILITY?

Eligibility is determined by an IRCC Officer at an inland office or by a CBSA Agent at a port of entry after an interview with the refugee or refugee claimant. IRCC beneficiaries who have questions regarding refugee status and procedures should visit the IRCC IFHP website or contact the IRCC Call Centre. Only IRCC and CBSA officers can determine eligibility for the IFHP. Medavie Blue Cross should not be contacted for this purpose.

WHY IS MY ELIGIBILITY CHECKED EACH TIME A SERVICE IS PROVIDED?

A health-care provider is required to verify your eligibility BEFORE providing the service to ensure reimbursement for their services.

Your coverage can be **cancelled without notice** if your immigration status changes. This is why health-care providers must confirm **each time** that you're eligible for coverage before providing any product or service.

I DON'T HAVE THE PROPER FORMS OR MY COVERAGE HAS EXPIRED. WHAT SHOULD I DO?

As the administrator of the IFHP, Medavie Blue Cross is only authorized to reimburse providers for beneficiaries with up-to-date coverage. Please contact the appropriate IRCC office to obtain the proper documents or renew your coverage.

I AM BEING ASKED TO PAY FOR A SERVICE. WHAT DO I DO?

Providers should not charge you for covered services. Any difference between the amount the provider is billing and the amount being reimbursed cannot be billed to you.

The only time you can be charged is if you are not eligible for either the IFHP program or for the service under the program.

Please contact the Customer Service Centre at 1-888-614-1880.

HOW DO I SUBMIT A CLAIM?

Should you require some assistance with the reimbursement of a claim, please contact Medavie Blue Cross at 1-888-614-1880.

11. CONTACT INFORMATION

11.1. Mailing Address, Fax Number and E-mail Address

Mailing Address

Interim Federal Health Program
Medavie Blue Cross
644 Main St. PO Box 6000
Moncton, NB E1C 0P9

Fax Number

Fax Number for Claims Submission: 506-867-3841

Email

E-mail Address: CIC_Inquiry@medavie.bluecross.ca

11.2. Telephone Numbers

Medavie Blue Cross

You can reach us by telephone at 1-888-614-1880 (available in Canada Monday to Friday, 6 a.m. to 9 p.m. Eastern Time and a member of our customer care team will be happy to assist you. Any voicemails left will be returned within 24 hours.

- **TTY: Call us via the Bell Relay service (BRS): (6 a.m. to 9 p.m. Eastern Time)**
 - 1-800-855-0511 (Voice to TTY)
 - 711 (TTY to Voice)
 - 1-800-855-1155 (TTY to TTY)
- **International Number: +1 800 63328431 (800 MEDAVIE1)**

IRCC

- **1-888-242-2100 (in Canada only)**
 - **Automated telephone service** (available 24 hours a day, 7 days a week)
If you have a touch-tone telephone, you can listen to pre-recorded information about our programs and check the status of your application.
 - **Client Support Centre agents - Monday to Friday, 8 a.m. to 4 p.m.,** your local time, except for statutory holidays. Services are available in French and English.

Agents can help you with general and case specific inquiries. **They cannot:**

- make decisions on applications
- help process applications faster, unless you meet the criteria for urgent processing
- **TTY: Call us via the Bell Relay service (BRS): (Monday to Sunday, 6 a.m. to 9 p.m. Eastern Time)**
 - 1-800-855-0511 (Voice to TTY)
 - 711 (TTY to Voice)
 - 1-800-855-1155 (TTY to TTY)

12. LIST OF ACRONYMS AND DEFINITIONS

APPEAL - A request to your health insurance company (Medavie Blue Cross) to review a decision that denies a benefit.

APPROVED PROVIDER STATUS - To register with Medavie Blue Cross as an approved health-care provider of service, the health-care provider must provide proof of licensing in provinces/territories where the profession is legislated or demonstrate proof of membership in an association credentialed by Medavie Blue Cross as meeting its minimum mandatory requirements.

BENEFIT GRID - A document that outlines IRCC's benefits and services. Each benefit specifies the prescription requirements, dollar and frequency limits and requirements for prior approval that must be obtained by a health-care provider before providing a beneficiary with a benefit/service.

BENEFICIARY - A person who is eligible to receive health benefits through the Interim Federal Health Program.

BENEFICIARY VERIFICATION LETTERS - As part of the audit process, Medavie Blue Cross will send letters to randomly selected beneficiaries asking them to confirm they received a benefit/service on a particular date and to confirm these benefits/services are in accordance with the claims received from health-care providers.

CBSA - Canada Border Services Agency. The federal government agency that manages the access of people and goods to and from Canada (www.cbsa-asfc.gc.ca).

CLAIM - Any method, authorized by Medavie Blue Cross, by which the health-care provider may request payment from Medavie Blue Cross for services provided to an eligible beneficiary.

CLIENT ID NUMBER (UCI NUMBER) - An eight or ten-digit identification number found on the IFHP eligibility documents and used by health-care providers to confirm eligibility of a beneficiary.

DATE OF SERVICE - The date on which the health benefits from a health-care provider are supplied to, received, and accepted by a beneficiary.

DIN - Drug Identification Number

FURTHERED CASE - A medical officer may determine that additional or more detailed information is required to complete an applicant's medical assessment. This additional information may be in the form of supplemental or more detailed clinical or laboratory investigations or reports and analysis from consultants or specialists. Cases where this additional information is requested are said to be furthered.

GP - General Practitioner

HEALTH-CARE PROVIDER - A health professional or other person who provides health benefits/services to a beneficiary and who submits a claim to Medavie Blue Cross for reimbursement under the IFHP.

IFHP - Interim Federal Health Program

IME - Immigration Medical Examination

IRCC - Immigration, Refugees and Citizenship Canada. The federal government department responsible for immigration, settlement, resettlement, citizenship and multiculturalism programs and services (www.cic.gc.ca).

MD - Medical Doctor

NP - Nurse Practitioner

PANEL PHYSICIANS (PP) - A medical professional approved by IRCC to perform immigration medical examinations. To find a panel physician, visit <https://secure.cic.gc.ca/pp-md/pp-list.aspx>.

PASSWORD – An access code sent to a beneficiary who registers for access to the Secure Beneficiary Web Portal. The password is entered in conjunction with the User ID for access to the service.

PRESCRIPTION – A written or verbal order that prescribes the treatment benefits recommended in relation to the beneficiary's health needs. If the prescription is written, it must be dated and signed by the required prescriber who is licensed or authorized for that purpose.

PRIOR APPROVAL – A special authorization/approval required prior to providing a beneficiary with eligible benefits/services.

TTY - A special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening.

13. COMMENTS

If you have any comments on the Information Handbook for Beneficiaries or any suggestions on additional information you feel should be included, please use the “Contact Us” section on the Secure Beneficiary Web Portal or forward your comments to:

Interim Federal Health Program
Medavie Blue Cross
644 Main St. PO Box 6000
Moncton NB E1C 0P9