



First Nations Health Authority
Health through wellness

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October 11, 2013

SUBJECT: Delays in Dental and Medical Supplies & Equipment claim processing

To Whom It May Concern,

On October 1st, 2013, Health Canada's Non-Insured Health Benefits program was transferred to the First Nations Health Authority (FNHA) and became the FNHA Health Benefits program. The FNHA arranged to 'buy-back' service delivery from Health Canada for at least two years while it gets necessary systems and infrastructure in place. This interim arrangement was designed to ensure continuity of service and to minimize disruptions for Communities and Providers.

Despite preparations prior to Transfer, we faced several unexpected challenges on October 1st:

- A multitude of Information Technology issues materialized as a result of the transfer from Health Canada to FNHA systems in the Health Benefits operations office. These have now been largely resolved.
- The FNHA Health Benefits operations office (previously Health Canada Non-Insured Health Benefits operations office) no longer has the same type of access to some systems their operations require. We've implemented some new processes to address these challenges, however this has resulted in some impacts for providers - particularly in the areas of Dental and Medical Supply & Equipment claims. Whereas in the past providers were able to get immediate answers about some claims, they may now have to wait for a call-back. We are working to improve processes to ensure timely call-backs.

Upon Transfer, the Health Benefits team faced some inherited and some new technical and process challenges - these are ongoing. Accordingly, service delivery since Transfer has been occurring at a level different than expected. Claims will continue to be processed, but Providers should expect delays in processing.

We regret any inconveniences that have resulted from these challenges. We are working closely with our Health Canada partners to resolve these issues as quickly as possible. Staffing levels are being adjusted to meet current demand. We are committed to providing regular and timely updates on progress through our website (www.FNHA.ca/Benefits) and other communications.

We appreciate your continued understanding and patience while we work out processes to ensure we're providing our Community members and Providers with responsive, quality health services. Continuity of service with limited disruption is our top priority and our hard work now will allow us to Transform the FNHA Health Benefits program to serve Communities and Providers more effectively and efficiently in the future.

Thank you,

First Nations Health Authority
Health Benefits Program

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