

# INFORMATION SHEET: REFUGEE CLAIMANTS AND THE INTERIM FEDERAL HEALTH PROGRAM

As a refugee claimant, you have access to the Interim Federal Health Program (IFHP), which provides short-term health-care coverage funded by the Government of Canada.

You will find general information about the program below. If you have more questions, please visit: <https://ifhp.medaviebc.ca/>.



## SERVICES COVERED BY THE IFHP INCLUDE:

### BASIC COVERAGE

#### Hospital Services

- Emergency room visits
- Hospital stays
- Medical and surgical care
- Diagnostic imaging

#### Medical Services

- Doctor visits
- Standard vaccinations
- Medical care before, during, and after birth
- Lab tests and X-rays

#### Prescription Drug Coverage

- Prescription medications and products

#### Immigration Medical Examination

- Costs related to your Immigration Medical Exam

### SUPPLEMENTAL COVERAGE

#### Limited Vision Care

- One vision test per year
- One pair of glasses and/or contact lenses every two years

#### Urgent Dental Care

- Emergency dental exams
- Dental X-rays
- Tooth removals
- Dentures

#### Mental Health Services

- Psychological counselling, including services from registered health-care specialists

#### Other Services

- Nursing visits
- Emergency ambulance
- Medical devices and supplies, including oxygen equipment, mobility aids, and diabetic supplies

**Note:** The benefits covered by the IFHP are subject to certain limits, including maximum dollar amounts. Please consult with a health-care provider registered with the IFHP to learn more.

## FREQUENTLY ASKED QUESTIONS

### What do I need to do to access IFHP services?

Show your proof of IFHP eligibility document. This document proves that you are covered for IFHP and you must show it to your health-care provider each time you visit.

**Note:** a list of the eligibility documents that prove you are covered by IFHP are listed below.

- Make sure your health-care provider is registered with the IFHP before making an appointment.
- You may want to register for the Secure Beneficiary Web Portal at <https://ifhp-beneficiary.medaviebc.ca> to view information about your coverage and search for IFHP health-care providers. To register, you'll need your Unique Client Identifier (UCI) number, which can be found on your IRCC documents. The UCI is either an eight or ten-digit number, and looks like: 0000-0000 or 00-0000-0000.





## Which document proves that I'm covered by the IFHP?

When you claimed asylum you were provided with one of the documents below:

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

You need to sign it (except for the Acknowledgment of Claim). You will need to show this document to access the IFHP services.

## Where do I get health-care services?

You can get health-care services anywhere in Canada from any health-care provider registered with the IFHP. Please refer to the table below for help with finding a registered health-care provider.

- If a health provider is not registered with IFHP, the provider can easily register by following this link: <http://web.medavie.bluecross.ca/en/health-professionals/register>.



## How long am I covered for?

You are covered for Basic, Supplemental and Prescription Drug coverage:


- while you wait for a decision to be made on your asylum claim;
- up to 90 days after your claim is accepted, or when you become eligible for provincial or territorial health insurance; or
- until you leave Canada.

Your IFHP coverage will be cancelled immediately if:

- you withdraw your asylum claim;
- the Immigration and Refugee Board (IRB) finds your claim to be abandoned, meaning that you can't proceed with your claim; or
- it is decided that your claim is ineligible and you are not eligible for a Pre-Removal Risk Assessment (PRRA).

## Do I have to pay for health-care services myself?

- No. Your health-care provider should not ask you to pay for IFHP-covered products and services at any time. If you are eligible to get coverage for a medical service or product, your provider will be reimbursed directly.
- **Note:** Please make sure that your service provider is registered with IFHP (Medavie – Blue Cross). If you pay your health-care provider for a product or service that we cover, we won't be able to reimburse you.

For help with	Contact
<ul style="list-style-type: none"> <li>• Questions about benefits and services you are eligible for</li> <li>• Confirming a claim payment or benefit pre-approval</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone: 1-888-614-1880 (in Canada only)</li> <li>• TTY: 1-800-855-0511 (Voice to TTY)</li> <li>• 711 (TTY to Voice)</li> <li>• 1-800-855-1155 (TTY to TTY)</li> </ul>
<ul style="list-style-type: none"> <li>• Questions about IFHP eligibility status and how long it's valid</li> </ul>	IRCC Help Centre: IFHP Coverage: <a href="https://www.cic.gc.ca/english/helpcentre/answer.asp?qnum=1275&amp;top=33">https://www.cic.gc.ca/english/helpcentre/answer.asp?qnum=1275&amp;top=33</a> 
<ul style="list-style-type: none"> <li>• Finding a health-care provider registered with the IFHP</li> </ul>	IFHP Providers Search: <a href="https://ifhp.medaviebc.ca/en/providers-search">https://ifhp.medaviebc.ca/en/providers-search</a> 
<ul style="list-style-type: none"> <li>• Questions about the status of your refugee application or IFHP eligibility documents</li> </ul>	IRCC Help Centre: <a href="https://ircc.canada.ca/english/helpcentre">https://ircc.canada.ca/english/helpcentre</a> IRCC Web form: <a href="https://www.canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc/web-form2.html">https://www.canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc/web-form2.html</a> <ul style="list-style-type: none"> <li>• Telephone: 1-888-242-2100 (in Canada only)</li> <li>• TTY: 1-800-855-0511 (Voice to TTY)</li> <li>• 711 (TTY to Voice)</li> <li>• 1-800-855-1155 (TTY to TTY)</li> </ul>  