

## FREQUENTLY ASKED QUESTIONS - IFHP PRE-DEPARTURE MEDICAL SERVICE (PDMS) PROVIDERS

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## REGISTRATION WITH IFHP

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### 1. HOW DO I REGISTER WITH THE INTERIM FEDERAL HEALTH PROGRAM AS A PRE-DEPARTURE MEDICAL SERVICES HEALTH CARE PROVIDER?

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Registration with the Interim Federal Health Program (IFHP) is based on your location, scope of clinical practice, affiliation with the International Organization for Migration (i.e., employment status, or other contractual or similar arrangements with IOM) and IRCC panel member status.

You can register to become a Pre-departure Medical Services (PDMS) health care provider with the IFHP if you are a secondary care provider not affiliated with IOM, an IRCC Panel Physician or Panel Radiologist certified or licensed by their respective regulatory body (where applicable) or otherwise authorised by IRCC to provide eligible services or products to the IFHP clients.

IFHP registration will be administered by the IFHP Claims Administrator Medavie Blue Cross.

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#### 1.1. IFHP REGISTRATION OF IRCC PANEL PHYSICIANS AND PANEL RADIOLOGISTS

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##### 1.1.1. IFHP REGISTRATION OF IRCC PANEL PHYSICIANS AND PANEL RADIOLOGISTS AFFILIATED WITH INTERNATIONAL ORGANIZATION FOR MIGRATION (IOM)

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Panel members (panel physicians or radiologists), who are affiliated with the International Organization for Migration and who practice in a country/region where IRCC has identified clients for resettlement to Canada, will be invited to register with the IFHP by Medavie Blue Cross, the IFHP claims administrator.

IMPORTANT: IOM affiliated panel members, are required to register with IFHP, however they will receive reimbursements for their services directly from IOM. They are not required to submit the claims for reimbursements to Medavie Blue Cross.

### 1.1.2. IFHP REGISTRATION OF PANEL PHYSICIANS AND PANEL RADIOLOGISTS WHO ARE NOT AFFILIATED WITH INTERNATIONAL ORGANIZATION FOR MIGRATION (IOM)

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Panel members (panel physicians or radiologists), who are not affiliated with the International Organization for Migration, and who practice in a country/region where IRCC has identified refugees for resettlement to Canada, will be invited to register with the IFHP by Medavie Blue Cross.

IMPORTANT: Non-IOM affiliated panel members, are required to register with IFHP in order to claim reimbursement for their services directly from Medavie Blue Cross.

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## 1.2. IFHP REGISTRATION OF SECONDARY CARE PROVIDERS

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### 1.2.1. IFHP REGISTRATION OF SECONDARY CARE PROVIDERS NOT AFFILIATED WITH INTERNATIONAL ORGANIZATION FORMIGRATION (IOM)

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Secondary care providers (viz., specialists, clinics, hospitals, laboratories, etc.,) not affiliated with the International Organization for Migration (IOM) are eligible for registration with IFHP, provided that that they practice in a country/region, where IRCC has identified refugees for resettlement to Canada and that they provide eligible medical services or products to IFHP clients.

Secondary care providers who receive referrals from IRCC panel physicians for eligible health-care services for refugees bound for Canada need to follow the procedures below to register with IFHP. The registration can be initiated at the time of the referral.

### IFHP REGISTRATION OF SECONDARY CARE PROVIDERS NOT AFFILIATED WITH IOM INITIATED BY A PANEL PHYSICIAN

Panel physicians referring an IFHP client to a non-IOM affiliated secondary care provider, are required to send an email [IRCC.IFHP-PFSI@cic.gc.ca](mailto:IRCC.IFHP-PFSI@cic.gc.ca) with the subject “new secondary care provider registration with IFHP” attaching a copy of the e-Medical referral letter form (template included below) with the following information:

- Client details (name, UCI, date of birth);
- Your (panel member) contact information (name, clinic name, address);
- Specialist/medical facility name, address, phone, e-mail and fax number; and

- Description or purpose for referral.

IRCC will review the new secondary care provider details and if approved, will forward a request for registration to Medavie Blue Cross. Medavie Blue Cross will contact and register the secondary care provider. After registration with IFHP, the secondary care providers should be able to seek reimbursements for eligible services from Medavie Blue Cross.

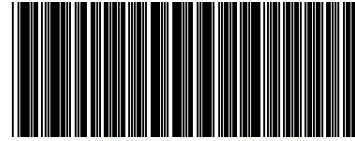
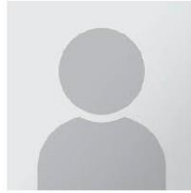
#### IFHP REGISTRATION INITIATED BY SECONDARY CARE PROVIDERS

Non-IOM affiliated secondary care providers, are required to send an email to [IRCC.IFHP-PFSI@cic.gc.ca](mailto:IRCC.IFHP-PFSI@cic.gc.ca) with the subject “new secondary care provider registration with IFHP” attaching a copy of the e-Medical referral letter form (template included below) with the following information:

- Client details (name, UCI, date of birth);
- Your (panel member) contact information (name, clinic name, address);
- Specialist/medical facility name, address, phone, e-mail and fax number; and
- Description or purpose for referral.

IRCC will review the new secondary care provider details and if approved, will forward a request for registration to Medavie Blue Cross. Medavie Blue Cross will contact and register the secondary care provider. After registration with IFHP, the secondary care providers should be able to seek reimbursements for eligible services from Medavie Blue Cross.

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UMI/IME xxxxxxxxx

## Referral letter

Visit date: dd mmm yyyy

### Client personal details

Family name: **Last (Family) name**  
Given names: **First (Given) name**  
Gender: **Gender**  
Date of birth: **dd mmm yyyy COB**  
Country of birth:

### Client identity details

Identity document presented: **Original Passport**  
Identity document number: **xxxxxx**  
Issuing country: **Country**  
Date of issue: **dd mmm yyyy dd**  
Date of expiry: **mmm yyyy**  
Source:

### Client visa details

IME:  
IME type:

### Contact channels

Contact type	Contact details	Primary	Comments
Address (Home)		Yes	-

If known, but not listed above, please record the following to facilitate follow-up with the client:

Contact type	Contact details
Address	
Email address	
Phone number	

### Referral details

Clinic: **Clinic, Dr Last (Family) name, First (Given) name**  
Address: **Address**  
Phone number: **+ xxx (x) xxx xxxx;** *Add email and fax number*  
Appointment date: \_\_\_\_\_  
Appointment time: \_\_\_\_\_

This client (full details above) has been referred to you in order to undergo the additional health examination(s) as part of the application process for a Canadian visa. The steps that Citizenship and Immigration Canada (CIC) request you to follow in completing these examinations are outlined below.

## Referral letter

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### Steps to be completed

1. Check the identity of the client being examined against the details/photograph above and the client's identity document (e.g. passport), and indicate below that you have confirmed their identity.

Identity confirmed (please circle)      **Yes / No**

Name of staff member who checked identity:

Signature:

Date:

2. Perform the required additional examination(s) listed below:

##	Report Type	Comments

3. Sign the declaration below:

**I declare that I have examined the above client and the attached report is a true and correct record of my findings.**

Name:

Signature:

Date:

4. Attach this referral letter to the examination report and return both documents to the referring doctor (details below).

Referred by:

Clinic name:

Address:

**Name**

**Clinic Name**

**Address**

**1. WHAT SERVICES ARE COVERED UNDER THE INTERIM FEDERAL HEALTH PROGRAM PDMS? DOES IT INCLUDE TREATMENT OF CHRONIC CONDITIONS?**

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Please note that the scope of the IFHP PDMS is limited to services and products listed below. It does not include treatment of medical conditions other than TB or Syphilis.

- 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).
- Communicable disease prevention and control, through the provision of selected vaccinations aligned with Canadian immunization guidelines. Vaccinations can be offered to IFHP beneficiaries 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.
- 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 support in transit.
- Management and control of communicable diseases in refugee camps.

The benefits under each coverage are subject to certain limits as determined by IRCC. For more details, please consult the IFHP PDMS Benefit Grid available online at [www.medaviebc.ca/en/health-professionals/pre-departure-medical-services](http://www.medaviebc.ca/en/health-professionals/pre-departure-medical-services)

**Note:** Requests for medical support in transit and outbreak management require prior approval from IRCC. Further information on prior approval processes can be found in the IFHP Information Handbook for Pre departure Medical Services Providers at [www.medaviebc.ca/en/health-professionals/pre-departure-medical-services](http://www.medaviebc.ca/en/health-professionals/pre-departure-medical-services)

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## 2. HOW TO REQUEST PRIOR-APPROVALS FROM IRCC FOR A COMMUNICABLE DISEASE OUTBREAK RESPONSE OR A MEDICAL SUPPORT IN TRANSIT?

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### 2.1. RESPONDING TO COMMUNICABLE DISEASE OUTBREAKS IN REFUGEE CAMPS

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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.

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 location, confirmation of an outbreak, ongoing activity, and proposed response, 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, include specific control measures and activities and expected cost per client.

Note that the request will also be reviewed by the Interim Federal Health Program unit in Ottawa to ensure compliance with 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 to Medavie Blue Cross claims for reimbursement using the specific IFHP benefit code for outbreak management (please consult the IFHP PDMS Benefit Grid) 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.

For RMO contact information please see the IFHP PDMS Handbook for PDMS Health Care Professionals at [www.medaviebc.ca/en/health-professionals/pre-departure-medical-services](http://www.medaviebc.ca/en/health-professionals/pre-departure-medical-services)



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## 2.2. REQUEST FOR A MEDICAL SUPPORT IN TRANSIT

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If the PP/IOM identifies a client who requires medical support during their travel to Canada, a prior approval request using an IFHP form available at [www.medavie.bluecross.ca/pdms](http://www.medavie.bluecross.ca/pdms) must be sent to IFHP 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.

If approved by IRCC, the form signed by 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.

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## 3. WHO CAN PROVIDE VACCINATION SERVICES UNDER THE IFHP PDMS

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The vaccination services under the IFHP PDMS program can be provided by IFHP registered Panel physicians and their employees who are qualified to provide vaccination services.

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## 4. WHICH IRCC REGIONAL MEDICAL OFFICE SHOULD I CONTACT TO REQUEST PRIOR-APPROVAL FOR OUTBREAK RESPONSE OR MEDICAL SUPPORT IN TRANSIT?

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Please consult the chart below. For RMO contact information please see the IFHP PDMS Handbook for PDMS Health Care Professionals at [www.medavie.bluecross.ca/pdm](http://www.medavie.bluecross.ca/pdm)

<b>RMO New Delhi</b>	India Nepal Pakistan	Afghanistan Bangladesh Sri Lanka	Bhutan Kuwait Bahrain	Qatar Saudi Arabia UAE	Oman Yemen
<b>RMO Manila</b>	Australia Brunei Cambodia	Fiji Indonesia Japan	North Korea Laos Malaysia	Myanmar New Caledonia New Zealand	Papua New Guinea Philippines Singapore South Korea
<b>RMO Ottawa</b>	Argentina Bahamas Barbados W.I.  Belize Bermuda Bolivia Brazil	Cayman Islands Chile Colombia  Costa Rica Cuba Dominica Dominican Republic	Ecuador El Salvador Grenada  Guatemala Guyana Haiti Honduras	Jamaica Martinique Mexico  Nicaragua Panama Paraguay Peru	Saint Lucia St. Martin St. Vincent The Netherlands Antilles - Curacao Trinidad Uruguay Venezuela
<b>RMO London</b>	Albania Algeria Angola Armenia Austria Azerbaijan Belarus Belgium Benin Bosnia-Herzegovina Botswana Bulgaria Burkina-Faso Burundi  Cameroon Central African Republic Chad Congo, Dem. Rep. Croatia Cyprus	Czech Republic Denmark Djibouti Egypt England Eritrea Estonia Ethiopia Finland France Gabon Gambia Georgia Germany  Ghana Greece Guinea Hungary Iceland Iran	Iraq Ireland Israel Italy Ivory Coast Jordan Kazakhstan Kenya Kosovo Kyrgyzstan  Latvia Lebanon Liberia Libya  Lithuania Macedonia Madagascar Malawi Mali Malta	Mauritania Mauritius Moldova Morocco Mozambique Namibia Netherlands Niger Nigeria  Norway Poland Portugal Reunion Romania Palestinian Authority (incl. Gaza and West Bank)  Russia Rwanda Scotland Senegal Serbia	Seychelles Sierra Leone Slovakia Slovenia South Africa Spain Sudan Sweden Switzerland  Syria Tajikistan Tanzania Togo Tunisia  Turkey  Uganda Ukraine Wales Zambia Zimbabwe

## REIMBURSEMENTS

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### 1. WHAT ARE THE FEE RATES PAID TO PDMS HEALTH CARE PROVIDERS WITH THE IFHP?

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IFHP reimbursement rates for services/products provided are in line with:

- Usual or customary fees for a given service or product (where applicable), or
- Maximum fee or a rate for a specific benefit as approved by the Interim Federal Health Program.

IMPORTANT: The IFHP PDMS Benefit Grids may include a clinical or administrative criteria for services and products covered. Benefits are subject to limits and maximum dollar amounts determined by IFHP. Fees for certain PDMS benefits require approval from IFHP.

If you have questions about the approved rates in your country please contact IFHP at [IRCC.IFHP-PFSI@cic.gc.ca](mailto:IRCC.IFHP-PFSI@cic.gc.ca) Medavie Blue Cross, Regional Medical Offices or Visa Offices should not be contacted for this purpose.

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### 2. DOES THE IFHP OFFER CO-PAYMENT WITH OTHER INSURANCE PLANS OR PROGRAMS?

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No. The IFHP is a payer of last resort, meaning that it provides benefits to those who lack public health insurance or comprehensive private health insurance.

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. The IFHP does not coordinate benefits with other insurance plans/programs so co-payments aren't possible.

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### 3. WHO CAN SUBMIT A CLAIM?

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The IFHP reimburses registered health-care providers that have been authorized to submit a claim for reimbursement.

Note that IOM affiliated providers (panel members and secondary providers) will be reimbursed for services provided by IOM. They are not required to submit their claims to Medavie.

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### 4. WHERE SHOULD I SEND MY CLAIM?

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Claims can be sent to Medavie Blue Cross by:

Email: [medavieworld@bellaliant.net](mailto:medavieworld@bellaliant.net)

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

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### 5. WHEN WILL I BE PAID?

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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.

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## 6. CAN IFHP CLIENTS BE ASKED TO PAY FOR ANY COVERED SERVICE?

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Providers **cannot** charge clients for PDMS. The difference between the amount the Provider is billing and the amount being reimbursed cannot be billed 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.

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## 7. WHICH DATE SHOULD I INDICATE ON MY CLAIM AS A DATE OF SERVICE?

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IME exam, IME tests and IME furtherance: Date of exam, date when sample is collected or date when specialist saw the client.

Treatment of TB and syphilis: The claims can be billed on a periodic basis, therefore providers must indicate the time period i.e. for instance: April 1, 2017 - April 30, 2017, until treatment is complete.

Vaccinations: date when each shot is given and recorded on the immunization worksheet.

Outbreak response management: Include a specific date (for instance if only immunizations provided) or time periods for multiple services, i.e. start date – end date.

Medical support in transit: Please indicate time periods – date of departure (start date) – date of arrival (end date).

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## 8. WHICH DOCUMENTS MUST BE KEPT FOR AUDIT AND FOR HOW LONG?

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For an audit by Medavie Blue Cross, the following documentations may be requested from the health-care provider:

- Patient chart - treatment notes, clinical records that are date and time stamped;
- Prescriptions from health care providers prescribing the services (i.e. medical services/ambulatory care, drugs, etc.);
- Copies of x-rays (pictures) and reports;

- Copies of lab tests;
- Special Authorization approvals from IRCC for services being rendered;
- Consult reports if referred to a Specialist (i.e. TB patients);
- Copies of clients IFHP Certificates or the IFHP eligibility lists generated by IRCC Visa Offices;

The above documents must be kept on file for two years.

## ELIGIBILITY

### 1. HOW DO I VERIFY THAT A PATIENT IS ELIGIBLE FOR IFHP?

All refugees destined to Canada are eligible for Pre-Departure Medical Services. In addition, Canada may also grant PDMS coverage to certain groups overseas processed outside the refugee stream.

To establish eligibility for PDMS coverage, use one of the following methods:

A) Non-refugees clients may present to you an IFH Certificate (IFHC) and/or a letter issued by a Canadian Visa Office indicating that they are eligible for IFHP, with a Non-EDE IMM type designated on the IMM1017 form and in eMedical. For these clients, you must:

- 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 your records.

B) Refugees destined to Canada may or may not have IFHC, but the main method for verification for PDMS coverage for these client is based on the IMM Type where you must:

- Confirm that the identity of the person matches the person in the identification document; and
- Using the client's IMM 1017 Form, confirm that the 'IMM Type' is: 'Ref – Overseas'

IMMIGRATION DETAILS	
IMM Type:	Ref - Overseas

- This is also shown in eMedical



If you are not sure of the client's PDMS eligibility, please contact Medavie Blue Cross at: [medavieworld@bellaliant.net](mailto:medavieworld@bellaliant.net); Telephone: +1 800 63328431 (800 MEDAVIE1) (Monday to Friday, 6 a.m. to 9 p.m. Eastern Standard Time) or via webform at <https://www.medaviebc.ca/en/health-professionals/pre-departure-medical-services>, or the IFHP team at [IRCC.IFHP-PFSI.IRCC@cic.gc.ca](mailto:IRCC.IFHP-PFSI.IRCC@cic.gc.ca)

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## 2. WHO CAN ISSUE THE IFHP CERTIFICATE OR DETERMINE THAT A CLIENT IS ELIGIBLE FOR IFHP?

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The eligibility of a client is determined by an IRCC Visa officer, who is responsible for issuing the PDMS coverage and if applicable, Interim Federal Health Certificate (IFHC) to the client or providing a listing of eligible clients to IOM. Medavie Blue Cross should not be contacted for this purpose.

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## 3. WHICH OFFICIAL DOCUMENT IS ISSUED BY IRCC TO CLIENTS TO CONFIRM THEIR IFHP ELIGIBILITY STATUS?

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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 are usually not issued an Interim Federal Health Certificate of Eligibility (IFHC) unless their situation warrants that that must have IFH Certificate.

In addition to the IFHP, clients 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 Canadian Panel Member Guide to Immigration Medical Examinations 2020 - Canada.ca](#)

#### 4. THE CLIENT DOESN'T HAVE THE PROPER ELIGIBILITY DOCUMENT OR THE COVERAGE HAS EXPIRED. WHAT SHOULD I DO?

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As the administrator of the IFHP, Medavie Blue Cross is only authorized to reimburse Providers for clients with up-to-date coverage. Providers should also contact the appropriate IRCC visa office or Medavie Blue Cross to confirm eligibility for IFHP.