INFORMATION SHEET:
HOW TO SUPPORT REFUGEE CLAIMANTS ELIGIBLE FOR THE INTERIM FEDERAL HEALTH PROGRAM

The Interim Federal Health Program (IFHP) provides limited, temporary coverage of health-care benefits for certain groups of people in Canada who don't have provincial, territorial, or private health-care coverage. This includes refugee claimants, resettled refugees, Protected Persons in Canada, victims of trafficking and/or domestic violence, and detainees under the *Immigration and Refugee Protection Act* (IRPA).

Program information is provided below.
You may also visit https://ifhp.medaviebc.ca to learn more.

HOW CLIENTS CAN GET HEALTH-CARE TREATMENT

1. Locate an IFHP-registered health-care provider through the Medavie Blue Cross website: https://ifhp.medaviebc.ca/en/providers-search. Medavie Blue Cross is the IFHP Claims Administrator that processes reimbursement claims from health-care providers.

2. The client will need to show their health-care provider **one** of the following documents before receiving treatment:

   • Acknowledgement of Claim and Notice to Return for Interview letter (AOC);

   • Refugee Protection Identity Document (RPID) or Refugee Protection Claimant Document (RPCD) (with photo); or

   • Interim Federal Health Program Certificate (IFHC) (with or without a photo).

   The document must be signed by the client, except for the AOC.

3. IFHP doesn't cover all health-care services or products, and benefits may be subject to certain limits. The health-care provider will need to confirm eligibility with Medavie Blue Cross and what coverage the client has before providing any services. Covered products and services are listed below, with more detailed information available at https://ifhp.medaviebc.ca/en/benefit-grids.

> **IMPORTANT:**
>
> The health-care provider should not charge the client for IFHP-covered products or services at any time.
>
> • If the client is eligible for health services, the provider will be reimbursed by Medavie Blue Cross directly.
>
> • If the client pays the health-care provider for a product or service that is covered by the IFHP, the client will not be reimbursed.
>
> • If the client needs a health-care service or product that isn't covered by IFHP, they will have to pay for it.

Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

Canada

4. After the client receives treatment, the health-care provider may ask the client to sign a form as proof that they received the health-care service or product.

ONLINE REGISTRATION

By registering for the Secure Beneficiary Web Portal (https://ifhp-beneficiary.medaviebc.ca), clients are able to:

- confirm whether they are eligible for IFHP coverage;
- see what services are available to them;
- send questions about their IFHP coverage;
- search for IFHP health-care providers; and
- access the Information Handbook, which includes information about IFHP coverage.

They will need their Unique Client Identifier (UCI) number to complete their portal registration. If they have any questions about their UCI, they may consult their IRCC documents or the FAQs below.

FREQUENTLY ASKED QUESTIONS FROM CLIENTS

What do I need to do to access IFHP services?

- Show your proof of eligibility document to your health-care provider each time you visit.
- Make sure your health-care provider is registered with the IFHP before making an appointment.
- Register for the Secure Beneficiary Web Portal: https://ifhp-beneficiary.medaviebc.ca. 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.

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, including:

- doctor visits, hospital care, and lab tests;
- supplemental services such as limited vision care and urgent dental care; and
- pharmacies for prescription drug coverage (medications and products).

You can find the list of registered providers online at https://ifhp.medaviebc.ca/en/providers-search.

If a health provider is not registered with IFHP, the provider can easily register by following this link: https://www.medaviebc.ca/en/health-professionals/register.

What am I covered for?

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, such as oxygen equipment, mobility aids, and diabetic supplies

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 pay for health-care services myself?

- No. Your health-care provider should not ask you to pay for IFHP-covered products or services at any time. If you're eligible to get coverage for a medical service or product, your provider will be reimbursed directly.
- **Note:** If you pay your health-care provider for a product or service that is covered, you will not be reimbursed.
- 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; or
  - ➤ coordinate benefits with other insurance plans or programs, so co-payments are not possible.

Am I eligible for public health insurance if I have a work permit?

- If you have a work permit, you may be eligible to apply for public health insurance in your province or territory of residence. You can check with the Ministry of Health in your province or territory (https://www.canada.ca/en/health-canada/services/health-cards.html) to confirm. If you are eligible, we encourage you to apply so you can use this health insurance for basic coverage. You will continue to be eligible for IFHP, which means you can use IFHP for supplemental and prescription drug coverage.

For help with	Contact
• Questions about benefits and services you are eligible for • Confirming a claim payment or benefit pre-approval	• Telephone: 1-888-614-1880 (in Canada only) • TTY: 1-800-855-0511 (Voice to TTY) • 711 (TTY to Voice) • 1-800-855-1155 (TTY to TTY)
• Questions about IFHP eligibility status and how long it's valid	IRCC Help Centre: IFHP Coverage: https://ircc.canada.ca/english/helpcentre/answer.asp?qnum=1275&top=33
• Finding a health-care provider registered with the IFHP	IFHP Providers Search: https://ifhp.medaviebc.ca/en/providers-search
• Questions about the status of your refugee application or IFHP eligibility documents	IRCC Help Centre: https://ircc.canada.ca/english/helpcentre IRCC Web form: https://www.canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc/web-form2.html • Telephone: 1-888-242-2100 (in Canada only) • TTY: 1-800-855-0511 (Voice to TTY) • 711 (TTY to Voice) • 1-800-855-1155 (TTY to TTY)