



First Nations Health Authority
Health through wellness

First Nations Health Benefits Medical Supplies & Equipment Benefits

UBC Learning Circle Webinar
November 20, 2013



Agenda

www.fnha.ca

Introductions

FNHA Health Benefits

Medical Supplies & Equipment (MS&E) Benefits

MS&E vs. Pharmacy

MS&E Prior Approval Process

MS&E Providers/Prescribers/Consultants

MS&E Exceptions & Exclusions

MS&E Appeals

FNHA Health Benefits Plans for the Future

How to Contact FNHA Health Benefits

Questions & Comments



Health Benefits – Benefit Areas

Pharmacy

- Prescription drugs
- Over-the-counter drugs
- Compounded drugs

Medical Supplies & Equipment (MS&E)

- Supplies (e.g. wound care)
- Equipment, including Audiology & Respiratory

Dental

- Dental coverage
- Orthodontic coverage

Vision

- Eye exams
- Glasses

Medical Transportation

- Transportation costs to and from medical services

Crisis Intervention Mental Health

- Counselling and support (Not Indian Residential School program)

MSP Payments

- BC medical services plan



MS&E Benefit Categories

Audiology

- Hearing Aids

Orthotics and Custom Footwear

- Limb, head, torso & spine orthoses
- Custom made shoes & inserts

Oxygen Supplies & Equipment

- Oxygen systems & equipment (tanks, carts)
- Oxygen supplies (tubes, batteries, gas)



MS&E Benefit Categories (cont)

Pressure Garments and Pressure Orthotics

- Pressure garments (stockings, gloves)
- Accessories (pumps)

Prosthetics

- Breast, Eye, Limb
- Supplies

Respiratory Supplies and Equipment

- Breathing apparatus & supplies (CPAP)
- Respiratory secretion clearance (suction)
- Tracheotomy supplies (saline, tubes)



MS&E Benefits Categories (cont) - General Benefits

Bathing and Toileting Aids

- Commodes, bedpans

Cushions and Protectors

- leg lifter, heel protector, elbow protector

Environmental Aids

- Dressing Aids (button hook, shoe horn)
- Feeding Aids (pumps, gravity pumps, special utensils)
- Lifting and Transfer Aids (grab bars, lifts)
- Miscellaneous (breast pumps, latex gloves)

Mobility Aids

- Walking Aids (canes, crutches)
- Wheelchairs
- Miscellaneous (equipment delivery)



MS&E Benefits Categories (cont) - General Benefits (n 2)

Ostomy Supplies & Devices

- Belts, pouches, seals

Urinary Supplies & Equipment

- Catheter supplies & equipment
- Incontinence Supplies (diapers)

Wound Dressing Supplies

- Adhesive Tape & Dressing Strips
- Bandages
- Dressings

Low Vision Aids

- Canes, magnifiers



MS&E Benefits Coverage

Purchase

Rental

Repair

Decisions on coverage are based on what's considered medical best practice for each benefit item

MS&E Benefit List:

<http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/index-eng.php>



MS&E vs. Pharmacy

MS&E benefits are processed through the same computer system as Pharmacy benefits .

MS&E Benefits are listed by category only and specific items are chosen based on best practice. Pharmacy benefits are listed by specific drug and dose.

MS&E benefits and Pharmacy benefits are both prescribed but the specific MS&E items required must be determined by another health professional such as an occupational therapist or audiologist

Because of the diversity of MS&E items, prior approval is necessary in almost all MS&E claims



MS&E Prior Approval Process (a)

1

- Eligible BC First Nations individual receives prescription from authorized prescriber

2

- BC First Nations individual is assessed for medical supplies & equipment needs by health professional

3

- Health professional prepares assessment results and recommends medical supplies & equipment



MS&E Prior Approval Process (b)

4

- BC First Nations individual takes assessment to recognized MS&E provider and selects products

5

- MS&E provider completes paperwork (client info/benefits requested/costs) & faxes request, assessment and prescription to FNHA Health Benefits for Prior Approval

6

- The FNHA Health Benefits program reviews request & determines eligibility based on program guidelines



MS&E Prior Approval Process (c)

7

- If necessary, the FNHA Health Benefits program refers request to Medical Consultant for professional opinion on medical requirements

8

- The FNHA Health Benefits program faxes letter confirming benefits approved to MS&E provider

9

- BC First Nations individual receives medical supplies & equipment and signs form confirming receipt of product

10

- Provider completes claim form & mails to claims payer for payment



MS&E Prescribers, Providers & Consultants

Prescriber:

- MS&E benefits must be prescribed by someone licensed to prescribe in the province of BC such as a licensed physician or nurse practitioner

Provider:

- MS&E benefits must be provided by a provider who is recognized by FNHA Health Benefits through registration such as a pharmacy or medical equipment company

Consultant:

- Some claims for MS&E benefits must be reviewed by a medical consultant for a professional opinion.
- Health Benefits currently has consultants in Audiology and Oxygen/Respiratory.



MS&E Exceptions & Exclusions

Exceptions:

- Items that are not listed on the MS&E benefit list but which may be considered on a case-by-case basis with written medical justification and prior approval. The items must not be considered exclusions.

Exclusions:

- Items that are not listed on the MS&E benefit list and will not be considered for coverage. As such the item may not be considered as an exception and is not subject to the appeal process.
- e.g. items used exclusively for sports, work or education; items for cosmetic purposes; items permanently attached to a structure



MS&E Appeals

When coverage for a benefit through FNHA Health Benefits has been denied, the recipient or parent/guardian of the recipient has the right to appeal the decision.



In order for an appeal to escalate to the next level, there must be new information supporting the claim that wasn't available during the previous appeal.



FNHA Health Benefits Plans for the Future

Short Term

- Developing plans for keeping health directors, clients and providers updated through web portal, email blasts, and print materials
- Continuing to improve wait times
 - Wait times have decreased significantly from October
 - Continuing to work towards shorter wait times then before transfer
- Improving the customer experience
 - All staff training on customer service
 - Hiring of the Benefits Support Representative



FNHA Health Benefits Plans for the Future

Long term

- Going through the program benefit by benefit to identify issues to date and plan for future changes
- Ongoing consultation with FN Health Council & FN Health Directors Association through the Health Benefits Improvements Committee (HBIC)
- Relationship building with communities and agencies to support better communication and “working together”
- Continued development of the Benefits Support area of Health Benefits to improve customer service



Contacting FNHA Health Benefits

*Have your Status card
and CareCard ready*

604.666.3331

Toll free: 1.800.317.7878

Dental (direct line)

604.666.6600

In-Person Inquiries

1166 Alberni Street,

Room 701

Vancouver, BC V6E 3Z3

[healthbenefits@fnha.c](mailto:healthbenefits@fnha.ca)

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Questions & Discussion

