



## Health Benefits – Notice for Providers Regarding COVID-19

### FNHA Expectations

The World Health Organization recently declared COVID-19 a Pandemic and the Province of British Columbia has declared a state of emergency. First Nations Health Authority (FNHA) Health Benefits is requiring that providers **suspend all travel into communities** to avoid the potential spread of COVID-19 to our clients in remote and isolated communities.

The FNHA will continue to monitor the situation closely and will provide updated communications when travel into communities is permitted once again. Additionally, **all non-essential, in-person appointments should be cancelled indefinitely.**

Where possible and appropriate, providers are encouraged to provide care to patients and clients via telephone and video technology as guided by your respective professional body.

### Professional Standards and Resources

We want to ensure that providers stay updated with the latest developments related to COVID-19 (coronavirus). The following are recent updates for providers in BC, including telehealth standards and principles on how to determine non-essential and elective care:

- [College of Speech and Hearing of BC](#)
- [College of Podiatric Surgeons of BC](#)
- [Home Medical Equipment Dealers Association of BC](#)
- [Orthotics Prosthetics Canada](#)

Thank you for your cooperation to safely provide services for our clients during the COVID-19 pandemic. We'll keep you informed of any updates. Please contact Health Benefits Provider Relations at [provider@fnha.ca](mailto:provider@fnha.ca) or **1-855-550-5454** if you have any questions.