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 or 1-855-550-5454 if you have any questions.