Information Handbook FOR
Pre-Departure Medical Services Providers

Effective April 1, 2017
# TABLE OF CONTENTS

1. OVERVIEW OF THE INTERIM FEDERAL HEALTH PROGRAM ..................................................2
2. ABOUT MEDAVIE BLUE CROSS ..........................................................................................3
3. PURPOSE OF HANDBOOK .....................................................................................................3
4. TERMS AND CONDITIONS FOR IFHP APPROVED PRE-DEPARTURE PROVIDERS ..........4
   4.1. IFHP APPROVED PRE-DEPARTURE PROVIDER STATUS AND PROVIDER NUMBER ....4
   4.2. TERMS AND CONDITIONS ...........................................................................................4
5. IFHP PRE-DEPARTURE MEDICAL SERVICES (PDMS) ......................................................5
   5.1 COVERAGE AND ELIGIBLE BENEFITS .........................................................................5
6. DETERMINING CLIENT ELIGIBILITY ...................................................................................6
   6.1 INTERIM FEDERAL HEALTH CERTIFICATE OF ELIGIBILITY (IFHC) .........................8
7. AUDIT POLICIES AND PROCESSES ...................................................................................9
   7.1 AUDIT REDRESS PROCEDURE ......................................................................................9
   7.2 SANCTIONS .......................................................................................................................10
   7.3 CONFIDENTIALITY ............................................................................................................10
   7.4 COLLECTION AND USE OF PERSONAL INFORMATION ........................................10
   7.5 HELP COMBAT HEALTH CARE FRAUD AND ABUSE ..............................................10
8. CLAIM SUBMISSION GUIDELINES ......................................................................................11
   8.1 SUBMISSION OF CLAIMS ...............................................................................................11
   8.2 METHOD ..........................................................................................................................12
   8.3 FEE POLICY .....................................................................................................................12
   8.4 PROCESSING OF CLAIMS ...............................................................................................12
   8.5 PROVIDER PAYMENT .......................................................................................................12
   8.6 CLAIM IRREGULARITIES ...............................................................................................13
9. PRIOR APPROVAL AND CLAIMS PROCEDURES ..............................................................13
10. FREQUENTLY ASKED QUESTIONS ....................................................................................15
11. COMMENTS .........................................................................................................................17
12. LIST OF ACRONYMS AND DEFINITIONS ......................................................................17
13. MEDAVIE BLUE CROSS CONTACT INFORMATION .....................................................19
   13.1 WEBSITE .....................................................................................................................19
   13.2 EMAIL ADDRESS AND FAX NUMBER ........................................................................19
   13.3 IMMIGRATION REFUGEES AND CITIZENSHIP CANADA CONTACT INFORMATION ..............20
14. MEDICAL SUPPORT IN TRANSIT PRIOR APPROVAL FORM .........................................21
Interim Federal Health Program: In-Canada

In Canada, the Interim Federal Health Program (IFHP) provides limited, temporary coverage of healthcare benefits to resettled refugees, refugee claimants and certain other groups until they qualify for provincial/territorial health coverage or leave the country. The IFHP provides clients with coverage for basic health care services, such as physician and hospital care, supplemental services and prescription drug coverage. For certain groups of clients in Canada, the IFHP also covers the cost of one Immigration Medical Examination.

Interim Federal Health Program: Pre-Departure

As of April 1, 2017, the Government of Canada has expanded the scope of the IFHP to include coverage of Pre-Departure Medical Services for Canada-bound resettled refugees. The scope of coverage includes the cost of the Immigration Medical Examination (IME) and follow-up treatment of health conditions that would make an individual inadmissible to Canada; communicable diseases prevention and control; outbreak response management and control; and medical support in transit.

The services covered under Pre-Departure Medical Services (PDMS) can be rendered by Immigration, Refugees and Citizenship Canada (IRCC) Panel Physicians, Panel Radiologists and secondary care providers such as hospitals, laboratories and specialists. The International Organization of Migration (IOM) is a key service provider in the delivery of all pre-departure components. IOM affiliated Panel Physicians are the sole providers of vaccination services.

Health care providers are reimbursed directly for services covered by the IFHP that are provided to eligible clients. Medavie Blue Cross will administrator these claims and is responsible for supporting health care providers seeking financial reimbursement for health care services provided to IFHP clients.

For more information on the program, please visit the IRCC IFHP website at www.cic.gc.ca/ifhp.
2. ABOUT MEDAVIE BLUE CROSS

With roots back to 1943, Medavie Blue Cross is an industry leader that provides group and individual health, travel, life and disability benefits to more than one million Canadians.

Medavie Blue Cross operates from major locations in Canada, including Moncton, New Brunswick; Dartmouth, Nova Scotia; Etobicoke, Ontario; and, Montreal, Quebec as well as six branch offices across the Atlantic Provinces.

A member of the Canadian Association of Blue Cross Plans, Medavie Blue Cross is an independent not-for-profit company governed by a board of directors made up of representatives of the business and health care communities.

Medavie Blue Cross administers various provincial government programs as well as national contracts on behalf of Veterans Affairs Canada, the Canadian Armed Forces and the Royal Canadian Mounted Police, as well as the Interim Federal Health Program (IFHP) and, with other Blue Cross plans, is one of the owners of Blue Cross Life Insurance Company of Canada.

An innovative and progressive company, Medavie Blue Cross is dedicated to fulfilling its core purpose: To help improve the health and well-being of people and their communities.

3. PURPOSE OF HANDBOOK

The purpose of the IFHP Information Handbook for Pre-Departure Medical Services Providers is to provide a better understanding of the IFHP and to outline the administrative procedures for requesting reimbursement of services rendered.

This handbook explains:

1. Who is eligible for Pre-Departure Medical Services under the IFHP.
2. What Pre-Departure Medical Services are covered by the IFHP.
3. How health care providers are reimbursed for their services.
4. Terms and conditions for the IFHP Approved Pre-Departure Medical Services Providers.

This handbook is available on the Medavie Blue Cross website at www.medavie.bluecross.ca/healthprofessionals. When deemed necessary, Medavie Blue Cross will also send bulletins via email to Providers, with important information regarding policies, benefit changes or new services. These bulletins should be kept for future reference.
4. TERMS AND CONDITIONS FOR IFHP APPROVED PRE-DEPARTURE PROVIDERS

4.1. IFHP APPROVED PRE-DEPARTURE PROVIDER STATUS AND PROVIDER NUMBER

Medavie Blue Cross defines an Approved Pre-Departure Medical Service Provider as a professional, medical facility or an organization (e.g. IOM) who is:

- an IRCC panel member (including designated Panel Physicians, Panel Radiologists and laboratories) or a secondary care provider who is currently registered, certified or licensed by their respective regulatory body (where applicable) or otherwise authorized by IRCC to provide eligible services or products to the IFHP clients overseas; and
- registered with Medavie Blue Cross.

Medavie Blue Cross will register and assign a Provider Number to the Approved Pre-Departure Medical Service Provider. A Provider’s status may be refused, suspended or revoked for reasons including but not limited to:

a) the Provider refuses Medavie Blue Cross access to the records and information incidental to the conduct of an audit or otherwise fails to cooperate in the conduct of the audit;
b) the Provider, either in writing or orally, makes any claim that IRCC endorses the health benefits available from that Provider over those of any other Provider;
c) the Provider fails to adhere to the requirements outlined in the Benefit Grid;
d) the Provider is suspected or proven to have committed fraud or abuse; and

e) the Provider fails to return to Medavie Blue Cross the signed acceptance of Terms and Conditions (for each location if applicable) within ninety (90) days of becoming an approved IFHP Pre-Departure Medical Service Provider.

4.2. TERMS AND CONDITIONS

The following Terms and Conditions apply to all Approved Pre-Departure Medical Service Providers who provide services to the IFHP clients and who accept payment, either directly or through a third party billing agent, from Medavie Blue Cross for those services submitted as claims.

1. In order to be registered with Medavie Blue Cross, the Provider must be and remain qualified and entitled to practice professional services under the accepted guidelines of their licensing body (where applicable), as recognized by Immigration, Refugees and Citizenship Canada (IRCC) or otherwise authorized by IRCC to provide eligible services or products to the IFHP clients overseas.

2. Providers must verify the eligibility status of each IFHP client before services are rendered.

3. The submission of claims to Medavie Blue Cross, whether by fax or via email, is to be done in accordance with these Terms and Conditions, claim submission guidelines and all other procedures outlined in the IFHP Information Handbook for Pre-Departure Medical Services Providers.

4. Medavie Blue Cross has the right to audit the Provider’s data and documentation relating to their claims for the purpose of administering the IFHP.

5. All personal information collected by the Provider with respect to a client is confidential and cannot be used or disclosed without the individual’s consent other than for the purpose of the administration of the IFHP, unless in accordance with the applicable privacy law.
6. Medavie Blue Cross can publish the Provider’s contact information in a listing of IFHP service providers on the IFHP website and in publications, for the purposes of communicating provider services to clients, unless otherwise advised by the Provider in writing. Medavie Blue Cross can also share the information with third parties for the purpose of conducting surveys to measure Provider satisfaction with Medavie Blue Cross IFHP services.

7. Providers registering to become an IFHP approved provider are required to read and accept the Terms and Conditions. Providers registering by email, fax or submission of the first claim will receive a copy of the Terms and Conditions upon approval. The signed acceptance of the Terms and Conditions (for each location, if applicable), MUST be returned to Medavie Blue Cross within ninety (90) days of becoming an IFHP approved provider. Failure to do so will result in termination of approved provider status.

5. IFHP PRE-DEPARTURE MEDICAL SERVICES (PDMS)

5.1. COVERAGE AND ELIGIBLE BENEFITS

The scope of IFHP Pre-Departure Medical Services coverage is limited to:

1. The cost of the Immigration Medical Examination (IME) and follow-up treatment of health conditions that would make an individual inadmissible to Canada under paragraph 38(1) (a) of the Immigration and Refugee Protection Act (IRPA) (i.e. active tuberculosis and untreated syphilis).

2. Communicable disease prevention and control, through the provision of selected vaccinations aligned with Canadian immunization guidelines. Vaccinations at this time may only be delivered by the International Organization for Migration (IOM) and can be offered to resettled refugees who are unimmunized, under-immunized or have an unknown immunization status. This service is voluntary and does not impact the refugee’s application for resettlement to Canada.

3. Medical support during travel to Canada includes coverage of certain medical services and devices that individuals with medical conditions require to travel to Canada. For example, assistive devices, portable oxygen, and medical escorts.


The benefits under each coverage are subject to certain limits as determined by IRCC. For more details, please consult the IFHP Pre-Departure Medical Services Benefit Grid available online at www.medavie.bluecross.ca/healthprofessionals.

Note: Requests for medical support in transit and outbreak management require prior approval from the IRCC. Further information on the prior approval processes can be found in section 9 of this handbook.
6. DETERMINING CLIENT ELIGIBILITY

Eligible Clients

All overseas refugees found eligible for resettlement to Canada are eligible for pre-departure medical services as of April 1st, 2017. Eligibility may also be extended to groups or individuals who have been specially designated by the Minister of Immigration, Refugees and Citizenship.

IFHP eligibility for pre-departure medical services is determined by IRCC visa offices.

Eligible clients who are instructed to present themselves to Panel Physicians who are not affiliated with the IOM will be issued medical instructions and an Interim Federal Health Certificate of Eligibility (IFHC) by IRCC visa offices. This certificate is proof of eligibility for pre-departure medical services. Clients must present the IFHC each time they see a non-IOM affiliated health care provider.

Eligible clients who are instructed to present themselves to an IOM-affiliated Panel Physician will not be issued an IFHC unless their situation requires that they be referred to a non-IOM affiliated provider.

In circumstances when IOM-affiliated Panel Physicians refer IFHP clients to non-IOM affiliated providers, the IOM mission must request an IFHC for the client from the IRCC visa office prior to the referral. Clients must present the IFHC to the non-IOM affiliated provider.

All clients that are eligible for PDMS must also present a passport or other government-issued photo identification. For a list of approved identification documents, please refer to the Panel Members Handbook available at http://www.cic.gc.ca/english/department/partner/pp/.

How to Verify Eligibility

As indicated in the Approved Pre-Departure Medical Services Provider Terms and Conditions, providers must verify the eligibility status of each IFHP client before services are rendered to ensure reimbursement.

Non-IOM affiliated providers must reference the following procedures:

- Confirm that the client has an IFHC;
- Confirm that the identity of the person on IFHC matches the person in the identification document; and
- Retain a photocopy of the client’s IFHC in their records.

IOM-affiliated providers will have client eligibility confirmed by the IOM. The IOM must follow the following procedures to confirm client eligibility for IOM-affiliated providers:

- Confirm that the client’s name appears on the list received from IRCC visa offices;
- Confirm that the identity of the person matches the person in the identification document; and
- Retain a copy of the list of eligible clients received from IRCC visa offices.
Please Note:

To ensure that services are reimbursed, non-IOM affiliated providers must attach a copy of the client’s IFHC to their claims for reimbursement to Medavie Blue Cross. For more information, please refer to section 8, Claims Submission Guidelines.

IOM must include with their claims the list received from IRCC Visa Offices.

If you have questions related to a client’s eligibility, you can send an email to Medavie Blue Cross at the following email address: CIC_Inquiry@medavie.bluecross.ca, indicating the client’s UCI and benefit code.

Pre-Departure Medical Services are only offered to refugees overseas and do not include other immigrant categories (e.g. students, workers, members of the family class). The IFHP cannot reimburse claims for any clients who are ineligible for the program at the time of the service.
As of (yyyy/mm/dd), you are eligible for coverage of health-care costs under the Interim Federal Health Program (IFHP). The length of time you are covered is based on your immigration status. For details, it is recommended you visit the IFHP website at www.cic.gc.ca/ifhp.

It is important to be aware that your coverage can be cancelled without notice if your immigration status changes. Therefore, participating health-care providers will confirm your eligibility for health-care coverage with the IFHP administrator at each visit, before providing services.

This certificate must be presented to the health-care provider, along with a government issued photo ID, before receiving services, so that the provider can contact the IFHP administrator to confirm that you are eligible under the IFHP for the service and/or product being requested.

If you pay for services covered by the IFHP, you won’t be reimbursed.

I, the undersigned:
- declare that I require coverage under the IFHP. I will notify Immigration, Refugees, and Citizenship Canada (IRCC) immediately of any changes to my immigration status, or if I become eligible for or receive other health insurance;
- understand that my medical and personal information will be shared with IRCC, IFHP claims administration and other appropriate third-parties for the administration of the IFHP and that my personal information may be shared with other government institutions and other third-parties in accordance with the Privacy Act and the Department of Citizenship and Immigration Act.

Signature of Holder Date (yyyy/mm/dd)

NOTE FOR HEALTH-CARE PROVIDERS:

Providers in-Canada MUST verify the eligibility of the individual with the IFHP administrator BEFORE providing services, Medavie Blue Cross may be contacted, by telephone at 1-888-614-1880, by facsimile at 506-867-4651 or through their website at https://provider.medavie.bluecross.ca

Overseas providers should verify eligibility by emailing Medavie Blue Cross via CIC_Inquiry@medavie.bluecross.ca

Client ID #: Date of birth: (yyyy/mm/dd)

Family name: Given Name(s):
Medavie Blue Cross reserves the right to perform random or annual audits of any Provider billing under this program.

The purpose of the audit function is to ensure that claims paid by Medavie Blue Cross on behalf of IFHP clients have been submitted and paid correctly.

Upon request, the Provider will make available to Medavie Blue Cross, for audit purposes, the billing and treatment records including details on the treatment provided, fees charged and dates of service for IFHP clients, as well as any other documentation that pertains to client information and the Explanation of Benefits (EOB)/claim acknowledgement forms deemed necessary by Medavie Blue Cross to verify claims submitted by the Provider. Such documentation must be kept by the Provider for a period of at least two (2) years.

Medavie Blue Cross may audit a claim to determine if the claim conforms to the Terms and Conditions. In cases where Medavie Blue Cross determines that the Terms and Conditions are not met, the claim will be ruled ineligible for payment or, if payment has been made to the Provider, that payment shall constitute a debt subject to recovery by Medavie Blue Cross.

Medavie Blue Cross has the right to audit any claim submitted by a Provider, whether that claim has been paid or is outstanding for payment, including claims for which prior approval was obtained.

Medavie Blue Cross has the right to access and copy any records and information relevant to the Provider’s claim and patient’s treatment plan including, but not limited to, any manufacturers’ invoices and account statements (where the records form part of the basis for the amount billed), claim forms and prescriptions.

Medavie Blue Cross, at the conclusion of an audit, will notify the Provider in writing of the Audit Decision and what amount of a claim, if any, has been identified for payment or recovery.

7.1. AUDIT REDRESS PROCEDURE

A Provider may, within fifteen (15) working days from the date of receipt of the Audit Decision, request that Medavie Blue Cross conduct a Review of that decision. The Provider must direct the request for a Review in writing to:

Government Business Audit
Medavie Blue Cross
PO Box 220
Moncton NB E1C 8L3
Canada
For the purpose of a Review, the Provider may submit new or additional information or reasons why all or a portion of the claim may be eligible for payment. The information submitted will be considered by Medavie Blue Cross and, within a reasonable time period, a Review Decision will be rendered with respect to the eligibility of the claim for payment. Medavie Blue Cross will immediately notify the Provider by email of the Review Decision.

7.2 SANCTIONS

Medavie Blue Cross may take any of the following actions based on the conclusion of an audit:

- cancel a Provider’s status;
- suspend a Provider’s status;
- reinstate a Provider’s status;
- recover an overpayment by direct cash settlement, by deducting the amount from subsequent payments for eligible claims or other negotiated repayment options;
- refer a matter to an appropriate licensing authority for investigation; or
- take no further action.

7.3 CONFIDENTIALITY

All personal information collected with respect to a client is confidential and may not be used or disclosed other than for the purpose of the administration of IFHP, without the individual’s consent, unless in accordance with the applicable privacy legislation.

7.4 COLLECTION AND USE OF PERSONAL INFORMATION

The purpose of the collection of personal information by Medavie Blue Cross will be solely for the administration of IFHP coverage for services and products. Medavie Blue Cross will comply with the requirements of the Personal Information Protection and Electronic Documents Act and the Privacy Act when collecting, using and disclosing personal information. Personal information will not be disclosed to third parties without consent, except as authorized by law.

7.5 HELP COMBAT HEALTH CARE FRAUD AND ABUSE

The Medavie Blue Cross Government Business Audit unit conducts the audit function to protect the financial integrity of IRCC’s Interim Federal Health Program. The unit is accountable to deter, detect, investigate and refer for prosecution cases of health care fraud and abuse committed by participating health care providers. Fraud is a major concern within the insurance industry. Not only is insurance fraud a criminal offence in Canada, it also negatively impacts the cost of insurance for everyone. If Providers become aware of fraudulent and/or abusive activity relating to the IFHP, they should contact the Government Business Audits unit by email at BC_FAPInvestigations@medavie.bluecross.ca.
8. CLAIM SUBMISSION GUIDELINES

8.1 SUBMISSION OF CLAIMS

All claims submitted for payment must be received by Medavie Blue Cross within six (6) months of the date the service was provided. Claims received later than six (6) months from the date of service are not eligible for payment and will be rejected.

When submitting claims, the following information must be included:

a) client information: name, date of birth, and the eight or ten-digit client ID number (UCI – Unique Client Identifier) indicated on the IFHC;

b) provider information: name, specialty (if applicable), name of referring prescriber (if specialist is claiming the fee), Provider Number, email and fax number;

c) claim information: invoice number (if applicable), date of service, benefit code, ICD-10 (if applicable), amount claimed and provide a copy of the approved prior approval from IRCC, if relevant; and

d) a photocopy of the client’s IFHC (non-IOM affiliated providers only)

A Provider who submits a claim must:

a) submit a claim only on or after the service date;

b) submit the claim to Medavie Blue Cross using the Medical/General Services Claim Form for Approved Pre-Departure Medical Services Providers;

c) ensure all information required to satisfy program criteria is included;

d) confirm and agree to the submission of the claim in accordance with the Terms and Conditions outlined in this handbook;

e) confirm that the claim is true and accurate to the best of their knowledge and belief;

f) confirm that the claim does not include any amount with respect to a health benefit provided to a client for which the Provider has otherwise been reimbursed or will be reimbursed pursuant to a another health care plan or private insurance plan;

g) if the claim is for medical support in transit (medical escort) or communicable disease outbreak management, attach a copy of the approval (form or email) from IRCC; and

h) sign the claim form, scan it and send it to Medavie via email or fax.

Note: IOM affiliated providers (panel members and secondary care providers) will be reimbursed for services provided by IOM. They are not required to submit their claims to Medavie. IOM, as an Approved Pre-Departure Medical Services Provider for IFHP, is responsible for delivery of eligible services or products to IFHP clients directly and submission of claims to Medavie Blue Cross.
8.2 METHOD

Claims must be sent via email or fax to Medavie Blue Cross with the applicable information. The Provider’s signature must be included on claims.

Claim Submission via Email:
Claims can be sent to Medavie Blue Cross at CIC_Inquiry@medavie.bluecross.ca

Paper Claims Submission
Paper claim forms can be downloaded from the Medavie Blue Cross Website at: www.medavie.bluecross.ca/healthprofessionals or by email or faxing a request to Medavie Blue Cross.

Paper claims can be faxed to: (001 + 1) + 506-867-3841.

Timeline for Submission of Claims
It is important to note that claims must be submitted within six (6) months from the date of service. Claims with date of service greater than 6 months will not be eligible and will be rejected for payment.

8.3 FEE POLICY

- Compensation is based on a fee-for-service model. The IFHP fee policy is to reimburse according to usual and customary fee rates in place on the date of service. A Provider must not collect from the client the difference between the total amount billed for the services and the amount to be reimbursed by Medavie Blue Cross, if any.
- A Provider must not submit a claim for a health benefit in circumstances where the client has cancelled the request for the health benefit or the client refused to accept delivery thereof.
- Fees for services rendered must not be dependent on method of payment nor influenced by whether the service is a covered benefit for the client.

8.4 PROCESSING OF CLAIMS

Claims submitted with all required supporting documentation will be reviewed by an analyst before being processed. Medavie Blue Cross will process a claim within the standards specified in the handbook subject to the following exceptions and pay the Provider at the appropriate rate:

a) a claim submitted that does not follow the conditions outlined in this document will be rejected;
b) a claim submitted at a date later than six (6) months from the service date is not eligible for payment; and
c) a claim that does not otherwise conform to the Terms and Conditions, including the Benefit Grid, is not eligible for payment.

8.5 PROVIDER PAYMENT

Medavie Blue Cross agrees to make payment to the Provider every second week for the amount due for claims received and adjudicated during the relevant claim period. The payment will be in Canadian funds and sent by wire transfer directly to the Provider. A bi-weekly payment summary will be emailed to the Provider for reconciliation purposes.
The Provider will examine and verify the accuracy of the payment summary when received and will notify Medavie Blue Cross in writing of any error or omission within thirty (30) days of its receipt. Failing to do so, the Provider and any party claiming thereunder shall lose the right to dispute the accuracy of the information contained in the payment summary and/or the adjustment of the claim made by Medavie Blue Cross shown in the payment summary. If an error in a claim or in a payment is identified by Medavie Blue Cross, it may, at its discretion, adjust the claim at any time, regardless of when the error is discovered, who is responsible for the error and whether or not the claim has been paid. The amount of the error so adjusted shall become immediately due and payable.

8.6 CLAIM IRREGULARITIES

Fraud and abuse of health care insurance is a concern to all of us. The following examples illustrate some of the types of irregularities that are considered fraudulent:

- Submitting paper claim forms and issuing receipts showing services rendered when, in fact, the services have not been rendered.
- Changing the name of a client to ensure payment.
- Changing the dates of service on the claim form in order to bypass frequency limits.
- Changing the Provider information from an ineligible Provider to an approved provider with Medavie Blue Cross.
- Submitting a claim for a service that has been paid by the client or a third party.

9. PRIOR APPROVAL AND CLAIMS PROCEDURES

The following Pre-Departure Medical Services require prior approval:

A. Requests for services/products to treat communicable disease outbreaks in refugee camps.
B. Requests for refugees who require medical care or other support during travel to Canada.

To request prior approval for the above services, please refer to the procedures below:

A. Responding to Disease Outbreaks in Refugees Camps

The IFHP will reimburse the services and products related to diagnostic testing (rapid and serologic), post-exposure prophylaxis, (vaccines and drug therapy), pre-departure health screening and personnel cost including the cost of physician and nursing visits. Prior approval requests for communicable disease outbreaks in refugee camps must be sent to the IRCC Regional Medical Office (RMO) responsible for that geographic region as soon as an outbreak is detected. For contact information please see section 13.3 of this handbook.
Steps to follow:

As soon as the Panel Physician (PP) or International Organization for Migration (IOM) identifies a situation requiring epidemic response, a prior approval request must be sent to the IRCC Regional Medical Office (RMO) for review and approval. The request must include the following information:

1. **Location and description**
   Provide a short description of population demographics and description of area/facility of outbreak site (i.e. camp, region, province, country, etc.)

2. **Confirmation of an outbreak**
   Epidemiological case definition; case finding; lab confirmation (if any); method initially reported and steps taken to confirm it; how serious (potential for spread, mortality and complications); number of cases and particular groups at risk among those identified for resettlement to Canada (clients); how soon the group will be traveling to Canada.

3. **Ongoing action (capacity)**
   Provide a brief description of the current response and capacity, including investigation done and control measures taken (human, medical, etc.).

4. **Proposed response**
   To expedite prior approvals, the description and proposed response/recommendations should be concise and include specific control measures and activities and expected cost per client, including:
   - Treatment of cases and carriers;
   - Isolation of cases;
   - Surveillance of suspects;
   - Immunizations – Obtain all immunization records (consult IFHP Vaccination Documentation worksheet, if available). Identify required vaccine(s) and number of doses. Confirm vaccine cost per doses including the administration costs;
   - Chemoprophylaxis;
   - Personal protection;
   - Environmental hygiene;
   - Personal hygiene;
   - Disinfection and sterilization;
   - Pre-departure screening;
   - Other.

Note that the request will also be reviewed by the Interim Federal Health Program unit in Ottawa to ensure compliance with the IFHP policy. If approved, RMOs will send a confirmation email indicating the maximum fee per client for the request.

Once the request is approved, the PP/IOM can proceed with the services as approved by IRCC and send claims for reimbursement using the specific IFHP benefit code for outbreak management (please consult the IFHP Pre-Departure Medical Services Benefit Grid) to Medavie Blue Cross, along with a copy of the confirmation email received from IRCC.
Important to note: The confirmation email from IRCC must accompany the claim to Medavie Blue Cross for reimbursement.

Medavie will process the claim for reimbursement for the IFHP PDMS Approved Pre-Departure Medical Services Provider (PP/IOM) as per the amounts authorized by IRCC.

**B. Requests for Medical Support in Transit**

Steps to follow:

If the PP/IOM identifies a client who requires medical support during their travel to Canada, a prior approval request using an IFHP form (see Annex 1 for PRIOR-APPROVAL FORM FOR IFHP MEDICAL SUPPORT IN TRANSIT) must be sent to the respective IRCC Regional Medical Office (RMO) for approval. The request must include all relevant patient information, provider details, clinical information and recommendations for medical support in transit specifying medical services, devices or products and the expected cost.

**NOTE:** It should be noted that the RMO will only consider requests made due to medical conditions.

The RMO will review the medical aspects of the request. If the RMO determines that medical support in transit is required, the request will be forwarded to the IFHP unit in Ottawa to ensure compliance with IFHP policy and costs related to in-transit support services.

If approved by IRCC, the form signed by RMO and IFHP officers will be returned to the requestor authorizing them to proceed with the delivery of medical services and/or products.

**Important to note:** The approved form signed by IRCC must accompany the claim for Medical Support in Transit sent to Medavie Blue Cross for reimbursement.

### 10. FREQUENTLY ASKED QUESTIONS

**WHO CAN ISSUE THE IFHP CERTIFICATE?**
The eligibility of a client is determined by an IRCC Visa officer, who is responsible for issuing the IFHC to the client or providing IOM with a list of clients who are eligible for the IFHP. Medavie Blue Cross should not be contacted for this purpose.

**HOW CAN I VERIFY MY CLIENT’S IFHP ELIGIBILITY?**
Non-IOM affiliated providers can verify IFHP eligibility by confirming that the client has an IFHC and that the identity of the person on the IFHC matches their identification document(s). To ensure that the service will be reimbursed, please photocopy the client’s IFHC and attach it to the claim submitted to Medavie Blue Cross.

IOM will receive a list of IFHP clients from IRCC visa offices.

If you have questions related to a client’s eligibility, you can also send an email to Medavie Blue Cross at: CIC_Inquiry@medavie.bluecross.ca, indicating the client’s UCI and benefit code.
WHO CAN SUBMIT A CLAIM?
The IFHP only reimburses Approved Pre-Departure Medical Services Providers that have been authorized to submit a claim for reimbursement. Clients (resettled refugees) must not submit claims on their own behalf as they will not be reimbursed nor should other persons or organizations (i.e. private sponsors) submit claims for reimbursement on behalf of IFHP clients.

Note that IOM affiliated providers (panel members and secondary care providers) will be reimbursed for services provided by IOM. They are not required to submit their claims to Medavie. IOM, as an Approved Pre-Departure Medical Services Provider for IFHP, is responsible for delivery of eligible services or products to IFHP clients directly and submission of claims to Medavie Blue Cross.

WHAT FEE RATES ARE PAID?
Fees are paid in accordance with the usual and customary rates for a given service (where applicable) up to the maximum fees as approved by the IRCC. If you have questions about the approved rates in your country, please contact IFHP at ifh-pfsi@ic.gc.ca.

WHERE SHOULD I SEND MY CLAIM?
Claims can be sent to Medavie Blue Cross by:
Email: CIC_Inquiry@medavie.bluecross.ca
Fax: (001 + 1) + 506-867-3841
Mail: Interim Federal Health Program
Medavie Blue Cross
644 Main St. PO Box 6000
Moncton, NB
E1C 0P9
Canada

WHEN WILL I BE PAID?
Payment will be made within thirty (30) days of the receipt of the claim submission, after verification of the invoice, the allowable service, the procedure codes and the client’s complete documentation. Wire transfers in Canadian funds are issued bi-weekly.

THE CLIENT DOESN’T HAVE THE PROPER FORMS OR THE COVERAGE HAS EXPIRED. WHAT SHOULD I DO?
As the administrator of the IFHP, Medavie Blue Cross is only authorized to reimburse Providers for clients with up-to-date coverage. Please ask the client to contact the appropriate IRCC visa office to obtain the proper documents or renew their coverage.

CAN IFHP CLIENTS BE ASKED TO PAY FOR ANY SERVICE?
Providers may not charge the client for covered services. Any difference between the amount the Provider wishes to bill and the amount permitted for reimbursement cannot be charged to the client.

The only time a client can be charged is if he/she is not eligible for the service under the IFHP program. Medavie Blue Cross is authorized to pay health care providers only.
11. COMMENTS

If you have any comments on the *IFHP Information Handbook for Pre-Departure Medical Services Providers* or any suggestions on additional information you feel should be included, please contact Medavie Blue Cross by:

Email: CIC_Inquiry@medavie.bluecross.ca

Mail: Corporate Provider Services
Medavie Blue Cross
644 Main St. PO Box 220
Moncton NB
E1C 8L3
Canada

12. LIST OF ACRONYMS AND DEFINITIONS

**APPROVED PRE-DEPARTURE MEDICAL SERVICES PROVIDER STATUS** – To register with Medavie Blue Cross as an Approved Pre-Departure Medical Services Provider, the Provider must be a professional, medical facility or an organization who is an IRCC panel member (including designated Panel Physicians, Panel Radiologists and laboratories) or a secondary care provider who is currently registered, certified or licensed by their respective regulatory body (where applicable) or otherwise authorized by IRCC to provide services or products to the IFHP clients overseas.

**IFHP PRE-DEPARTURE MEDICAL SERVICES BENEFIT GRID** – A document that outlines IRCC’s benefits and services. Each benefit specifies the prescription requirements, frequency limits and requirements for prior approval that must be obtained by Approved Pre-Departure Medical Services Providers before providing a client with a benefit/service.

**CLAIM** – Any method, authorized by Medavie Blue Cross, by which the Approved Pre-Departure Medical Services Provider may request payment from Medavie Blue Cross for services provided to an eligible client.

**CLIENT** – A person who is eligible to receive health benefits through the Interim Federal Health Program.

**CLIENT ID NUMBER** – An eight or ten-digit unique client identification (UCI) number on the IFHC and used by Approved Pre-Departure Medical Services Providers to confirm eligibility of a client.

**DATE OF SERVICE** – The date on which the health benefits from a Provider are supplied to, received and accepted by a client.

**FURTHERED CASE** – A medical officer may determine that additional or more detailed information is required to complete an applicant’s medical assessment. This additional information may be in the form of supplemental or more detailed clinical or laboratory investigations or reports and analysis from consultants or specialists. Cases where this additional information is requested are said to be furthered.

**ICD** – International Classification of Diseases

**IFHC** – Interim Federal Health Certificate of Eligibility
IFHP – Interim Federal Health Program

IME– Immigration Medical Examination

IOM – International Organization for Migration

IRCC – Immigration, Refugees and Citizenship Canada. The federal government department responsible for immigration, settlement, resettlement and citizenship programs and services.

MD – Medical Doctor

SECONDARY CARE PROVIDER – A health care professional, including a specialist or a medical facility other than a panel member.

PANEL MEMBER - A general term that refers to a health care professional or medical facility authorized by IRCC to perform IMEs.

PANEL PHYSICIAN (PP) – A medical professional appointed by IRCC to perform immigration medical examinations and report on the health status of potential permanent and temporary residents to Canada.

PANEL RADIOLOGIST (PR) – A radiologist designated to perform, grade and submit chest x-rays for IMEs.

PAYMENT SUMMARY – A reconciliation statement included with the provider payment detailing claims submitted and/or any adjustments of claims applied during a relevant claim period.

PDMS – Pre-Departure Medical Services

PIPEDA (Personal Information Protection and Electronic Documents Act) – Federal government privacy legislation for the private sector is entitled the Personal Information Protection and Electronic Documents Act. This legislation gives individuals a number of rights concerning their own personal information and places a number of requirements on businesses for protecting this information. Medavie Blue Cross conducts business in compliance with the Act.

PRIOR APPROVAL – A special authorization/approval required prior to providing a client with eligible benefits/services.

APPROVED PRE-DEPARTURE MEDICAL SERVICES PROVIDER – A health professional or other person/organization who provides health benefits/services to a client and who submits a claim to Medavie Blue Cross for reimbursement under the IFHP.

APPROVED PROVIDER NUMBER – A unique identification number assigned by Medavie Blue Cross to each registered Provider of benefits/services.

RECOVERY – A monetary recovery/penalty imposed by IRCC’s agent (Medavie Blue Cross) against any Provider for failure to comply with the Terms and Conditions set out herein and in the respective Benefit Grid. Compliance to these Terms and Conditions is determined through the retrospective audit process as outlined under the section titled “Audit Policies and Processes”.

UCI – Unique Client Identifier

WIRE TRANSFER – A method of electronic funds transfer from one person or entity to another made from one bank account to another bank account.
13. MEDAVIE BLUE CROSS CONTACT INFORMATION

13.1 WEBSITE

Medavie Blue Cross offers a public IFHP website with general information on the program, both for pre-departure and in Canada, as well as a website designed for health care providers. Visit the Medavie Blue Cross Website to view the IFHP Information Handbook for Pre-Departure Medical Services Providers, the latest provider announcements, past and present provider bulletins and more:

- Visit the Medavie Blue Cross Website at www.medavie.bluecross.ca/healthprofessionals.
- From the provider home page, you will be able to find publications, up-to-date comprehensive schedules of covered benefits, claim submission procedures, answers to frequently asked questions, forms and bulletins.

13.2 EMAIL ADDRESS AND FAX NUMBER

Contact Medavie Blue Cross by:

Email: CIC_Inquiry@medavie.bluecross.ca
Fax: (001 + 1) + 506-867-3841
Mail: Interim Federal Health Program
      Medavie Blue Cross
      644 Main St. PO Box 6000
      Moncton, NB E1C 0P9
      Canada

In order to assist you with questions you may have regarding IFHP Pre-Departure Medical Services PDMS or client eligibility, please provide the following information with your inquiry:

- Provider number
- Client’s ID number (Unique Client Identifier), which is the eight or ten-digit number that appears on the IFHC
- Client’s name
- Benefit code - where applicable
13.3 IMMIGRATION REFUGEES AND CITIZENSHIP CANADA CONTACT INFORMATION

IRCC Regional Medical Offices

London
Mail: London Regional Medical Office
Canadian High Commission
Canada House
Trafalgar Square
London, UK SW1Y 5BJ

Email: LDNPPMD@international.gc.ca

Manila
Mail: Regional Medical Office
Canadian Embassy
Level 7, Tower 2, RCBC Plaza
6819 Ayal Avenue
Makati City
0707, Philippines
Fax: +632 843 1103
Email: MANILMC-MD@international.gc.ca

New Delhi
Mail: Regional Medical Office
High Commission of Canada
7/8 Shantipath, Chanakyapuri
New Delhi 110021, India
Fax: +91 11 41782020
Email: Delhi-mc@international.gc.ca

Ottawa
Mail: Regional Medical Office
Migration Health Branch
300 Slater Street
Ottawa, ON K1A 1L1
Fax: +1 613 954 6211
Email: NHQ-HB-DMP-Inquiries@cic.gc.ca
# I4. Medical Support in Transit Prior Approval Form

## Annex 1 - Prior-Approval Form for IFHP Medical Support in Transit

**Interim Federal Health Program**

**Medical Support in Transit Prior Approval Form for Pre-departure Medical Service Providers**

**Protected "B" (When Completed)**

## 1. Client Information

- **First Name, Last Name**: 
- **IRCC Immigration Application Number**: 
- **Client ID (UCI)**: 
- **Date of Birth**: Year, Month, Day

## 2. Provider Information

- **Specialty**: 
- **Name**: 
- **Provider Number**: 
- **Address**: 
- **City**: 
- **Country**: 
- **Postal or Zip Code**: 
- **Email**: 
- **Fax**: 

## 3. Diagnostic Information


## 4. Requested Services/Products

<table>
<thead>
<tr>
<th>Number</th>
<th>Services or Products requested (see note 19 in the Benefit Grid)</th>
<th>Expected Date of Service (DD / MM / YYYY)</th>
<th>Units of Time (if applicable)</th>
<th>Other/Comments</th>
<th>Amount $ CAD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total**

## 5. Certification

I hereby certify that the above statement is true.

**Provider's Original Signature/Stamp**: 
- **Date**

- **Recommended for approval by (RMO Officer)**
  - **Name and Signature**: 
  - **Date**

- **Cost approved by (IFHP Officer)**
  - **Name and Signature**: 
  - **Date**

The purpose for the collection of personal information by Medavie Blue Cross will be for the administration of IFHP services and benefits. Medavie Blue Cross will comply with the requirements of the Personal Information Protection and Electronic Documents Act or equivalent provincial law and the Canadian Privacy Act when collecting, using and disclosing personal information. Personal information will not be disclosed to third parties except as authorized or required by law.

---

**Immigration, Refugees and Citizenship Canada**

**Medical Support in Transit Prior Approval Form for Pre-departure Medical Service Providers**

**Protected "B" (When Completed)**

- **First Name, Last Name**: 
- **IRCC Immigration Application Number**: 
- **Client ID (UCI)**: 
- **Date of Birth**: Year, Month, Day

- **Specialty**: 
- **Name**: 
- **Provider Number**: 
- **Address**: 
- **City**: 
- **Country**: 
- **Postal or Zip Code**: 
- **Email**: 
- **Fax**: 

- **Recommended for approval by (RMO Officer)**
  - **Name and Signature**: 
  - **Date**

- **Cost approved by (IFHP Officer)**
  - **Name and Signature**: 
  - **Date**

The purpose for the collection of personal information by Medavie Blue Cross will be for the administration of IFHP services and benefits. Medavie Blue Cross will comply with the requirements of the Personal Information Protection and Electronic Documents Act or equivalent provincial law and the Canadian Privacy Act when collecting, using and disclosing personal information. Personal information will not be disclosed to third parties except as authorized or required by law.

---

**Information Handbook for Pre-Departure Medical Services** 21