



First Nations Health Authority
Health through wellness

Supporting First Nations Health Authority Clients Affected by Wildfires

August 6th, 2021

First Nation communities across British Columbia continue to be impacted by wildfires. In some instances, individuals have very little time to evacuate their homes having to leave behind important medications or medical supplies. Health Benefits can assist with services including pharmacy items and prescription refills, patient travel, medical supplies and equipment, eyewear, dental items and mental health supports.

FNHA Health Benefits will consider requests for replacement of benefit items lost due to wildfires. Please fax pre-determinations for replacement items to Pacific Blue Cross at 604-677-0277 and include a note indicating that the request is related to wildfire impacts.

To avoid delays due to coordination of benefits for clients that have additional third party insurance, FNHA recommends the use of Transitional Payment Request (TPR) to ensure clients can receive the benefits they need immediately without any further delays. TPR is a manual claim process meant address one time coverage issues at the point of sale. Providers that use the TPR form will be reimbursed a \$10 service fee in addition to the item cost, up to listed maximums.

This is a temporary measure to ensure individuals that have been impacted by wildfires have access to the items they need.

Health Benefits is providing weekend support for clients Impacted by BC Wildfires. Please call 1-888-305-1505 during regular service hours (8:00 a.m. to 4:30 p.m. on Monday-Friday) and during our extended hours (Noon to 4:00 p.m. on Saturday-Sunday and statutory holidays). For a list of supports for communities and individuals affected by wildfires, visit FNHA's wildfire information page

For general information on what is covered by FNHA Health Benefits, or to verify a patient's eligibility visit Health Benefits or call us at 1-855-550-5454.