**CANADIAN ARMED FORCES
PROGRAM OF CHOICE (POC) 06 – MEDICAL SERVICES
PROGRAM OF CHOICE (POC) 12 – RELATED HEALTH SERVICES**

April 2023

The Canadian Armed Forces (CAF) has developed standardized processes to ensure that CAF patients who are referred to Medavie Blue Cross Mental Health Providers receive coordinated, collaborative, and well-communicated care.

The following web page link has been created so that Mental Health Providers have access to the required documents that will aid in their understanding of the CAF and guide their practice when treating CAF patients. It is particularly important to read 'The External Provider Handbook', which outlines the CAF expectations for mental health care and documentation. All Mental Health Providers working with CAF patients are asked to familiarize themselves with this document prior to providing services to CAF patients.

[Mental Health - External Providers](#) (password - dndmh2022)

If you have technical difficulties with accessing the above noted materials please contact CAF at the following email address: DMHMHExternalProviders-DSMpourvoyeursexternesenSM@forces.gc.ca

Providers shall charge the lesser of the rate charged by the provider to any patient paying cash for the same service/product, up to the maximum rate contained in the benefit grids.

For details pertaining to fees and claims submission requirements, please refer to the Claims Submission Agreement and related supporting documentation found on the Medavie Blue Cross website at www.medaviebc.ca and click on the Health Professionals link. On our website you will also find important information on how to:

- Register to access our secure ePay provider portal by clicking on the Register or Update link;
- Sign up for direct deposit; and
- View provider guides and benefit grids, download provider payment schedules and other important information.

Should you have any questions, please contact Medavie Blue Cross at 1-888-261-4033.

Thank you for the ongoing care and service that you provide to our CAF Members.