



First Nations Health Authority  
Health through wellness

# YOUR NEW FIRST NATIONS HEALTH BENEFITS PROGRAM: Dental, Vision and Medical Supplies & Equipment (MS&E)

The First Nations Health Authority (FNHA) engaged with First Nations communities and health care providers across the province to learn how we can improve dental, vision and MS&E benefits to support the wellness journey of First Nations people in BC.

## YOUR NEW PLAN launching Sept. 16, 2019

FNHA has partnered with non-profit, BC-based health benefits organization Pacific Blue Cross to administer dental, vision and MS&E benefits.



### PLAN HIGHLIGHTS

-  Higher limits and no pre-approval needed for routine eye exams and eyewear
-  Dental fee guide in line with BC industry standards
-  Faster pre-approval decisions for MS&E, vision and dental special needs
-  Pay-direct claims at most dental offices and participating optical stores
-  Online and mobile app claims
-  Reimbursement in as little as 48 hours for claims paid out of pocket
-  Ability to check your coverage and limits online 24/7

Questions? Your local FNHA Health Benefits Community Relations Representative would be happy to help you.



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The FNHA provides other benefits to meet health needs not covered by provincial or third-party health insurance. These include medical transportation, mental health support, and pharmacy benefits through BC PharmaCare Plan W.

Learn more about your FNHA benefits at: [www.fnha.ca/benefits](http://www.fnha.ca/benefits)

ENGAGE WITH US ON SOCIAL MEDIA OR CALL US AT:





**WE LISTENED TO: COMMUNITIES**



**WE SPOKE WITH: HEALTH CARE PROVIDERS**

**51** Focus groups across all 5 regions, and a Health Directors survey

**17** # of health care provider group interviews conducted — dental, vision, MS&E, pharmacy

**98** Communities represented in focus groups

**60** # of provider colleges & associations who received information on our commitment to promoting cultural safety and humility

**3000+** lines of feedback collected

**23** # of health regulatory bodies that signed the FNHA Declaration of Commitment on Cultural Safety and Humility

**WHAT WE HEARD: TOP COMMUNITY FEEDBACK**

**#1**

enhance coverage, frequency and flexibility

**#2**

improve provider service, education and cultural safety

**#3**

better communication and engagement

**#4**

faster and easier pre-approval process

“Things will move at the speed of trust.”  
—Skidegate Focus Group

“Providers are not willing to direct bill as it takes too long, is complicated, and slow.”  
—Ktunaxa Focus Group

“Some dentists won’t see clients because of the amount of paperwork and because they won’t get the rate they normally charge.”  
—Cowichan Tribes Focus Group

“There needs to be better communication on what is covered, what isn’t covered and the timeframe for payment or reimbursement.”  
—Musqueam Focus Group

“Some concerns were expressed about being able to access quality eye exams and eyeglasses.”  
—Skawahlook Focus Group