

INFORMATION SHEET:

HOW TO SUPPORT ASYLUM 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 do not have provincial, territorial, or private health-care coverage. This includes asylum claimants, resettled refugees, Protected Persons in Canada, holders of temporary resident permits for victims of human trafficking or family 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 BENEFICIARIES 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 beneficiary 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 beneficiary, except for the AOC.

3. IFHP does not cover all health-care services or products, and benefits may be subject to certain limits or co-payments. The health-care provider will need to confirm eligibility with Medavie Blue Cross and what coverage the beneficiary has before providing any services. The provider also needs to advise the beneficiary if they will be responsible for providing a co-payment at the point of care. Covered products and services are listed below, with more detailed information available at <https://ifhp.medaviebc.ca/en/benefit-grids>.
4. After the beneficiary receives treatment, the health-care provider may ask the beneficiary to sign a form as proof that they received the health-care service or product. They should also provide a receipt confirming the co-payment amount paid by the beneficiary for supplemental health services or products and the \$4 for prescription medications.





IMPORTANT:

As of May 1, 2026, IFHP beneficiaries will pay \$4 per eligible prescription medication filled or refilled, and 30% of the cost of all other eligible supplemental health services and products. Eligible basic health-care benefits, such as doctor visits and hospital care, are free-of-charge under the IFHP, with no co-payments required.

- If the beneficiary is eligible for a supplemental health service or product, the provider will be reimbursed by Medavie Blue Cross directly for the remaining balance of the IFHP-eligible service or product, as per the IFHP benefit grids.
- If the beneficiary pays for IFHP basic health-care benefits or more than their co-payment share for supplemental benefits, the beneficiary will not be reimbursed.
- If the beneficiary needs a health-care service or product that is not covered by IFHP, they will have to pay for the entire cost of the service or product.

ONLINE REGISTRATION

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



- confirm whether they are eligible for IFHP coverage;
- see what benefits (services and products) are available to them;
- see their claims history (the services and products that have been reimbursed by the IFHP);
- 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 BENEFICIARIES

What do I need to do to access IFHP services?

- Make sure your health-care provider is registered with the IFHP before making an appointment.
- Show your proof of eligibility document to your health-care provider each time you visit.
- Ask if a co-payment will apply and the amount you will have to pay before receiving care.
- 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 vision care and urgent dental care; and
- pharmacies for prescription medication 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 Care

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

Medical Services

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

Immigration Medical Examination

- The cost of one in-Canada Immigration Medical Exam

Supplemental Coverage

Prescription Medication Coverage

- Prescription medications and products

Limited Vision Care

- Eye exams
- Eyewear

Urgent Dental Care

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

Mental Health Counselling

- Counselling, including services from registered health-care specialists

Other Services

- Occupational therapy, physiotherapy, speech language therapy
- Assistive devices like prosthetics, mobility aids and hearing aids
- Home care
- Medical supplies and equipment



How long am I covered for?

You are covered for Basic, Supplemental and Prescription Medication 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 cannot 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?



- As of May 1, 2026, you will pay \$4 per eligible prescription medication filled or refilled, and 30% of the cost of all other eligible supplemental health services and products. You will pay these amounts directly to your health-care provider. You will not be reimbursed by the IFHP for any costs paid to the health-care provider.
- Before seeking care, you should make sure your service provider is registered with the IFHP (Medavie Blue Cross) and ask about any costs that you may need to pay. You should never be asked to pay the entire cost of IFHP-eligible products and services to your service provider.
- Eligible basic health-care benefits, such as doctor and hospital care are free-of-charge under the IFHP, with no co-payments required.
- If you pay for IFHP basic health-care benefits or more than your co-payment share for supplemental benefits, 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.

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, along with extended health benefits through social assistance programs. 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 begin benefitting from those services.
- You may also be eligible for the Canadian Dental Care Plan (CDCP) if you have filed taxes in Canada. This national dental care plan offers a broader suite of oral health benefits compared to the IFHP. You can confirm your eligibility by visiting the CDCP website: <https://www.Canada.ca/en/services/benefits/dental/dental-care-plan.html>.





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