



First Nations Health Authority
Health through wellness

YOUR NEW FIRST NATIONS HEALTH BENEFITS PROGRAM: Dental, Vision and Medical Supplies & Equipment (MS&E)

The First Nations Health Authority (FNHA) engaged with First Nations communities and health care providers across the province to learn how we can improve dental, vision and MS&E benefits to support the wellness journey of First Nations people in BC.

YOUR NEW PLAN launching Sept. 16, 2019

FNHA has partnered with non-profit, BC-based health benefits organization Pacific Blue Cross to administer dental, vision and MS&E benefits.



PLAN HIGHLIGHTS



Higher limits and no pre-approval needed for routine eye exams and eyewear



Dental fee guide in line with BC industry standards



Faster pre-approval decisions for MS&E, vision and dental special needs



Pay-direct claims at most dental offices and participating optical stores



Online and mobile app claims



Reimbursement in as little as 48 hours for claims paid out of pocket



Ability to check your coverage and limits online 24/7

Questions? Your local FNHA Health Benefits Community Relations Representative would be happy to help you.



FRASER-SALISH REGION

James Delorme

James.Delorme@fnha.ca
778-684-1886



INTERIOR REGION

Joyce Kenoras

Joyce.Kenoras@fnha.ca
250-318-6634



NORTHERN REGION

Lindsey Larsen

Lindsey.Larsen@fnha.ca
250-645-3026



VANCOUVER COASTAL REGION

Jenny Smith

Jennifer.Smith@fnha.ca
604-693-6588



VANCOUVER ISLAND REGION


Candy-Lea Chickite

Candy-Lea.Chickite@fnha.ca
250-830-7346

The FNHA provides other benefits to meet health needs not covered by provincial or third-party health insurance. These include medical transportation, mental health support, and pharmacy benefits through BC PharmaCare Plan W.

Learn more about your FNHA benefits at: www.fnha.ca/benefits

ENGAGE WITH US ON SOCIAL MEDIA OR CALL US AT:

     • 1.855.550.5454



WE LISTENED TO: COMMUNITIES



WE SPOKE WITH: HEALTH CARE PROVIDERS

51

Focus groups across all 5 regions, and a Health Directors survey

17

of health care provider group interviews conducted — dental, vision, MS&E, pharmacy

98

Communities represented in focus groups

60

of provider colleges & associations who received information on our commitment to promoting cultural safety and humility

3000+

lines of feedback collected

23

of health regulatory bodies that signed the FNHA Declaration of Commitment on Cultural Safety and Humility

WHAT WE HEARD: TOP COMMUNITY FEEDBACK

#1

enhance coverage, frequency and flexibility

#2

improve provider service, education and cultural safety

#3

better communication and engagement

#4

faster and easier pre-approval process

"Things will move at the speed of trust."
—Skidegate Focus Group

"Providers are not willing to direct bill as it takes too long, is complicated, and slow."
—Ktunaxa Focus Group

"Some dentists won't see clients because of the amount of paperwork and because they won't get the rate they normally charge."
—Cowichan Tribes Focus Group

"There needs to be better communication on what is covered, what isn't covered and the timeframe for payment or reimbursement."
—Musqueam Focus Group

"Some concerns were expressed about being able to access quality eye exams and eyeglasses."
—Skawahlook Focus Group