



First Nations Health Authority
Health through wellness

Health Benefits

Annual Report 2015-2016





First Nations Health Authority
Health through wellness

First Nations Health Authority
501 - 100 Park Royal South
Coast Salish Territory
West Vancouver, BC
Canada - V7T 1A2
www.fnha.ca | info@fnha.ca

©2016. Copyright for this publication is held by the First Nations Health Authority.
ISSN 2369-6311

Our Vision

Healthy, Self-Determining
and Vibrant BC First Nations
Children, Families and Communities.



Table of Contents

| | | |
|----------|--|-----------|
| 1 | Message from the Vice-President, Health Benefits | 5 |
| 2 | Health Benefits Overview | 6 |
| 3 | Looking Back: 2015-2016 | 8 |
| 4 | Our Clients | 11 |
| 5 | Our Service Standards | 13 |
| 6 | Health Benefits Utilization | 14 |
| | 6.1 Pharmacy | 19 |
| | 6.2 Medical Supplies and Equipment | 23 |
| | 6.3 Dental | 27 |
| | 6.4 Medical Transportation | 30 |
| | 6.5 Vision Care | 35 |
| | 6.6 Mental Health: Short-Term Crisis Intervention | 38 |
| 7 | Oral Health | 41 |
| 8 | Health Benefit Regional Profiles | 44 |
| | 8.1 Interior Region | 46 |
| | 8.2 Fraser Salish Region | 48 |
| | 8.3 Vancouver Coastal Region | 50 |
| | 8.4 Vancouver Island Region | 52 |
| | 8.5 Northern Region | 54 |
| 9 | Looking Ahead: Health Benefits Priorities for 2016-2017 | 56 |
| | Appendix - FNHA Health Benefits Areas Summary | 59 |

1 Message from the Vice President, Health Benefits

On behalf of the First Nations Health Authority Health Benefits team, I am pleased to present the 2015-2016 Health Benefits Annual Report. Our third annual report since Transfer shares insights into our growing client base, use of our programs and services, and our key achievements this year. It has been another busy and successful year as the number of BC First Nations clients eligible to receive services continues to grow and our network of health care providers expands across the province. This year, we had over 140,000 BC First Nations eligible clients, and increased our benefits spending by \$16 million.



Transforming our Health Benefits from Health Canada's Non-Insured Health Benefits model is similar to renovating a home – the changes needed are complex, and require more than a coat of paint. Sometimes, the progress is slower than we would like, but taking care to better understand the programs we provide and how they are meeting the needs of our communities is vital to ensuring that our house stands the test of time. This year, our Health Benefits focus has been to build strong foundations for transformative change, while continuing to provide high quality care and improve service standards for BC First Nations. We have built our capacity to transform our claims processing system, responded to medical transportation priorities, and strengthened our data analytics and reporting capabilities.

Our work is supported by ongoing dialogue and partnership with the communities we serve. Each year, we sit with Regional Health Directors and community leadership to listen to community concerns and priorities. With the addition of our new Data Analytics & Reporting team we are building our capacity to generate regional and community information tools – to support communities as they provide programs and services that respond to community needs. As well, we continue to nurture relationships with our federal, provincial and regional partners to improve equity, access and delivery of Health Benefits for BC First Nations.

After focusing on the foundations of FNHA Health Benefits, we are now shifting our focus to the transformative work of bringing leadership and control of our claims processing system closer to home, using data insights to respond to community needs, implementing sustainable initiatives to bring services into community, and supporting healthy medication use across BC. We are proud of our successes, and look forward to the work ahead as we continue to create a more effective health system for BC First Nations. Together, we will support access to culturally safe programs and services and work towards our shared vision of Healthy, Self-Determining and Vibrant BC First Nations Children, Families and Communities.

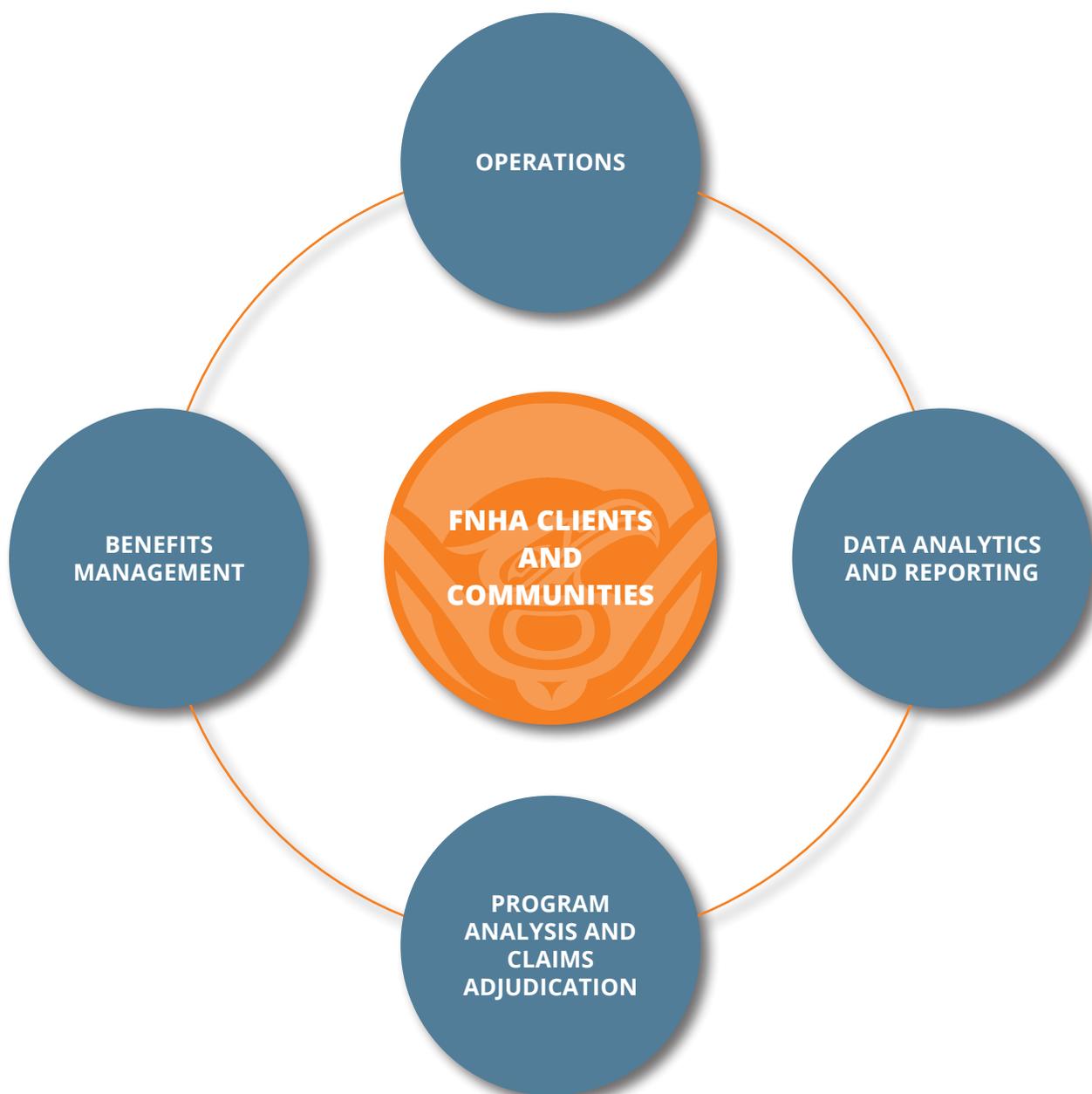
Sincerely,

John Mah

Vice-President, First Nations Health Benefits
First Nations Health Authority

2 Health Benefits Overview

Health Benefits is an essential part of the First Nations Health Authority and plays a vital role in transforming the health of BC First Nations. FNHA Health Benefits provides health benefits and services, with an increasing focus on wellness. Together, our four teams – Operations; Benefits Management; Program Analysis & Claims Adjudication; and Data Analytics & Reporting – are responsible for enhancing Health Benefit and service access for our FNHA clients.



At the heart of the work of our four teams are the clients and communities we serve. Guided by the direction provided to us by communities, and working in alignment with FNHA's vision and plans, Health Benefits delivers a range of benefits and services to community through its partnerships within the FNHA, with the federal and provincial government, our service providers, and most importantly with our communities.

Our **Operations** team delivers Health Benefits to FNHA clients through relationships with individuals, communities, and service providers. Pharmacy is a vital part of Operations, working closely with all Health Benefits teams and community partners towards healthy, culturally safe medication access and use.

Our **Benefits Management** team leads the Claims Processing System Transformation project – a key way we are changing the way Health Benefits are delivered to BC First Nations. The team collaborates with communities to develop operational directives, frameworks and guidelines. Benefits Management also directly provides dental care to community members and families through our Oral Health program that includes Dental Therapy and the Children's Oral Health Initiative.

Our **Data Analytics & Reporting** team is new to our organizational structure this year. The team ensures that quality Health Benefits utilization data is available and usable through powerful analytics and data management tools which support better decision making.

Our **Program Analysis & Claims Adjudication** team provides insight into Health Benefits usage through their analysis so that we can continue to be responsive to community needs. As well, the team works closely with our partners to monitor third party adjudication of claims and is responsible for provider relations and audit.

Together, we continue our work to support First Nations control over Health Benefits and services for BC First Nations people, driven and guided by the FNHA Vision, Values and Directives.

3 Looking Back: 2015 - 2016

Key Milestones for 2015-2016

This year FNHA Health Benefits advanced activities supporting each of FNHA's four goals set out in its Summary Service Plan: Enhance First Nations Health Governance; Promote and Implement the BC First Nations Perspective on Wellness as a Health and Wellness Champion; Improve Health Services and Programs as a Health and Wellness Partner; and Strengthen the FNHA as a Sustainable and Effective First Nations Health Organization. In 2015-2016, efforts were focused on the continuation of the delivery of high quality care and improving services for BC First Nations. Wellness, cultural humility, and strong partnerships continue to be at the forefront of our approach. Here are some key milestones we achieved in 2015/16:

- ***Reached more BC First Nations clients***

Our client numbers continue to grow – a key way Health Benefits is supporting improved access to health care for BC First Nations. Growth in client numbers was seen across all Health Benefits areas, including pharmacy, medical supplies & equipment, dental, medical transportation, vision care, and mental health. Medical Transportation was our biggest growth area, with 1,819 new clients accessing our services through the FNHA alone; this does not include increases seen through community delivered benefits.

- ***Invested more in our benefits***

This year, we increased our spending on health for BC First Nations by more than 10%. In 2015/16, Health Benefits spent a total of \$170.7 million on claims, funding arrangements, and Medical Service Plan (MSP) payments, an increase of over \$16 million (10%) from last year. Our top growth areas were pharmacy (increased by \$6.4 million or 10%), dental (increased by \$3.0 million or 8%), and medical transportation (increased by \$5.8 million or 22%).

- ***Ongoing Dialogue with BC First Nations communities***

Health Benefits continued its dialogue with the communities we serve through participation in regional and sub-regional caucus sessions, as well as engaging one-on-one with communities supporting the delivery of Health Benefits programs and services.

- ***Strengthened Indigenous cultural safety in our programs***

Health Benefits introduced a new provider enrolment process for all mental health counselling providers serving our clients. In order to support Health Benefits Mental Health programs, providers are required to take the Indigenous Cultural Safety (ICS) Mental Health training hosted by Provincial Health Services Authority – this training was created specifically for those working in the Mental Health field.

- ***Built capacity for claims processing system transition***

One of our guiding directives is to increase First Nations decision-making and control over health services. This directive underpinned our work to begin to bring the leadership over our Health Benefit claims processing system in house. Since Transfer, we have worked with Health Canada through a buy-back system. This year, we built the capacity of our team by adding Health Benefit and project management expertise. With our team in place, we continued building knowledge of the Health Canada program we currently access, deepening our understanding of community needs, and created a detailed plan for a partnership-based claims processing system that puts improved access to health services and benefits for BC First Nations individuals front and centre.

- ***Strengthened delivery of Oral Health services***

Our Oral Health team continues to bring high quality dental services into BC First Nations communities. This year we worked with over 90 oral providers to reach over 5,000 BC First Nations clients through our Dental Therapy Program and Children's Oral Health Initiative. An important part of our work this year was to standardize oral health procedures and guidelines that incorporate cultural humility and safety.

- ***Established new Data Analytics and Reporting team***

Each year, Health Benefits processes large volumes of data related to health claims and usage, community reports, and our own performance. Our Data Analytics and Reporting team provides us with the tools and resources to identify important trends in benefit utilization, find new insights into health needs of communities, and make data-informed improvements in programs and services. We have also shifted data management tasks away from our program staff, ensuring that they have more time to support community partners directly in areas such as Medical Transportation and Oral Health.

Our Data Analytics and Reporting team provides us with the tools and resources to identify important trends in benefit utilization, find new insights into health needs of communities, and make data-informed improvements in programs and services.

- ***Responded to communities' medical transportation priorities***

When health services are not available in community, our Medical Transportation program provides a vital link to care. Ninety percent of medical transportation is managed by community through funding agreements, with support from our Medical Transportation team. With increased capacity for data analysis and reporting, and an additional staff member with frontline experience, our team increased the time spent supporting communities - helping over BC First Nations get where they needed to go.

- ***Launched our Healthy Medication Initiative***

Our Health Benefits Pharmacist has been focused on improving the safety of prescription and non-prescription drug use for BC First Nations. Launched in 2016, our 3-year Healthy Medication Initiative includes stopping overdoses with take-home Naloxone kits; promoting healthy medication management; supporting safe medication disposal; building cultural safety skills for harm reduction workers; and training BC pharmacists in cultural safety and humility.

- ***Implemented successful health literacy campaign***

Generic drugs – legal copies of brand name drugs – are widely used by Canadians, including FNHA clients. They have the same quality and performance as brand name medications, but at a lower cost. This year we launched a successful radio and poster campaign to tackle myths about generic drugs. Our radio campaign resulted in over 500 ads being played on Canada's First Nations Radio as well as Vista Radio stations on Vancouver Island.

- ***Provided access to state-of-the-art Hepatitis C treatment***

New direct-acting antiviral treatments are transforming the lives of people with Hepatitis C. Previous treatments had long treatment durations and severe side effects. New treatments provide FNHA clients with improved outcomes, shorter treatment durations, and fewer side effects. This year, FNHA Health Benefits more than doubled the number of clients it supported – increasing from 115 clients in 2014/15 to 239 clients in 2015-2016.

- ***Continued to support FNHA staff wellness***

Wellness continues to be a priority for Health Benefits - this year our staff wellness initiatives included creating personalized wellness plans, smudging ceremonies, and giving back through participating in FNHA-wide activities like the Orange Shirt Day, anti-bullying, and Moose Hide Campaign initiatives.

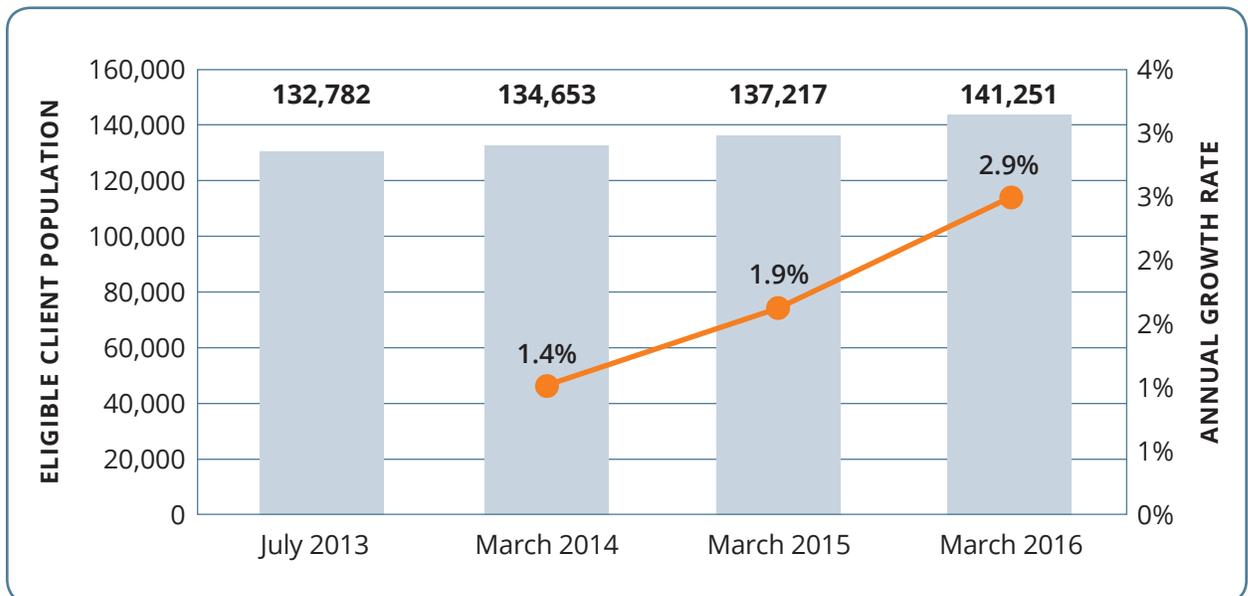
4 Our Clients

We provide services to eligible First Nations clients residing in BC – from babies to Elders.

Not included are BC residents who are covered for Health Benefits by a First Nations organization through land claim or self-government agreements or by the Federal Government. As well, Health Canada continues to provide coverage for non-resident First Nations who use health services in BC.

As of March 31, 2016, a total of 141,251 BC First Nations people were eligible for FNHA Health Benefits. Our client base has grown 2.9% since March 31, 2015, and 6.4% since the time of transfer from Health Canada in July, 2013.

Figure 4-1: Health Benefit Eligible Client Population Growth



Our client base has grown 2.9% since March 31, 2015, and 6.4% since the time of transfer from Health Canada in July, 2013.

Figure 4-2 shows the age distribution of Health Benefit clients. The largest age group we serve are young people aged 20 to 29. A total of 45% of our clients this year were under the age of 30.

Table 4-2: Health Benefit Eligible Client Population Age Distribution; at March 31, 2016*

| | | Female | Male | | |
|---------|--------|--------|--------|--------|--|
| AGES | | | | TOTALS | |
| 80+ | 1,151 | | 630 | 1,781 | |
| 70 - 79 | 2,861 | | 2,003 | 4,864 | |
| 60 - 69 | 5,889 | | 4,860 | 10,749 | |
| 50 - 59 | 10,107 | | 9,077 | 19,184 | |
| 40 - 49 | 9,986 | | 9,772 | 19,758 | |
| 30 - 39 | 10,324 | | 10,385 | 20,709 | |
| 20-29 | 12,184 | | 12,526 | 24,710 | |
| 10 - 19 | 10,717 | | 10,857 | 21,574 | |
| 0 - 9 | 8,748 | | 9,174 | 17,922 | |

*Clients whose gender was unknown totaled 292 and are not included in the above age distribution.

5 Service Standards in Health Benefits

We continue to strive to meet the needs of our clients and be responsive to our providers. Since Transfer, we have put in place service standards by measuring the number of days to process a claim, that we continue to meet or beat, ensuring our clients are receiving services as quickly as possible and providing efficient support to our providers.

Table 5-1: Service Standards: Number of Days to Process a Claim

| Benefit Area | FNHA Service Standard | October 2013 | April 2014 | March 2015 | March 2016 |
|--------------------------|-----------------------|--------------|------------|------------|------------|
| Dental - Basic | 20 days | 30 days | 20 days | 13 days | 8 days |
| MS&E - General | 15 days | 25 days | 20 days | 15 days | 15 days |
| Medical Travel - General | 5 days | N/A | 5 days | 5 days | 5 days |
| Vision-eyeglasses | 5 days | 40 days | 5 days | 5 days | 5 days |



6 Health Benefits Utilization

FNHA Health Benefits served more clients in 2015-2016, with growth in client numbers across all Health Benefits areas. Medical Transportation was our biggest growth area, with 1,819 (15.7%) more clients accessing services.

Figure 6-1: Number of Clients by Health Benefit Area*

| | # of Clients 2014-15 | # of Clients 2015-16 | Increase in # of Clients |
|---|-------------------------|-------------------------|-----------------------------|
| Pharmacy | 99,320 | 100,052 | 732 |
| Medical Supplies & Equipment | 8,826 | 8,927 | 101 |
| Dental | 58,875 | 59,783 | 908 |
| Medical Transportation – Patient Travel | 839 | 937 | 98 |
| Medical Transportation – Ambulance | 10,779 | 12,500 | 1,721 |
| Vision Care | 17,044 | 17,194 | 150 |
| Mental Health – Crisis Intervention | 267 | 268 | 1 |
| Mental Health – Indian Residential School | 1,506 | 1,834 | 328 |

*Excludes Community Administered Benefits

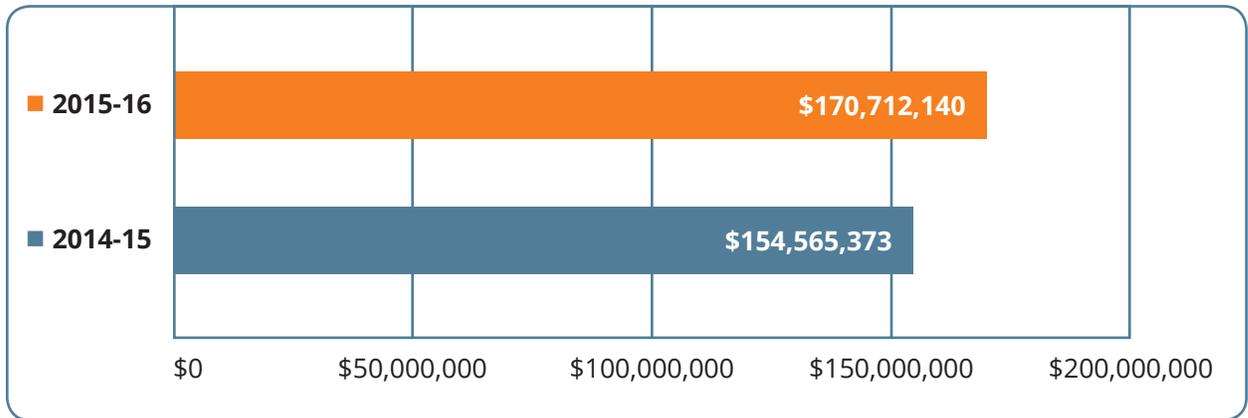
Client and claim count information presented throughout this report exclude those pertaining to benefits delivered through community as this data was not available at the time of this report.

How is “Number of Clients” Determined?

Some of our clients access a specific health benefit multiple times in a year. When we report how many clients are accessing our benefits, we count each person once for each benefit area. For example, a client who received pharmacy benefits every month is counted as only one client.

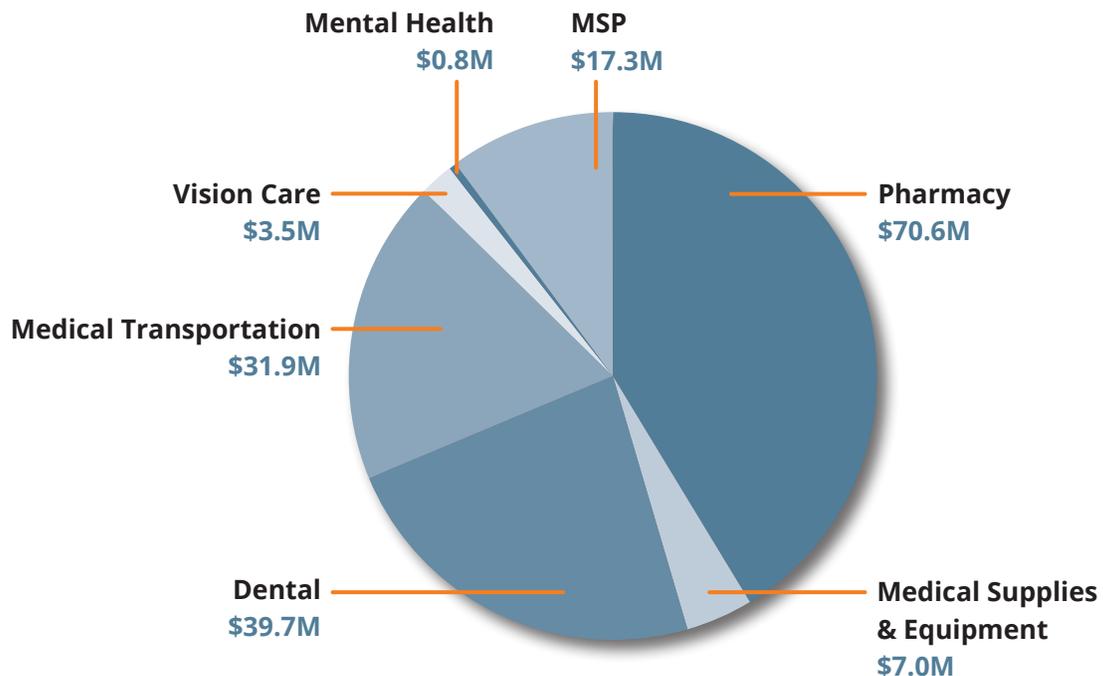
In 2015-2016, FNHA Health Benefits spent a total of \$170.7 million on Health Benefit claims, Funding Arrangements, and Medical Service Plan (MSP) payments. This represents an increase of over \$16 million (10.4%) from last year.

Figure 6-2: Health Benefits Expenditure by Year



The primary drivers of the increase in expenditures were Pharmacy, Dental, and Medical Transportation benefit areas. To learn more about increased usage within each benefit area, check out the detailed benefit sections of this report.

Figure 6-3: Health Benefit Area by Expenditure (2015-2016)



Please see Appendix A for a detailed summary breakdown of clients, claims, and expenditures for all Health Benefit areas.

Medical Services Plan (MSP)

One way FNHA Health Benefits supports access to essential medical care for BC First Nations is by covering Medical Services Plan (MSP) payments for FNHA clients. This province-wide health plan makes sure all eligible BC residents – including First Nations – have access to health care.

Improved availability and quality of data will increase visibility into opportunities to improve services and access to benefits.

FNHA Administered vs. Community Administered Benefits

Our Health Benefit programs are delivered in partnership with BC First Nations communities. Most programs (81%) are administered directly by FNHA Health Benefits. Others are administered by communities through funding arrangements.

The data in this report is primarily reflective of benefits administered directly by FNHA, with the exception of funding arrangement amounts where stated. FNHA is working to improve the availability of data to report on community administered benefits with a particular focus on Medical Transportation at this time, but also includes Medical Supplies and Equipment, Dental, Vision Care, and Mental Health. Improved availability and quality of data will increase visibility into opportunities to improve services and access to benefits.

Medical Transportation accounted for the majority of community-administered benefits; \$28.6 million worth of Medical Transportation benefits were community administered. This represents 88% of the total amount of community-administered benefits (\$32.5 million) and 90% of all Medical Transportation benefits (\$31.9 million).

Funding arrangements are agreements between the FNHA and various First Nations organizations and communities that support them to deliver health services, including Health Benefits, on behalf of the FNHA (i.e.: Community Administered Benefits). We have 127 funding arrangements in place. In 2015-2016, community administered benefits accounted for \$32.6 million of our total program expenditures (Table 6-4).

Figure 6-4: Health Benefit Expenditures; FNHA Administered vs. Community Administered

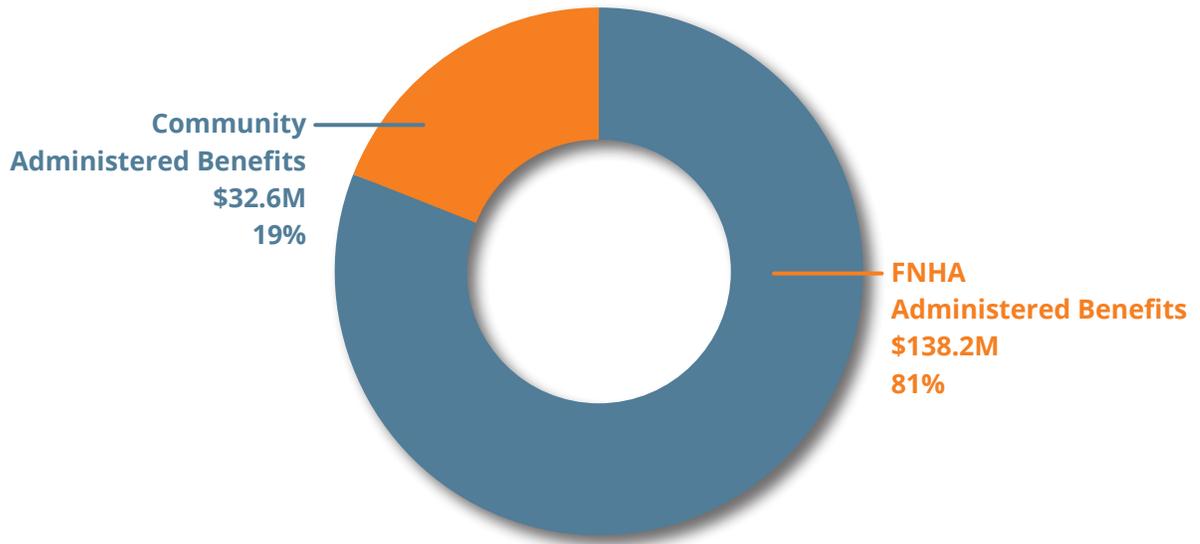


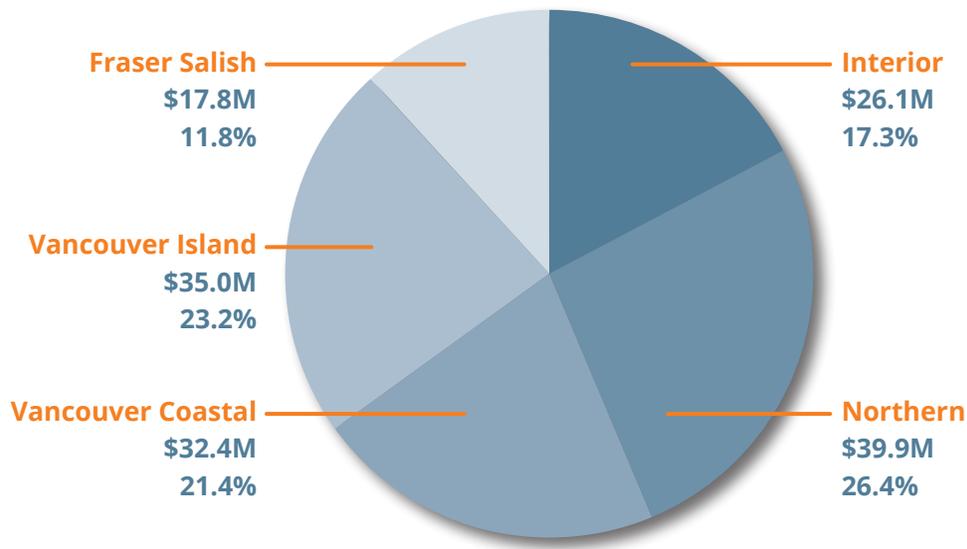
Table 6-5: Health Benefit Expenditures; FNHA Administered vs. Community Administered

| | FNHA Administered Benefits | Community Administered Benefits | Total |
|------------------------------|----------------------------|---------------------------------|----------------------|
| Pharmacy | \$70,569,837 | N/A | \$70,569,837 |
| Medical Supplies & Equipment | \$6,535,453 | \$440,687 | \$6,976,140 |
| Dental | \$37,317,615 | \$2,373,728 | \$39,691,343 |
| Medical Transportation | \$3,288,641 | \$28,621,186 | \$31,909,827 |
| Vision Care | \$2,984,503 | \$510,359 | \$3,494,862 |
| Mental Health | \$144,822 | \$605,310 | \$750,132 |
| MSP | \$17,320,000 | N/A | \$17,320,000 |
| Grand Total | \$138,160,870 | \$32,551,270 | \$170,712,140 |

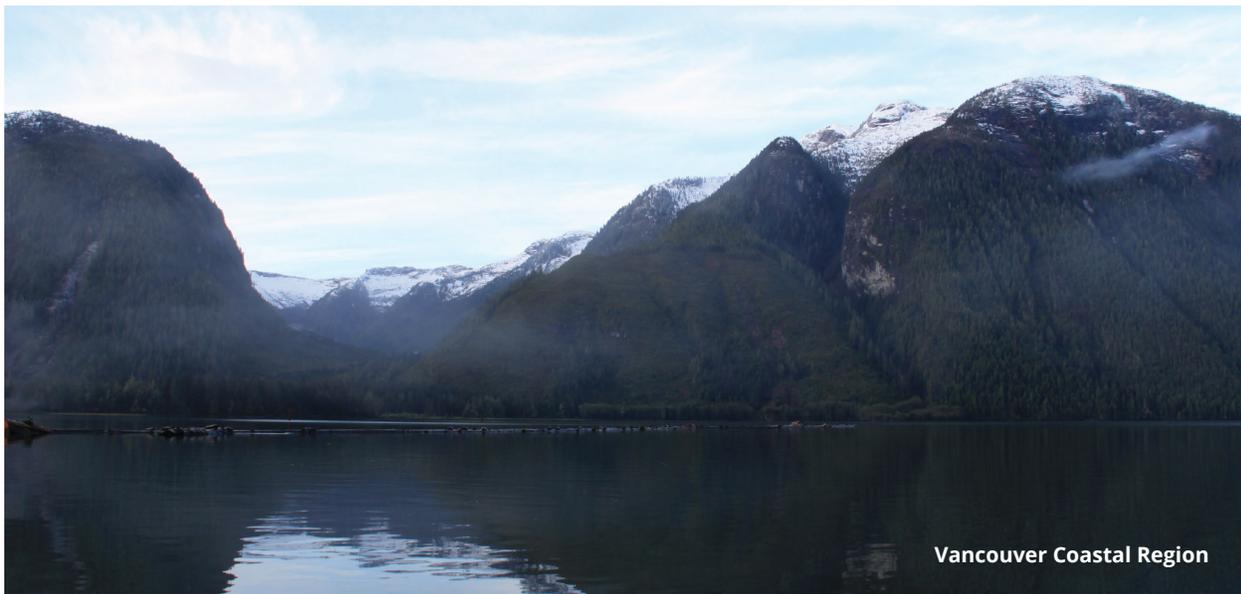
Where Clients Receive Services

FNHA Health Benefits reach BC First Nations across the province. The Northern region accounted for the most expenditures at \$39.9 million followed by the Vancouver Island region at \$35.0 million.

Figure 6-6: Where Clients Receive Services



The above graph shows spending based on provider location. As a result, the Vancouver Coastal region expenditures are disproportionately high as many of our clients travel from other communities for medical services in this region.



6.1 Pharmacy

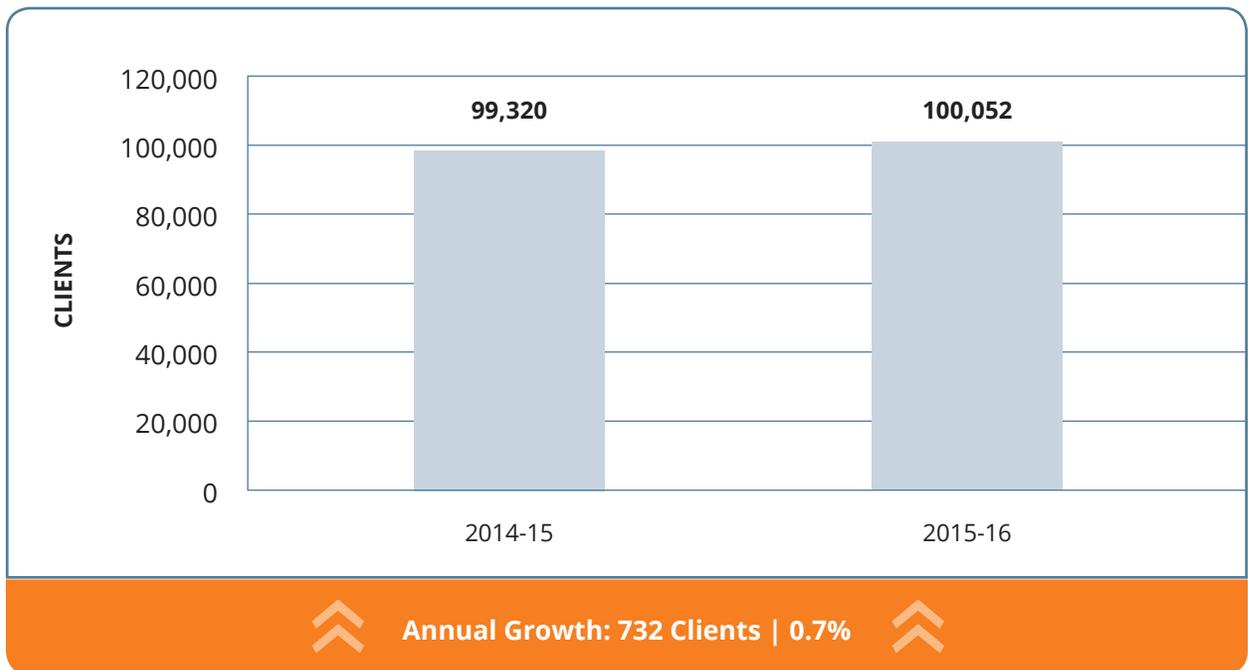
Our Pharmacy benefits provide eligible clients with coverage for over 8,500 specified drugs and items including:

- Prescription drugs
- Over-the counter (OTC) drugs
- Diabetic Test Strips

Clients Access

Pharmacy is our largest benefit area accessed by 70% of our eligible clients, a total of 100,052 in 2015-2016 – an increase of 732 clients, or 0.7%, from last year.

Figure 6.1-1 - Pharmacy Clients; 2014-2015 & 2015-2016



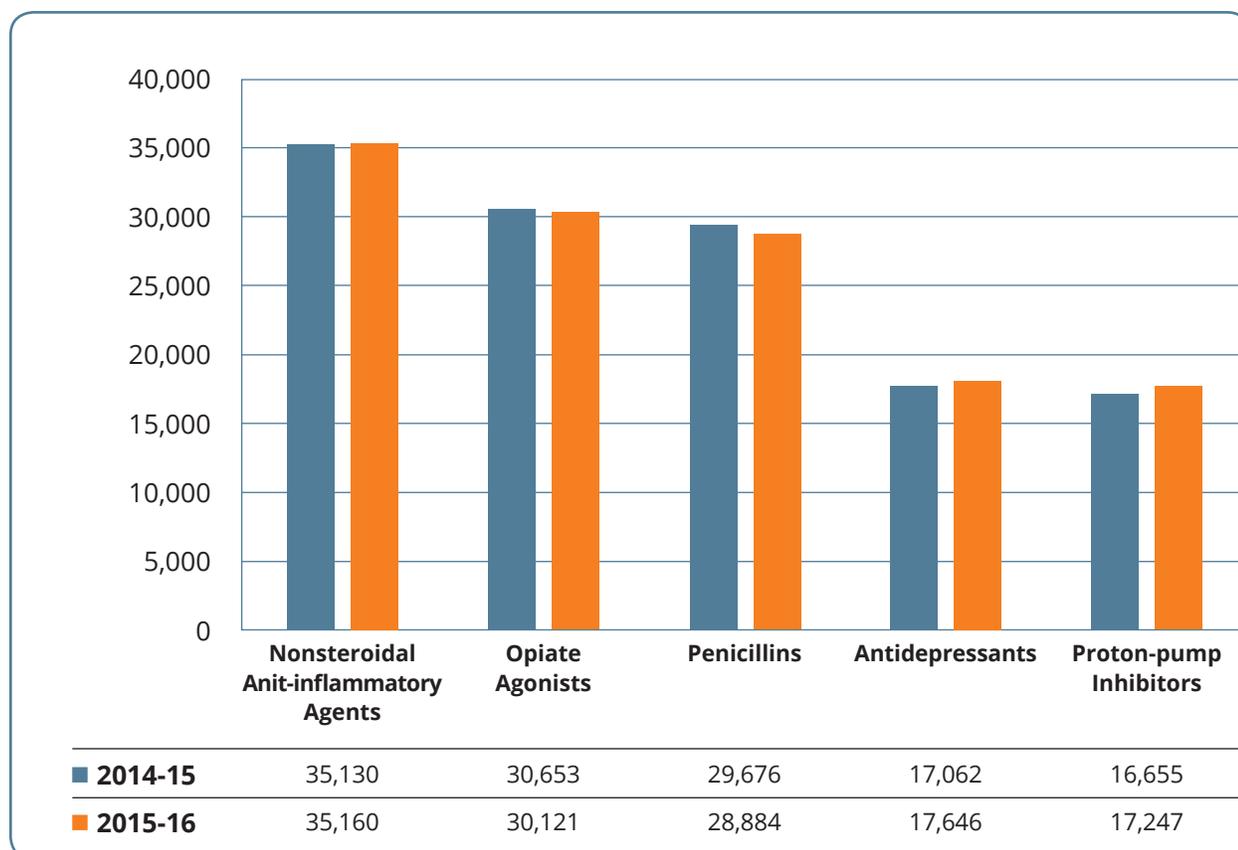
Top Categories by Client Access

The most used pharmacy categories relate to medication to treat pain:

- Over 35,000 clients accessed Non-Steroidal Anti-inflammatory Agents for pain and inflammation in 2015-2016
- Over 30,000 clients accessed Opiate Agonists in 2015-2016 for pain, representing a small decline from the previous year.

Other top categories relate to treating infection (penicillin), mental health (antidepressants), and stomach acid reduction (proton-pump inhibitors).

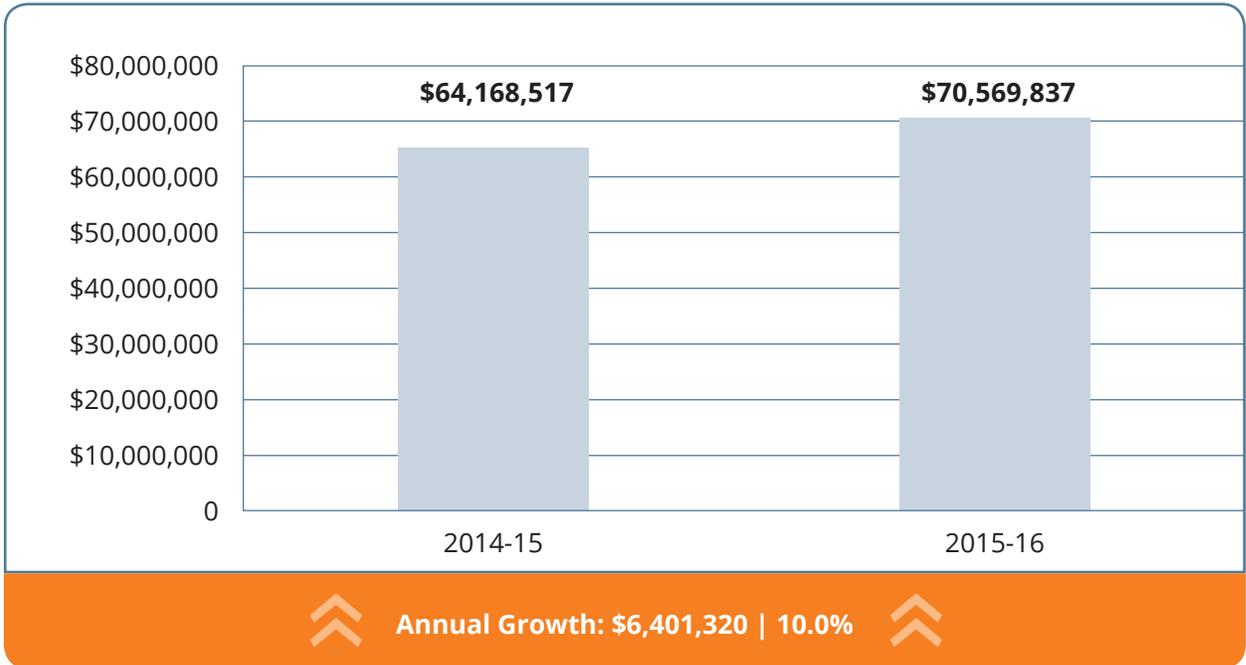
Figure 6.1-2 – Top 5 Drug Categories by Client Access



Pharmacy Expenditures

We spent a total of \$70.6 million on Pharmacy benefits for First Nations clients in 2015-2016. This represents an increase of \$6 million, or 10.0%, from last year.

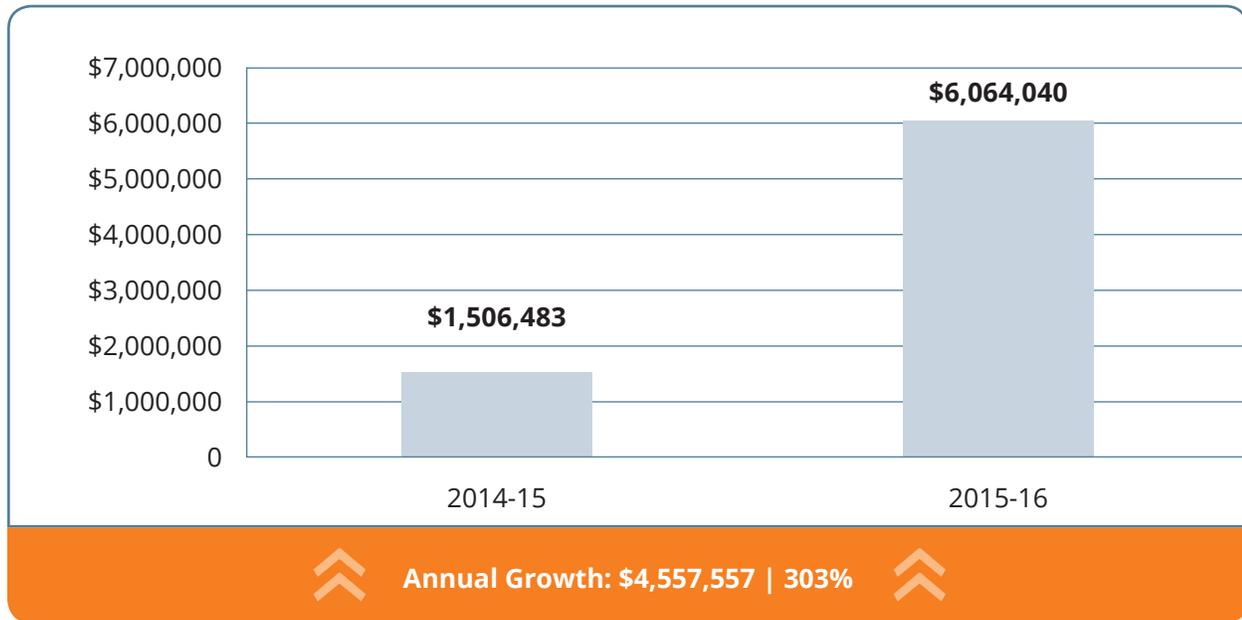
Figure 6.1-3 – Pharmacy Expenditures; 2014-2015 & 2015-2016



In Focus: Hepatitis C Drugs

The largest driver of growth in Pharmacy expenditures was Hepatitis C drugs, due to new treatments approved for usage in Canada which offer improved outcomes, shorter treatment durations, and fewer side effects. Additional expenditures on these drugs totaled \$4.6 million.

Figure 6.1-4 – Hepatitis C Expenditure Growth



The largest driver of growth in Pharmacy expenditures was Hepatitis C drugs.

6.2 Medical Supplies & Equipment

FNHA Health Benefits provides coverage for Medical Supplies & Equipment (MS&E) listed on the NIHB Health Canada Medical Supplies & Equipment List. The types of benefits eligible clients can access are set out in table 6.2-1 below.

Table 6.2-1: General Items Covered Under Medical Supplies & Equipment

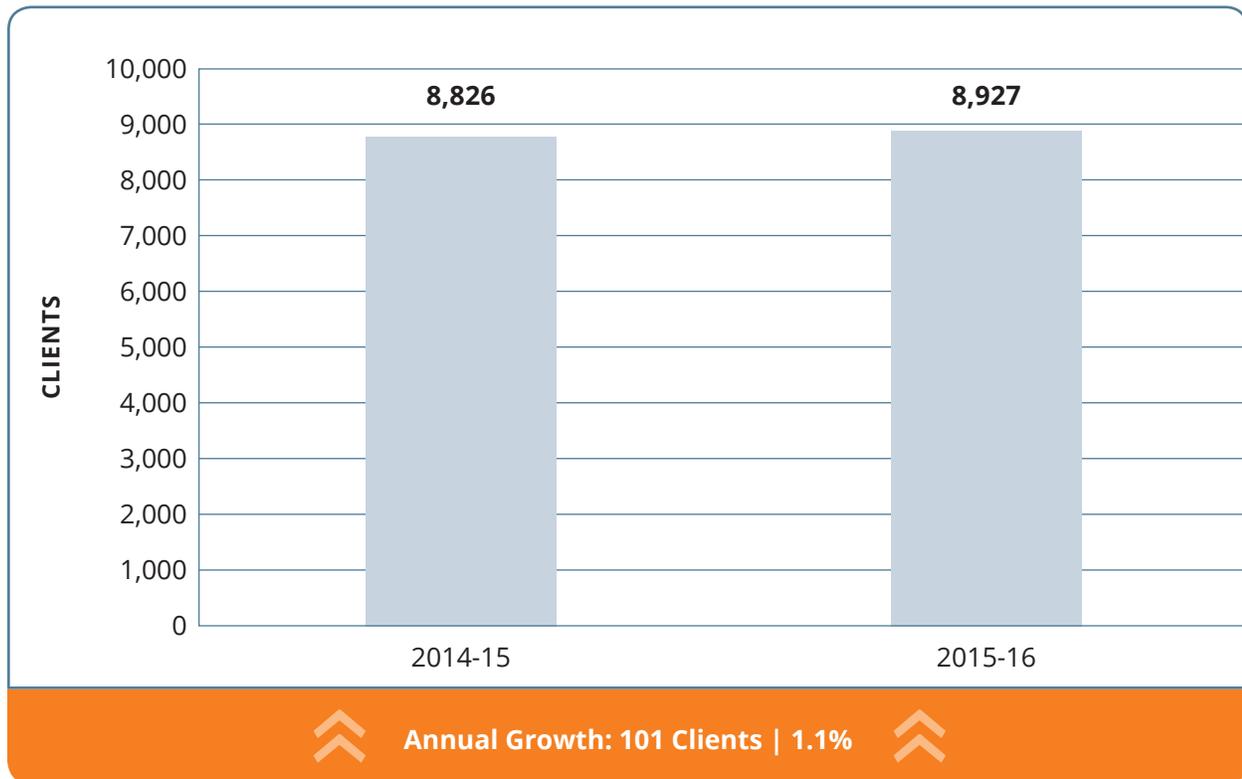
| General Supplies | General Equipment | Audiology | Respiratory | Orthotics & Prosthetics |
|-----------------------|----------------------------|--------------------------------|--------------------------------|-------------------------|
| Bandages and dressing | Wheelchairs | Hearing aids | Oxygen tanks | Custom footwear |
| Ostomy supplies | Walkers | Hearing aid repairs & services | Breathing apparatus & supplies | Pressure garments |
| Incontinence supplies | Canes | | | Prosthetic limbs |
| Syringes | Bathing and toileting aids | | | |
| | Lifting and transfer aides | | | |



Client Access for FNHA Administered Benefits

A total of 8,927 clients accessed Medical Supplies & Equipment benefits in 2015-2016. We reached 101 more clients (1.1%) in 2015-2016, compared to last year.

Figure 6.2-1 – Medical Supplies & Equipment Clients; 2014-2015 & 2015-2016*

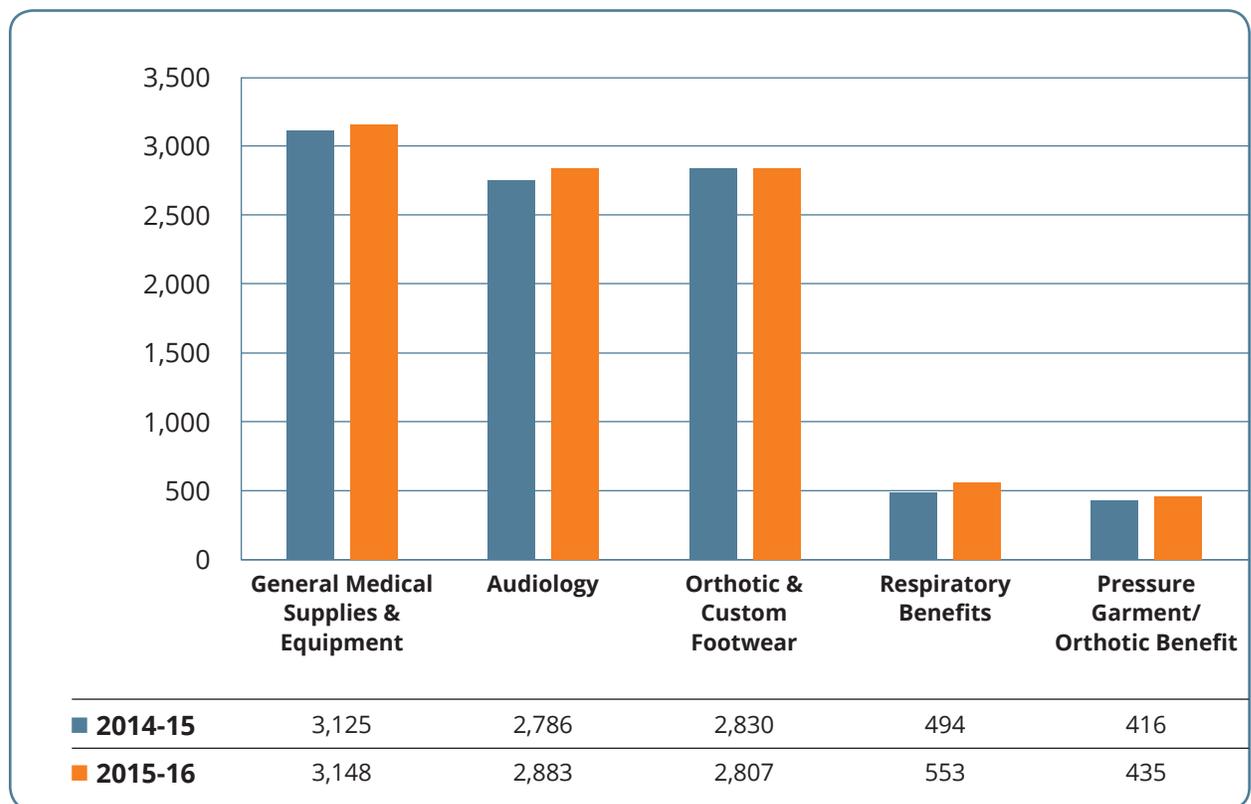


**Excludes benefits administered through Community*

Top Categories by Client Access

- The most used Medical Supplies & Equipment category was General Medical Supplies & Equipment which includes several items such as bandages and dressings, ostomy supplies, incontinence supplies, and bathing and toileting aides. A total of 3,148 clients accessed benefits in this category in 2015-2016.
- Audiology benefits were accessed by 2,883 clients in 2015-2016 which represents an increase of 97 clients, or 3.5%, from the previous year. This category includes hearing aids, along with the assessment & device fitting.

Figure 6.2-2 – Top 5 Medical Supplies & Equipment Categories by Client Access*



*Excludes benefits administered through Community

Medical Supplies and Equipment Expenditures

We spent a total of \$7.0 million on Medical Supplies & Equipment benefits in 2015-2016, representing a growth of \$211,918 (3.1%) from 2014-2015.

Figure 6.2-3: Medical Supplies & Equipment Expenditures; 2014-2015 & 2015-2016



6.3 Dental

FNHA Health Benefits provides coverage for basic dental and orthodontic care for our clients.

Examples of eligible Dental services include:

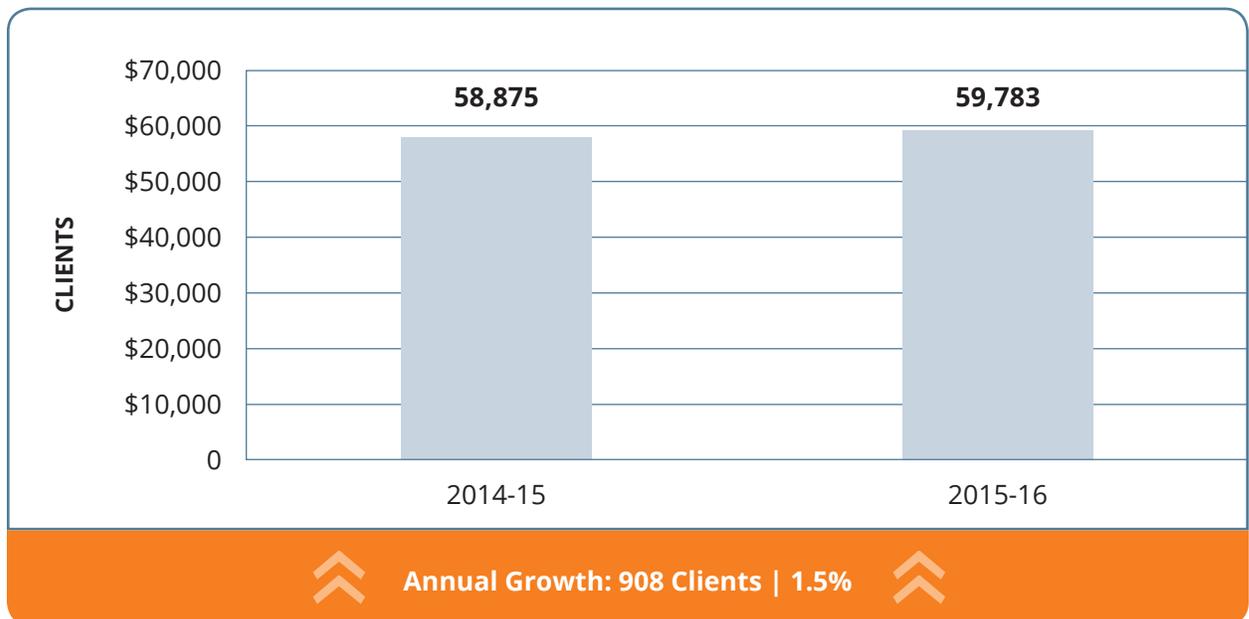
- Examinations
- X-rays
- Cleanings
- Fillings
- Root canals
- Removable dentures
- Deep cleanings
- General anesthetics, sedation

In addition to Dental Benefits, FNHA provides oral health services through the Children’s Oral Health Initiative and Dental Therapy program. Data presented here does not include information on these programs – please see section 7: Oral Health for more details.

Client Access for FNHA Administered Benefits

A total of 59,783 FNHA clients accessed Dental benefits in 2015-2016. This represents an increase of 908 clients, or 1.5%, from the number of clients served in 2014-2015.

Figure 6.3-1 – Dental Clients; 2014-2015 & 2015-2016*

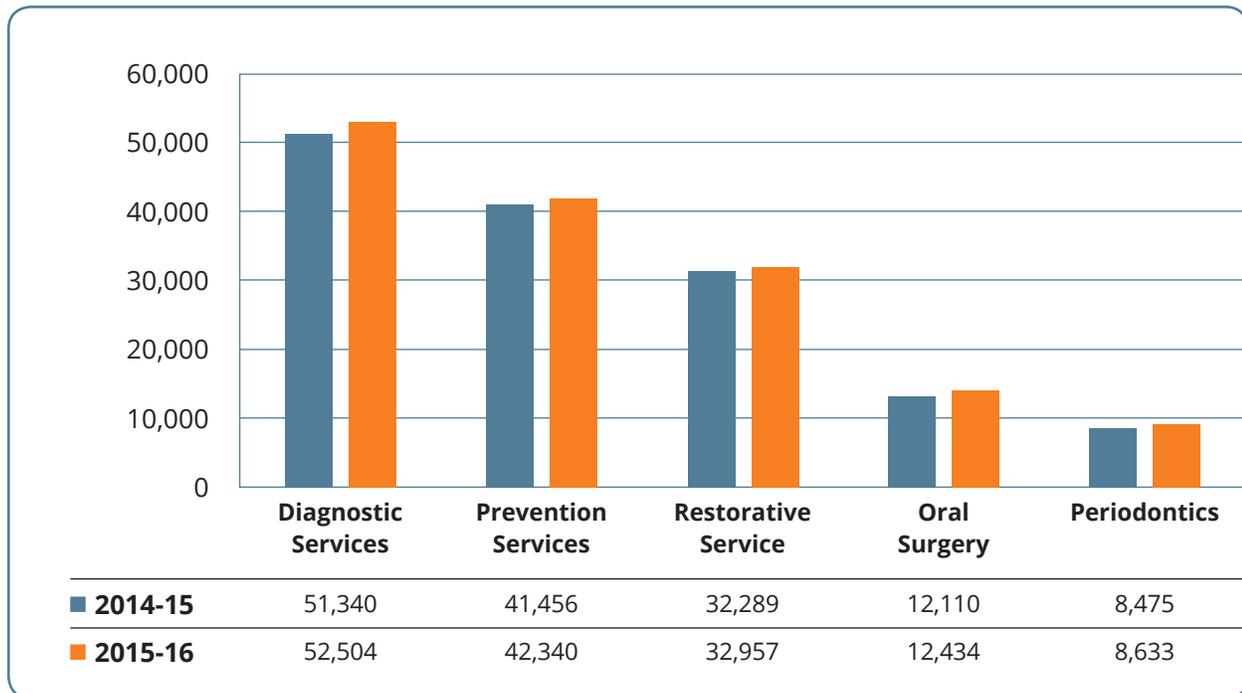


*Excludes benefits administered through Community

Top Categories by Client Access

- The category with the most clients was Diagnostic Services which served 52,504 clients in 2015-2016; this represents an increase of 1,164 clients, or 2.3%, from 2014-2015.
- The category with the second highest number of clients was Preventative Services which served 42,340 clients in 2015-2016; this represents an increase of 884 clients, or 2.1%, from 2014-2015.

Figure 6.3-2 – Top 5 Dental Categories by Client Access*

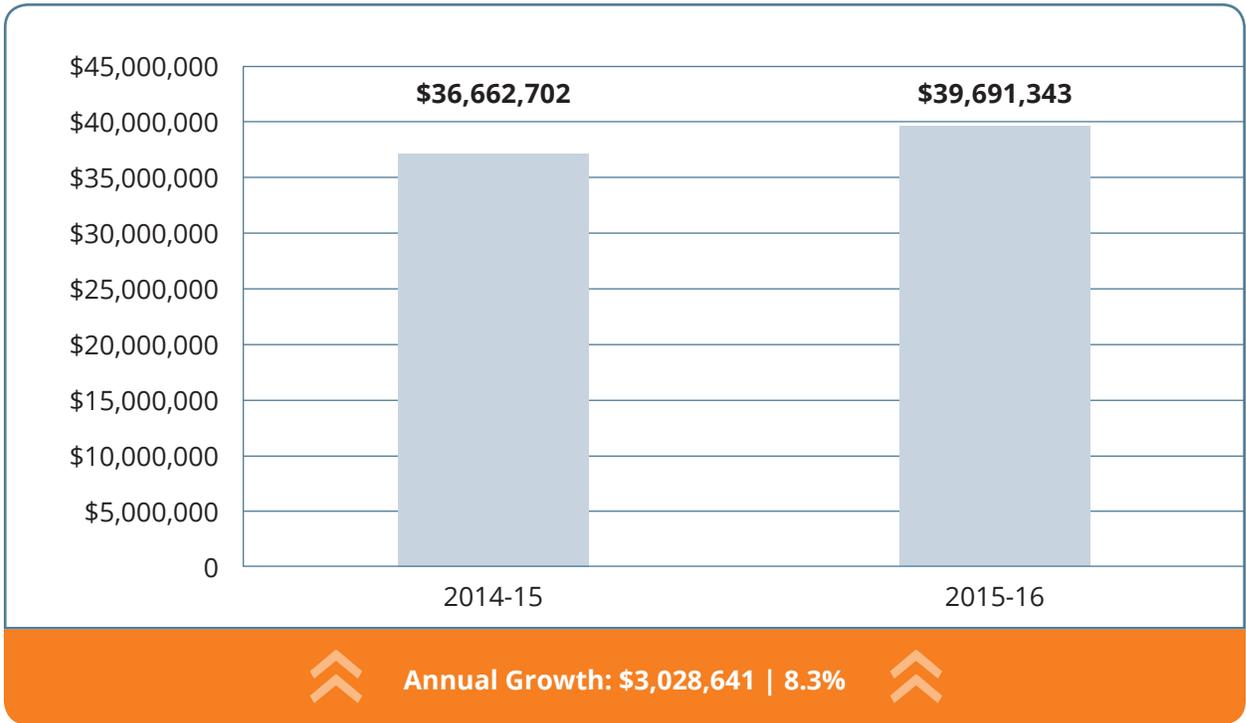


*Excludes benefits administered through Community

Dental Expenditures

We spent \$39.7 million on Dental benefits in 2015-2016, representing a growth of \$3.0 million (8.3%) from 2014-2015.

Figure 6.3-4: Dental Expenditures; 2014-2015 & 2015-2016



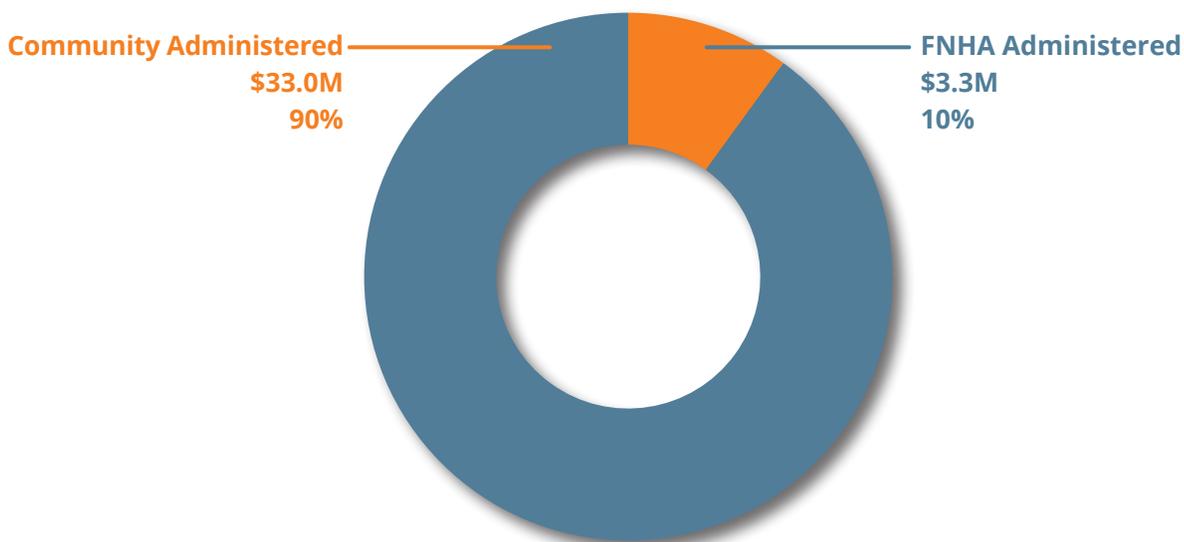
6.4 Medical Transportation

The Medical Transportation program offers coverage for certain travel and related costs to access medically required services not available in community, such as:

- Transportation including mileage reimbursement, ferries, and flights
- Accommodation
- Meals
- Expenses for escorts which meet applicable criteria
- Ambulance Services

The vast majority (90%) of Medical Transportation benefits are administered by communities supported through FNHA funding arrangements.

Figure 6.4-1: Medical Transportation; FNHA vs. Community Administered Benefits



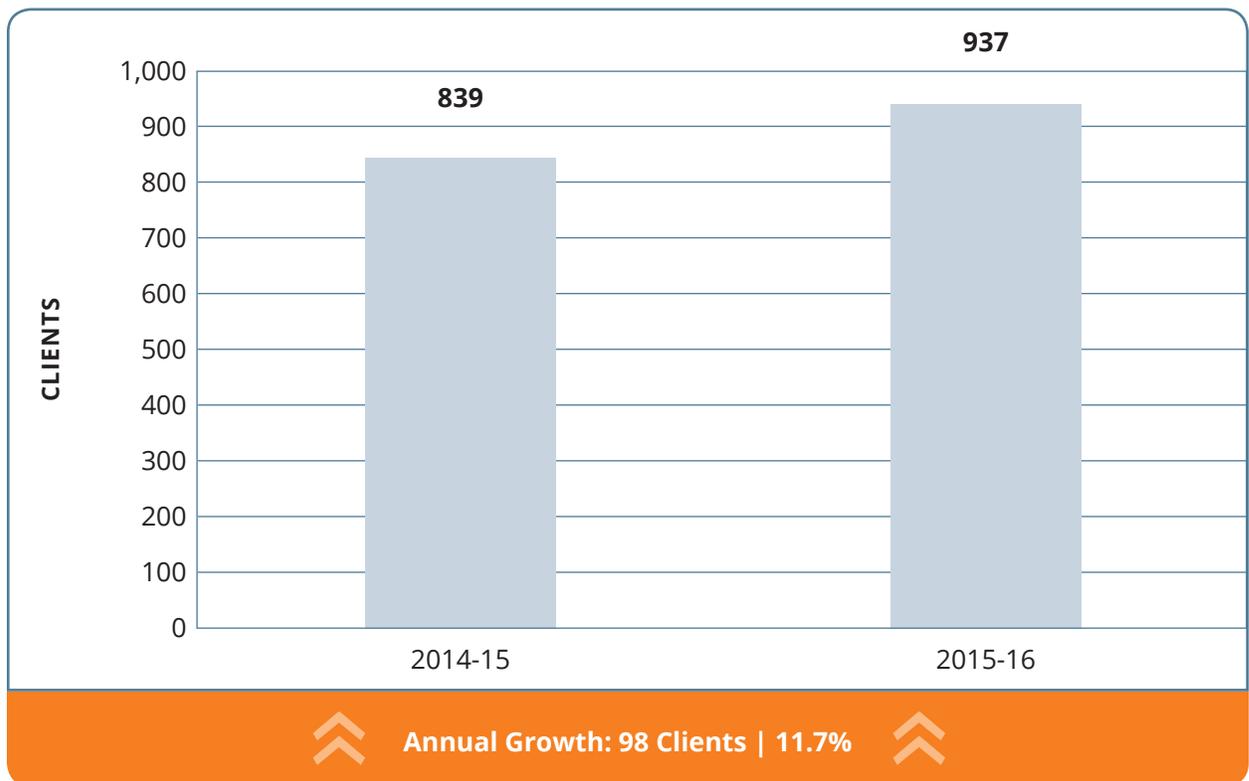
The vast majority of Medical Transportation benefits are administered by communities supported through FNHA funding arrangements.

Client Access for FNHA Administered Benefits

The following information pertains to the 10% of Medical Transportation benefits administered by FNHA, including both Patient Travel and Ambulance services.

FNHA Health Benefits supported 937 clients access Medical Transportation – Patient Travel benefits in 2015-2016; this represents an increase of 98 clients, or 11.7%, from the number of clients supported in 2014-2015.

Figure 6.4-2 – Medical Transportation – Patient Travel Clients; 2014-2015 & 2015-2016*



*Excludes benefits administered through Community

Ambulance Service benefits were provided to 12,500 clients in 2015-2016. An additional 1,721 clients or 16.0% accessed ambulance services compared to 2014-2015.

Figure 6.4-3 – Medical Transportation - Ambulance Service Clients; 2014-2015 & 2015-2016*

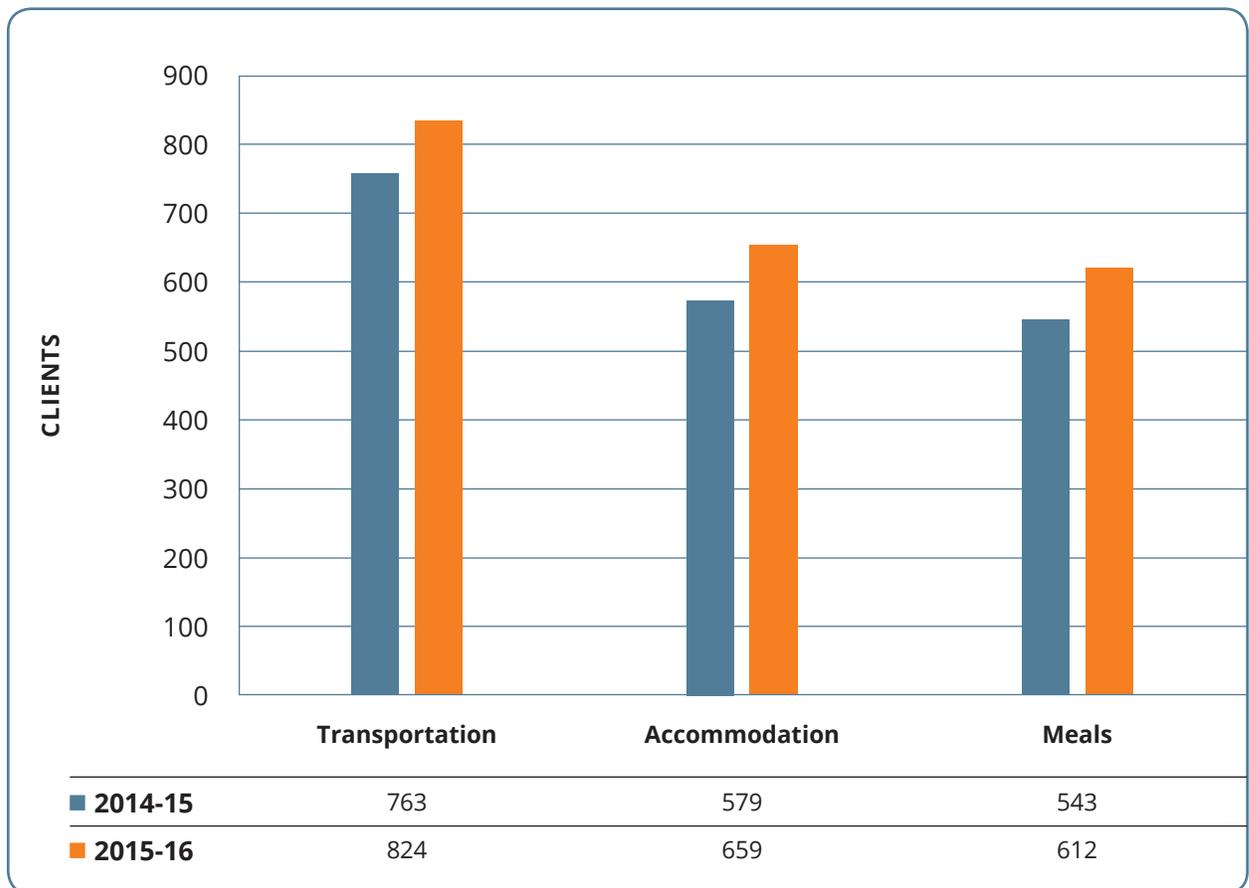


Categories by Client Access

Medical Transportation – Patient Travel benefits include transportation (air, ground, or water), accommodation, and meals.

- Transportation benefits were the highest accessed Patient Travel category, with 824 clients in 2015-2016; increasing by 61 clients, or 8.0%, from 2014-2015.
- Accommodation benefits were accessed by 659 clients in 2015-2016; increasing by 80 clients, or 13.8%, from 2014-2015.

Figure 6.4-4: Medical Transportation – Patient Travel Categories by Client Access*

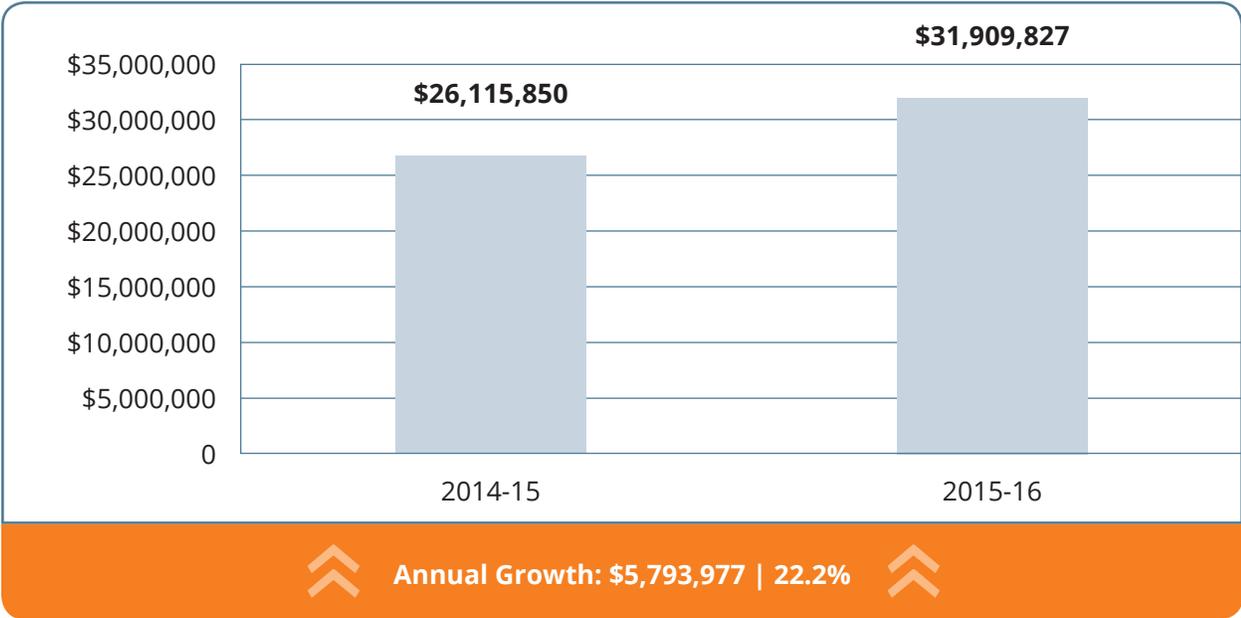


*Excludes benefits administered through Community

Medical Transportation Expenditures

We spent a total of \$31.9 million on Medical Transportation in 2015-2016 representing a growth of \$5.8 million, or 22.2%, from 2014-2015.

Figure 6.4-5: Medical Transportation Expenditures; 2014-2015 & 2015-2016



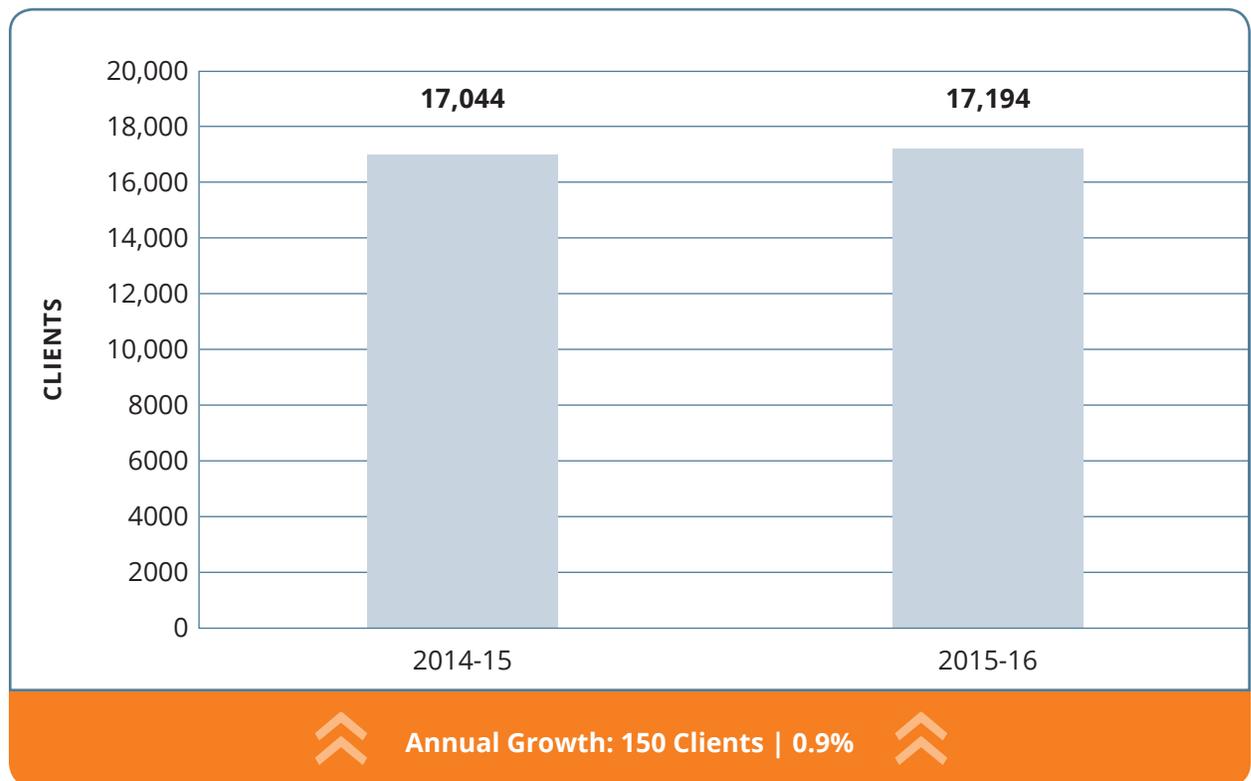
6.5 Vision Care

Our Vision Care benefit covers items such as eye glasses and eye exams. Contacts and eye glass repairs are also covered under specific circumstances.

Client Access for FNHA Administered Benefits

FNHA Health Benefits administered Vision Care benefits for 17,194 clients in 2015-2016. This represents an increase of 150 Clients, or 0.9%, from the number of clients served in 2014-2015.

Figure 6.5-1 – Vision Care Clients; 2014-2015 & 2015-2016*

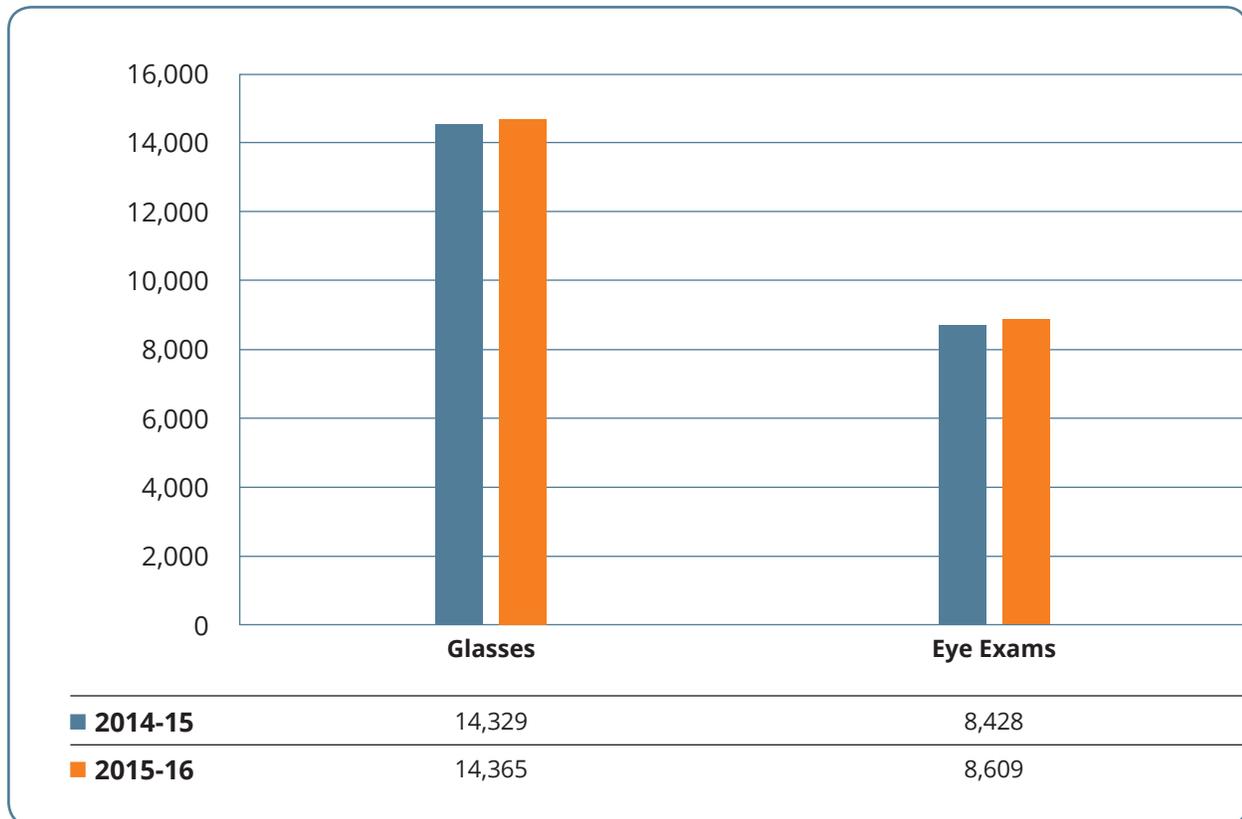


*Excludes benefits administered through Community

Categories by Client Access

- The majority of Vision Care Benefits were used to cover glasses which were provided to 14,365 clients in 2015-2016 which is similar to the number of clients served in 2014-2015.
- Eye exams were covered for 8,609 clients in 2015-2016; this represents an increase of 181 clients, or 2.1%, from 2014-2015.

Figure 6.5-2: Vision Care Categories by Client Access*



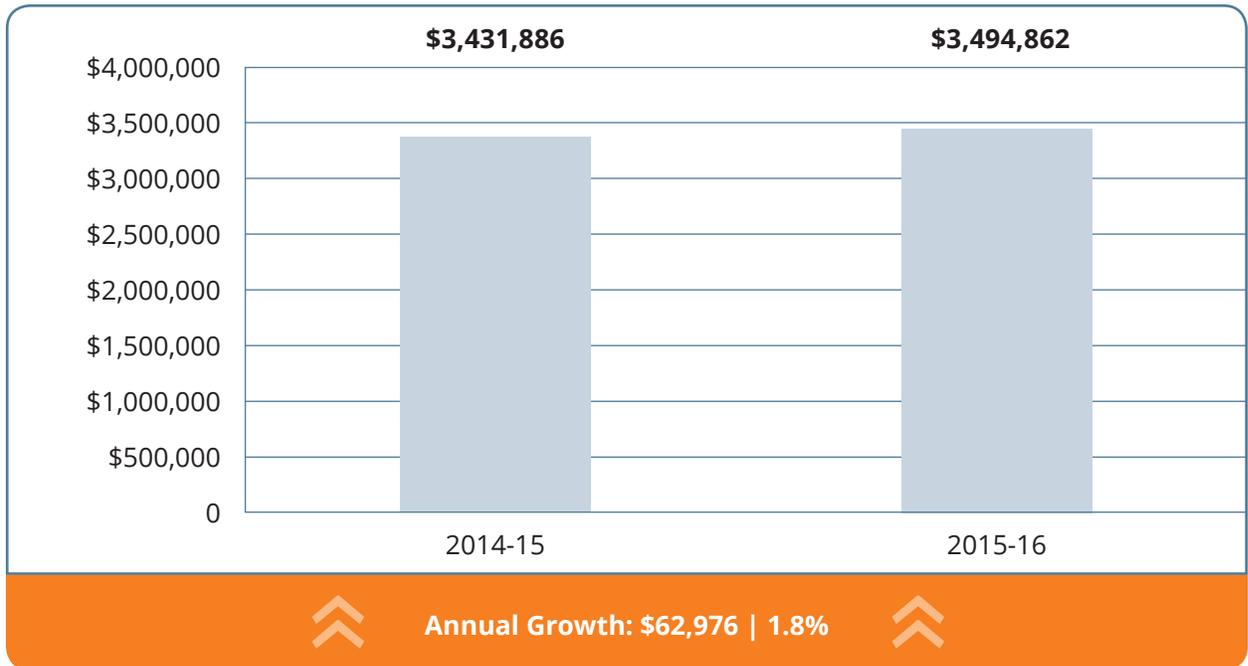
*Excludes benefits administered through Community

Contact lenses and eye glass repairs are also covered under specific circumstances, but claims for these items are limited. In 2015-16, repairs were accessed by 88 clients, and contact lenses by 42 clients.

Vision Care Expenditures

We spent a total of \$3.5 million on Vision Care in 2015-2016 representing a growth of \$62,976 (1.8%) from 2014-2015.

Figure 6.5-3: Vision Care Expenditures; 2014-2015 & 2015-2016



6.6 Mental Health Counselling Services

FNHA Health Benefits provides access to mental health services including Short Term Crisis Intervention Mental Health Counselling (“STCIMHC”), and the Indian Residential Schools Resolution Health Support Program (“IRS RHSP”). These programs facilitate access to registered professionals and are part of a continuum of mental health wellness programs supported by the FNHA that are linked to services provided by communities and the province of BC.

Improving our supports to programs is a key priority. Last year we worked with our Mental Health program providers in the areas of cultural safety and program administration:

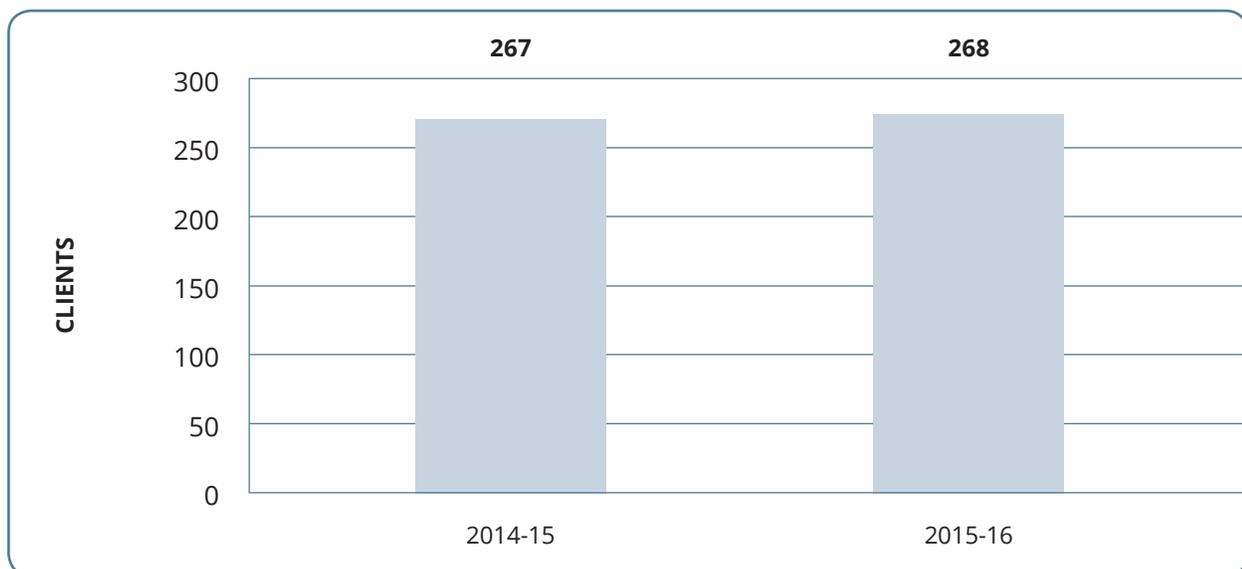
- We introduced a requirement for our providers to take Indigenous Cultural Safety training
- We streamlined administrative practices and developed a guide to support our program providers

Short Term Crisis Intervention Mental Health Counselling

Client Access for FNHA Administered Benefits

Our Crisis Intervention Counselling benefit served a total of 268 clients in 2015-2016 similar to the number of clients served in 2014-2015

Figure 6.6-1 – Crisis Intervention Counselling Clients; 2014-2015 & 2015-2016*

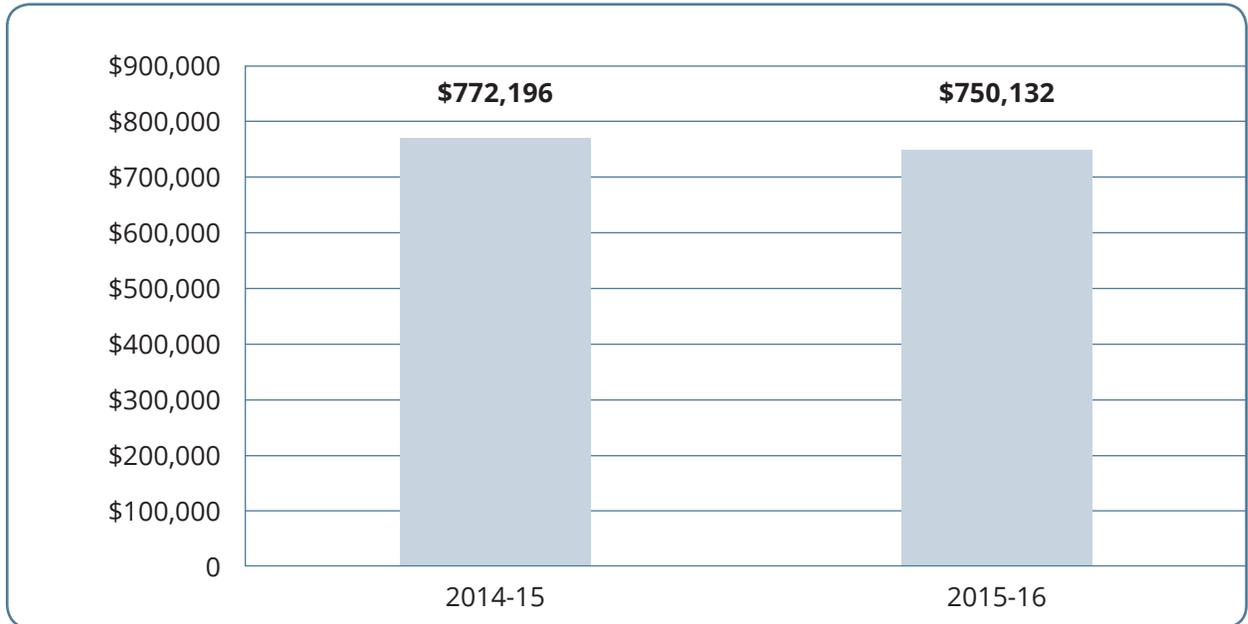


**Excludes benefits administered through Community*

Crisis Intervention Counselling Expenditures

Crisis Intervention Counselling expenditures totaled \$750,132 in 2015-2016.

Figure 6.6-2: Crisis Intervention Counselling Expenditures; 2014-2015 & 2015-2016



While there was a slight decrease in Crisis Intervention Counselling expenditures in 2015-2016 compared to 2014-2015, there was a growth in client access to the Indian Residential School Resolution Health Support Program, as described in the following section.

DID YOU KNOW?

FNHA requires all its mental health providers take the PHSA's ICC training. Last year 50 providers completed this training.

Indian Residential Schools Resolution Health Support Program

The Indian Residential School Resolution Health Support Program (IRS RHSP) provides eligible former IRS students and their families with access to mental health support services, including professional counselling, and cultural and emotional support services. Assistance with transportation costs related to accessing professional counselling services under IRS are also provided through this program.

FNHA Health Benefits works in partnership with Community Health and Wellness to offer the IRS support program. Our role is to provide coverage for claims related to the IRS support program. In this section, we report on the aspects of the IRS support program delivered through Health Benefits.

Client Access

Health Benefits administered IRS benefits for 1,834 clients in 2015-2016; this represents an increase of 328 clients, or 21.8%, from the number of clients served in 2014-2015.

Figure 6.6-3 - IRS Clients; 2014-2015 & 2015-2016*



*Excludes benefits administered through Community

Professional counselling sessions and related transportation in 2015-2016 also experienced an increase in activity with travel requests more than doubling in comparison to 2014-2015.

Table 1 - IRS Sessions and Travel Requests; 2014-2015 & 2015-2016*

| | 2014 - 2015 | 2015 - 2016 |
|------------------------|-------------|-------------|
| Sessions | 13,800 | 17,628 |
| Travel Requests | 523 | 1,220 |

*Excludes benefits administered through areas outside of Health Benefits

7 Oral Health

In addition to the dental and orthodontic care services covered, Health Benefits' supports a holistic approach to First Nations' oral health and wellness by offering preventive, education, and treatment based dental services to First Nations people living on-reserve. Our programs include the Dental Therapy Program, Children's Oral Health Initiative, partnerships with communities to bring dental services closer to home, and health promotion programming.



Dental Therapy program

7 Providers in 54 Communities



Children's Oral Health Initiative

24 Providers and 62 COHI Aides in 76 Communities

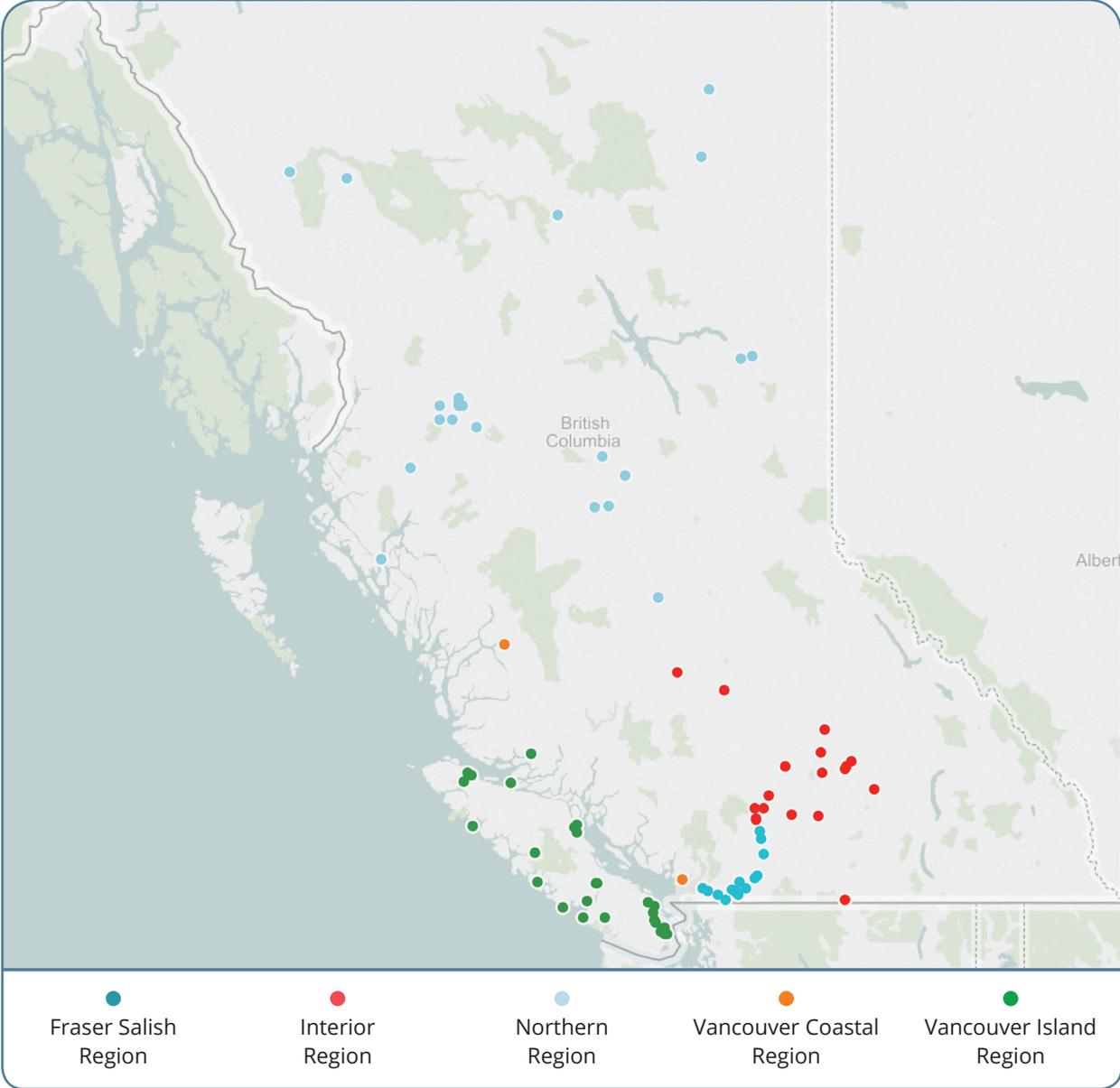
**Dental Therapists provide both Dental Therapy and COHI services*

COHI is an early childhood tooth decay prevention program designed to improve the oral health of First Nations children; under the Dental Therapy program, Dental Therapists deliver a range of basic dental services, under the indirect supervision of a dentist, including:

- Dental examinations
- Dental treatment such as fillings and extractions
- Emergency services
- Referrals to dentists and other health professionals
- Preventive services
- Education and oral health promotion

COHI is an early childhood tooth decay prevention program designed to improve the oral health of First Nations children.

Oral Health Highlights for 2015-2016



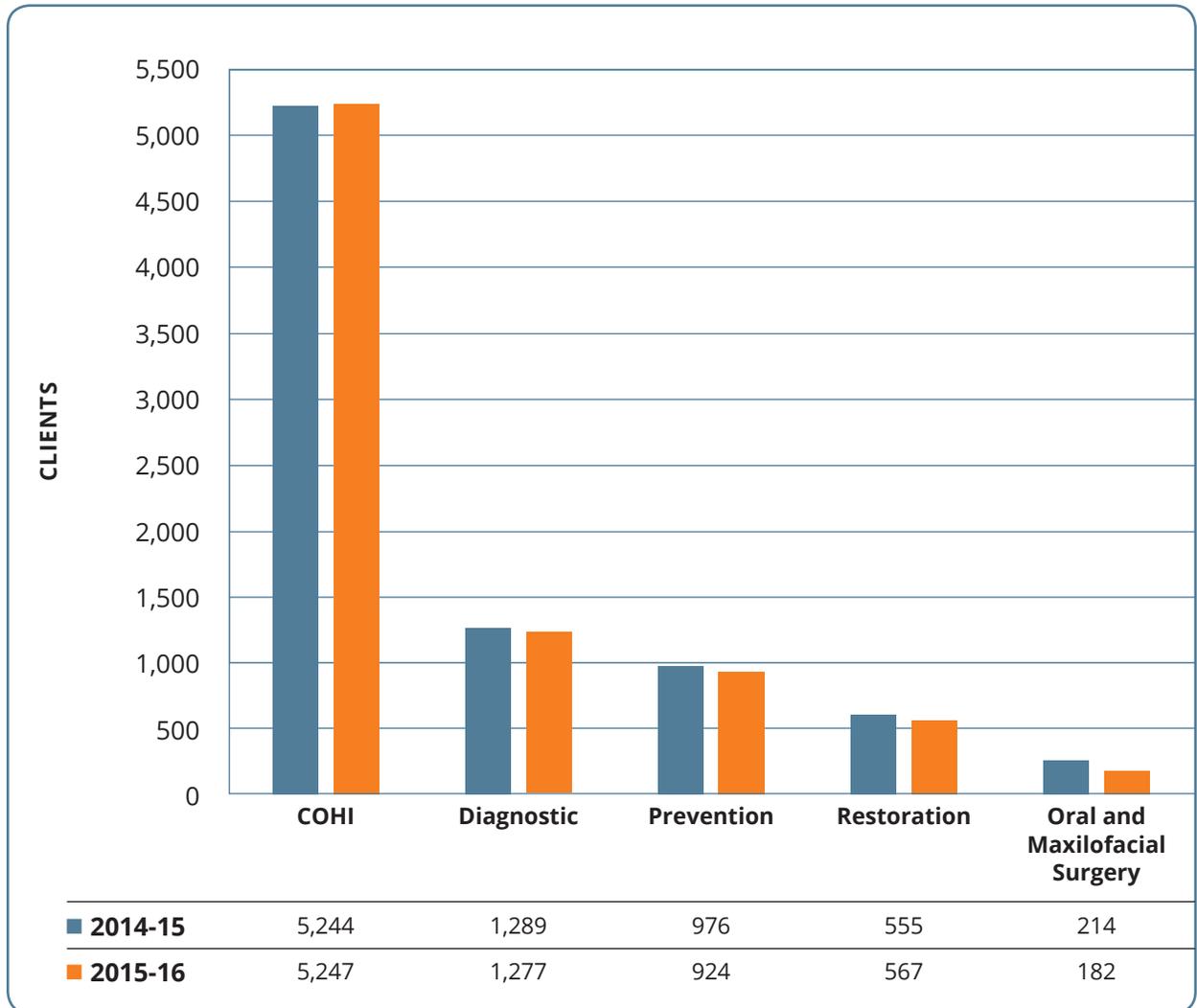
- Over 90 oral health service providers
- Over 26,000 oral health services provided for more than 6,000 FNHA clients in 88 communities across BC
- COHI kits updated and rebranded – over 6,000 kits distributed to our clients

Client Access to Oral Health

As illustrated in figure 7.1, Oral Health service access remained very close to last year:

- COHI services was the largest service category serving 5,247 clients in 2015-16; and
- Diagnostic services were the largest non-COHI category, serving 1,277 clients in 2015-16.

Figure 7.1 – Top 5 Procedure Categories by Client Access



8 Health Benefits Regional Profiles

FNHA delivers Health Benefits in each of BC's five health service regions: Interior, Fraser Salish, Vancouver Coastal, Vancouver Island, and Northern. This section looks at delivery of Health Benefits in each of the regions, based on where our clients access services.

This year, a total of 4,984 active providers delivered services to our clients – an increase of 177 providers (3.7%) from last year. We saw an increase in active providers in every region. There was also an increase in client access for almost every Health Benefits area in all regions this year compared to last year.

Figure 8-1: Total Number of Active Providers in BC; 2014-2015 & 2015-2016

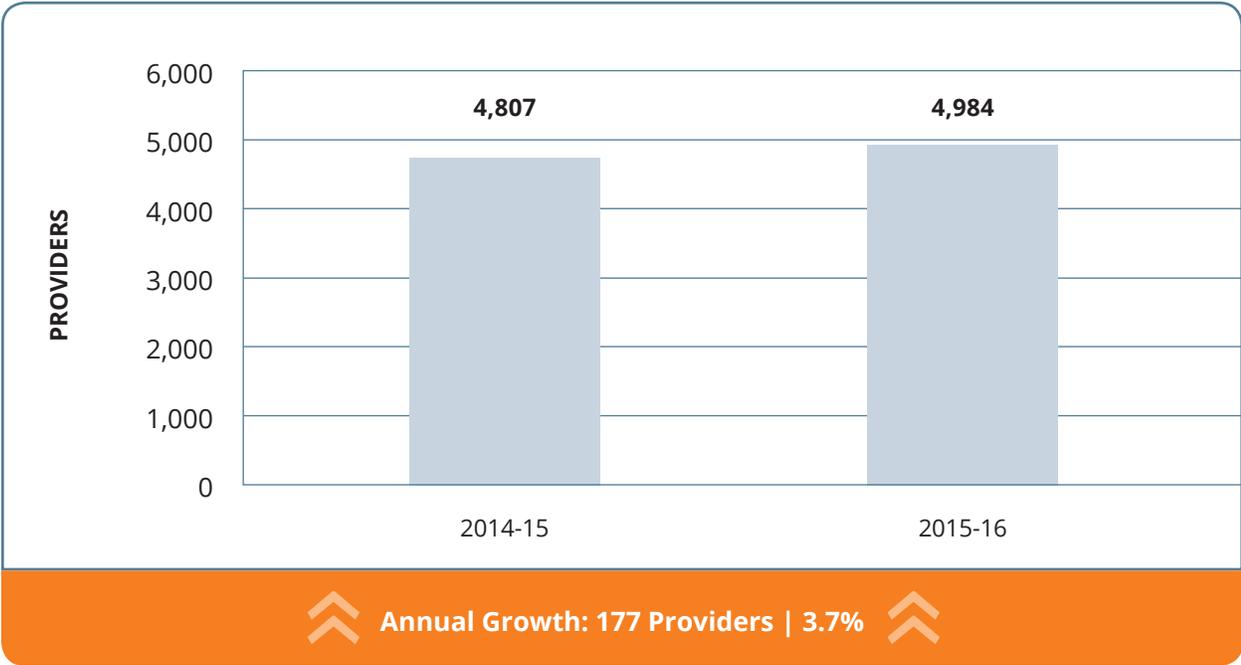


Table 8-1: Total Number of Active Providers Across Regions

| Total Number of Providers in BC | | | |
|---------------------------------|--------------|--------------|-------------|
| Region | 2014/15 | 2015/16 | Change |
| Interior | 870 | 928 | +58 |
| Fraser Salish | 1,509 | 1,584 | +75 |
| Vancouver Coastal | 1,216 | 1,269 | +53 |
| Vancouver Island | 933 | 947 | +14 |
| Northern | 348 | 366 | +18 |
| Total | 4,807 | 4,984 | +177 |



 Fraser Salish Region

 Interior Region

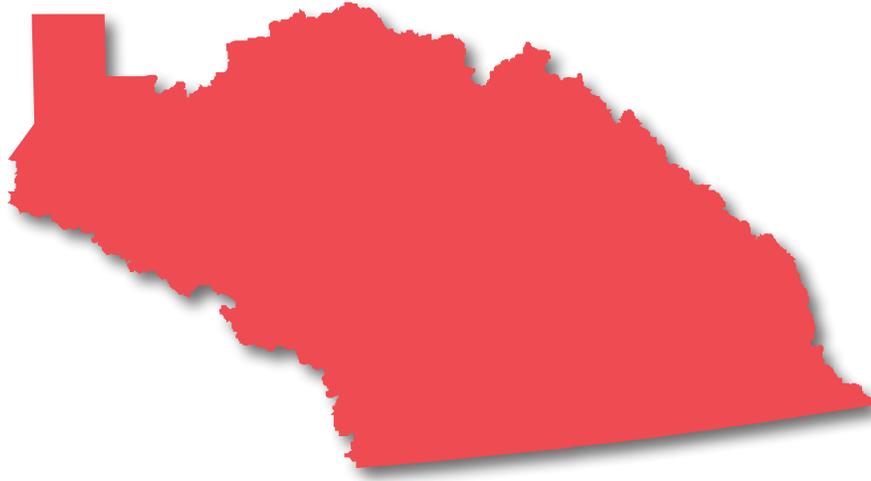
 Northern Region

 Vancouver Coastal Region

 Vancouver Island Region

8.1 Interior Region Profile

FNHA provides health benefits and services to 54 communities within the Interior Region. Our spending on Health Benefits in the region totaled \$26,083,260 for 2015/16.



Client Access

Table 8-2: Service Utilization of the Interior Region by Benefit Type and Clients

| Interior Region Clients | | | |
|---|---------|---------|--------|
| Benefit Type | 2014/15 | 2015/16 | Change |
| Pharmacy | 20,800 | 21,357 | +557 |
| Medical Supplies & Equipment | 2,105 | 2,216 | +111 |
| Dental | 12,273 | 12,425 | +152 |
| Medical Transportation – Patient Travel | 76 | 95 | +19 |
| Medical Transportation – Ambulance | 1,874 | 2,141 | +267 |
| Vision Care | 4,596 | 4,567 | -29 |
| Mental Health – Crisis Intervention | 45 | 64 | +19 |
| Oral Health | 925 | 854 | -71 |

Pharmacy Growth: 557 Clients | 2.7%

The highest growth in clients for the Interior Region was seen in the Pharmacy program with an additional 557 clients this year compared to last year. This is followed by Ambulance services, with an additional 267 clients accessing the service, and then the Dental program with an increase of 152 clients.

Interior Region Health Benefit Providers

The Interior Region had 928 active providers delivering services to our clients in 2015-16, representing an increase of 58 providers, or 6.7% across all benefit areas.

Figure 8-2: Interior Region Providers; 2014-2015 & 2015-2016

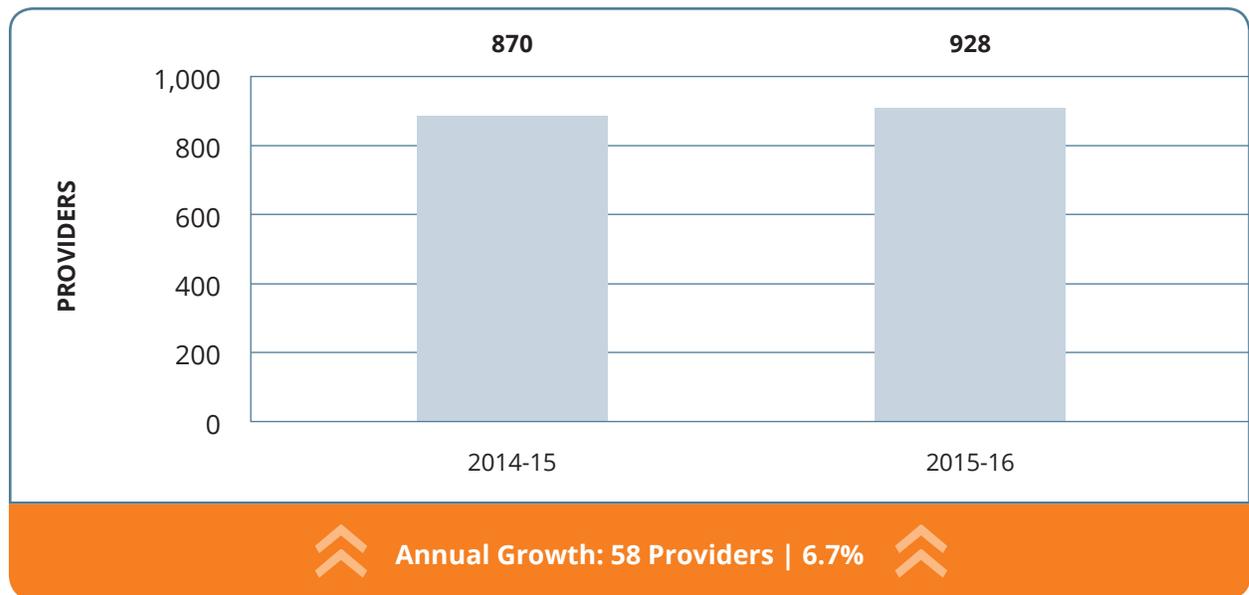
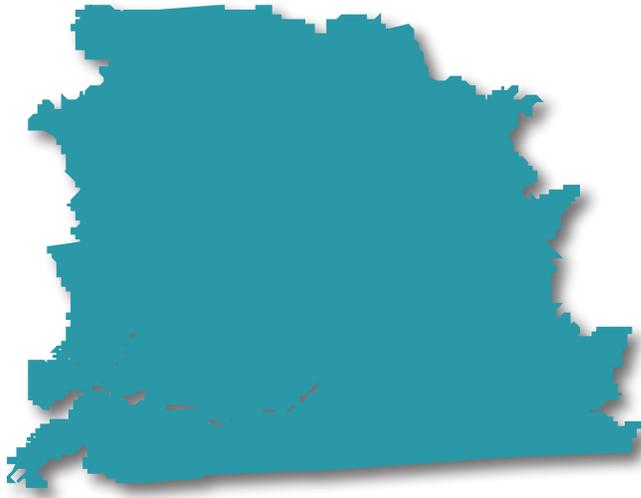


Table 8-3: Number of Health Benefit Service Providers by Benefit Type

| Interior Region Providers | | | |
|---|------------|------------|------------|
| Provider Type | 2014/15 | 2015/16 | Change |
| Pharmacy & MSE | 217 | 224 | +7 |
| MSE only | 107 | 106 | -1 |
| Dental | 383 | 418 | +35 |
| Medical Transportation – Patient Travel | 17 | 24 | +7 |
| Vision Care | 102 | 109 | +7 |
| Mental Health – Crisis Intervention | 22 | 26 | +4 |
| Oral Health | 22 | 21 | -1 |
| Total | 870 | 928 | +58 |

8.2 Fraser Salish Region Profile

This year, the FNHA provided health benefits and services to 32 communities within the Fraser Salish Region. Our spending on Health Benefits in this region totaled \$17,764,261 for 2015/16.



Client Access

Table 8-4: Service Utilization of the Fraser Salish Region by Benefit Type and Clients

| Fraser Salish Region Clients | | | |
|---|---------|---------|--------|
| Benefit Type | 2014/15 | 2015/16 | Change |
| Pharmacy | 15,368 | 16,086 | +718 |
| Medical Supplies & Equipment | 1,286 | 1,224 | -62 |
| Dental | 8,427 | 8,750 | +323 |
| Medical Transportation – Patient Travel | 20 | 24 | +4 |
| Medical Transportation – Ambulance | 1,614 | 1,839 | +225 |
| Vision Care | 3,238 | 2,951 | -287 |
| Mental Health – Crisis Intervention | 14 | 27 | +13 |
| Oral Health | 642 | 595 | -47 |

⤴ **Pharmacy Growth: 718 Clients | 4.7%** ⤴

The highest growth in clients in the Fraser Salish region was seen in the Pharmacy program with an additional 718 clients this year compared to last year. This is followed by the Dental program with an increase of 323 clients, and then Ambulance services with an additional 225 clients accessing the service.

Fraser Salish Region Health Benefit Providers

The Fraser Salish Region had 1,584 active providers delivering services to our clients in 2015-16, representing an increase of 75 providers, or 5% across all benefit areas.

Figure 8-3: Fraser Salish Region Providers; 2014-2015 & 2015-2016

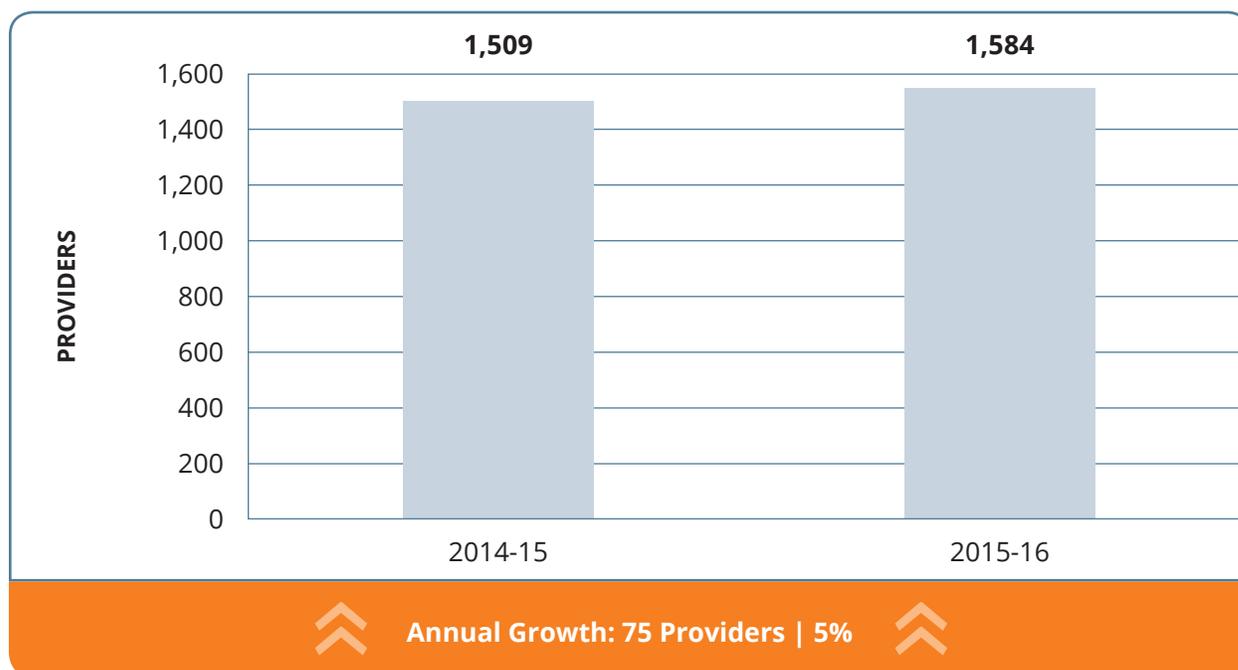
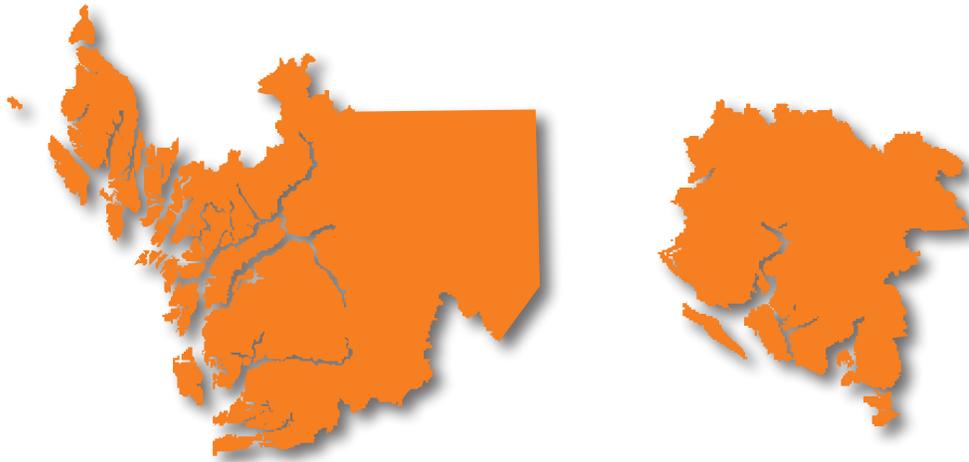


Table 9-5: Number of Health Benefit Service Providers by Benefit Type

| Fraser Salish Region Providers | | | |
|---|--------------|--------------|------------|
| Provider Type | 2014/15 | 2015/16 | Change |
| Pharmacy & MSE | 411 | 440 | +29 |
| MSE only | 105 | 102 | -3 |
| Dental | 796 | 827 | +31 |
| Medical Transportation - Patient Travel | 14 | 15 | +1 |
| Vision Care | 162 | 174 | +12 |
| Mental Health - Crisis Intervention | 8 | 9 | +1 |
| Oral Health | 13 | 17 | +4 |
| Total | 1,509 | 1,584 | +75 |

8.3 Vancouver Coastal Region Profile

This year, the FNHA provided health benefits and services to 15 communities within the Vancouver Coastal Region. Our spending on Health Benefits in this region totaled \$32,381,449 for 2015/16.



Client Access

Table 8-6: Service Utilization of the Vancouver Coastal Region by Benefit Type and Clients

| Vancouver Coastal Region Clients | | | |
|---|---------|---------|--------|
| Benefit Type | 2014/15 | 2015/16 | Change |
| Pharmacy | 19,095 | 19,322 | +227 |
| Medical Supplies & Equipment | 1,721 | 1,611 | -110 |
| Dental | 10,055 | 10,422 | +367 |
| Medical Transportation – Patient Travel | 376 | 442 | +66 |
| Medical Transportation – Ambulance | 1,962 | 2,353 | +391 |
| Vision Care | 3,307 | 3,676 | +369 |
| Mental Health – Crisis Intervention | 88 | 61 | -27 |
| Oral Health | 356 | 303 | -53 |

Ambulance Growth: 391 Clients | 19.9%

The highest growth in clients for the Vancouver Coastal region was seen in Ambulance services with an additional 391 clients this year compared to last year. This is followed by the Vision Care program with an increase of 369 clients, and then the Dental program with an additional 367 clients accessing the service.

Vancouver Coastal Region Health Benefit Providers

The Vancouver-Coastal Region had 1,269 active providers delivering services to our clients in 2015-16, representing an increase of 53 providers, or 4.4% across all benefit areas.

Figure 8-4: Vancouver Coastal Region Providers; 2014-2015 & 2015-2016

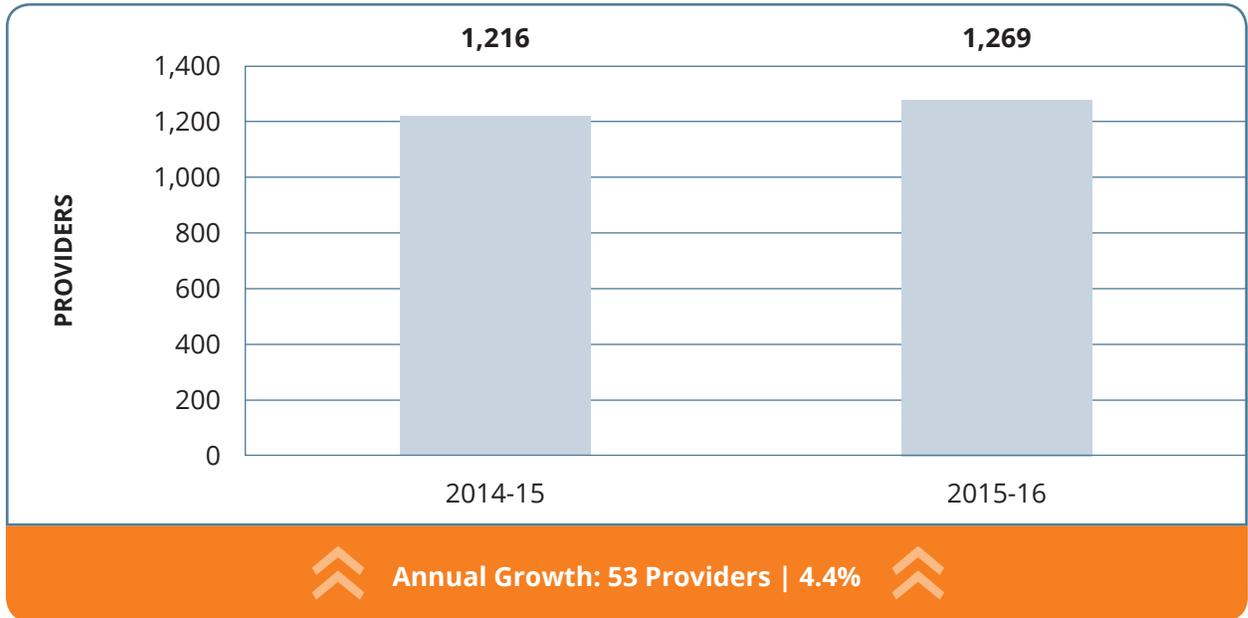


Table 8-7: Number of Health Benefit Service Providers by Benefit Type

| Vancouver Coastal Region Providers | | | |
|---|--------------|--------------|------------|
| Provider Type | 2014/15 | 2015/16 | Change |
| Pharmacy & MSE | 308 | 326 | +18 |
| MSE only | 78 | 75 | -3 |
| Dental | 662 | 685 | +23 |
| Medical Transportation – Patient Travel | 32 | 41 | +9 |
| Vision Care | 111 | 123 | +12 |
| Mental Health – Crisis Intervention | 19 | 14 | -5 |
| Oral Health | 6 | 5 | -1 |
| Total | 1,216 | 1,269 | +53 |

8.4 Vancouver Island Regional Profile

This year, the FNHA provided health benefits and service to 51 communities within the Vancouver Island Region. Our spending on Health Benefits in this region totaled \$35,020,462 for 2015/16.



Client Access

Table 8-8: Service Utilization of the Vancouver Island Region by Benefit Type and Clients

| Vancouver Island Clients | | | |
|---|---------|---------|--------|
| Benefit Type | 2014/15 | 2015/16 | Change |
| Pharmacy | 23,403 | 24,038 | +635 |
| Medical Supplies & Equipment | 1,681 | 1,716 | +35 |
| Dental | 14,111 | 14,548 | +437 |
| Medical Transportation – Patient Travel | 164 | 177 | +13 |
| Medical Transportation – Ambulance | 2,771 | 3,205 | +434 |
| Vision Care | 2,291 | 2,397 | +106 |
| Mental Health – Crisis Intervention | 95 | 86 | -9 |
| Oral Health | 2,241 | 2,298 | +57 |


Pharmacy Growth: 635 Clients | 2.7%


The highest growth in clients in the Vancouver Island region was seen in the Pharmacy program with an additional 635 clients this year compared to last year. This is followed by the Dental program with an increase of 437 clients, and then Ambulance services with an additional 434 clients accessing the service.

Vancouver Island Region Health Benefit Providers

The Vancouver Island Region had 947 active providers delivering services to our clients in 2015-16, representing an increase of 14 providers, or 1.5% across all benefit areas.

Figure 8-5: Vancouver Island Region Providers; 2014-2015 & 2015-2016

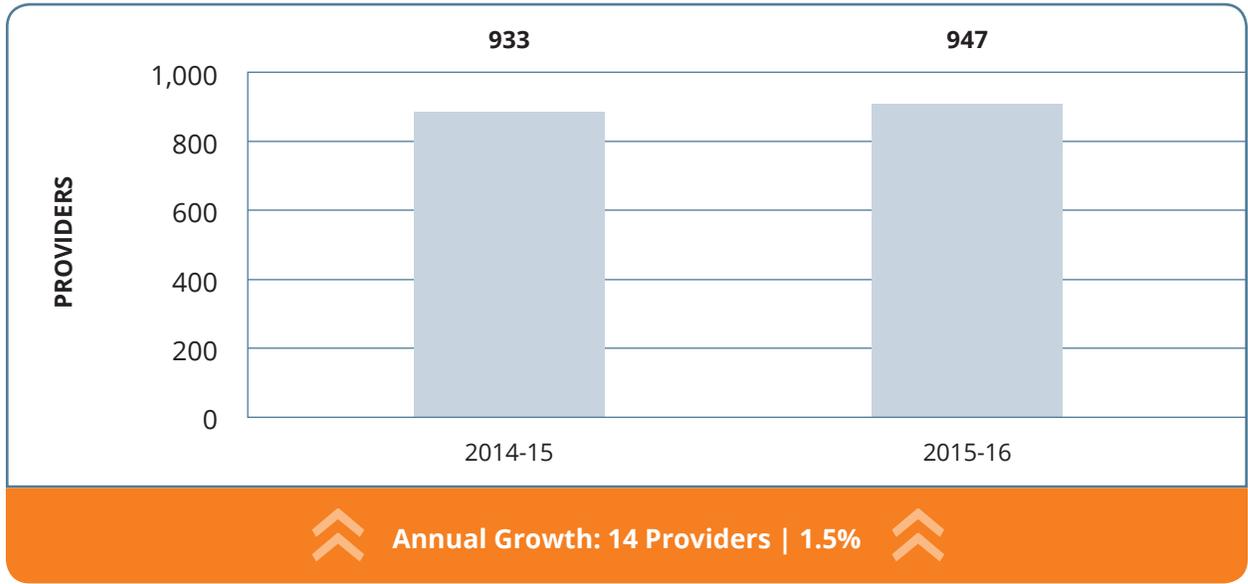
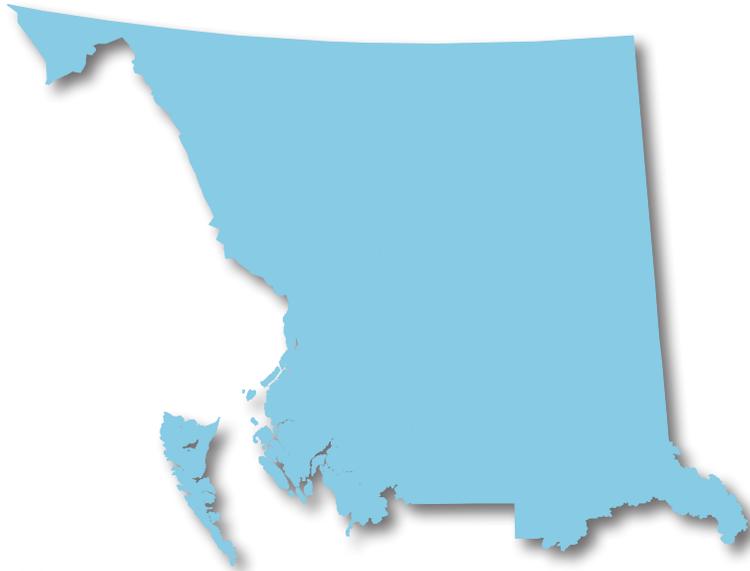


Table 8-9: Number of Health Benefit Service Providers by Benefit Type

| Vancouver Island Providers | | | |
|---|------------|------------|------------|
| Provider Type | 2014/15 | 2015/16 | Change |
| Pharmacy & MSE | 228 | 210 | -18 |
| MSE only | 85 | 93 | +8 |
| Dental | 416 | 418 | +2 |
| Medical Transportation - Patient Travel | 30 | 42 | +12 |
| Vision Care | 106 | 120 | +14 |
| Mental Health - Crisis Intervention | 28 | 27 | -1 |
| Oral Health | 40 | 37 | -3 |
| Total | 933 | 947 | +14 |

8.5 Northern Regional Profile

This year, the FNHA provided health benefits and service to 54 communities within the Northern Region. Our spending on Health Benefits in this region totaled \$39,853,182 for 2015/16.



Client Access

Table 8-10: Service Utilization of the Northern Region by Benefit Type and Clients

| Northern Region Clients | | | |
|---|---------|---------|--------|
| Benefit Type | 2014/15 | 2015/16 | Change |
| Pharmacy | 24,596 | 25,025 | +429 |
| Medical Supplies & Equipment | 2,191 | 2,332 | +141 |
| Dental | 3,814 | 3,816 | +2 |
| Medical Transportation – Patient Travel | 54 | 74 | +20 |
| Medical Transportation – Ambulance | 2,709 | 3,034 | +325 |
| Vision Care | 3,814 | 3,816 | +2 |
| Mental Health – Crisis Intervention | 26 | 30 | +4 |
| Oral Health | 2,099 | 2,069 | -30 |


Pharmacy Growth: 429 Clients | 1.7%


The highest growth in clients in the Northern region was seen in the Pharmacy program with an additional 429 clients this year compared to last year. This is followed by Ambulance services, with an additional 325 clients accessing the service, and then the Medical Supplies and Equipment program with an increase of 141 clients.

Northern Region Health Benefit Providers

The Northern Region had 366 active providers delivering services to our clients in 2015-16, representing an increase of 18 providers, or 5.2% across all benefit areas.

Figure 9-6: Northern Region Providers; 2014-2015 & 2015-2016

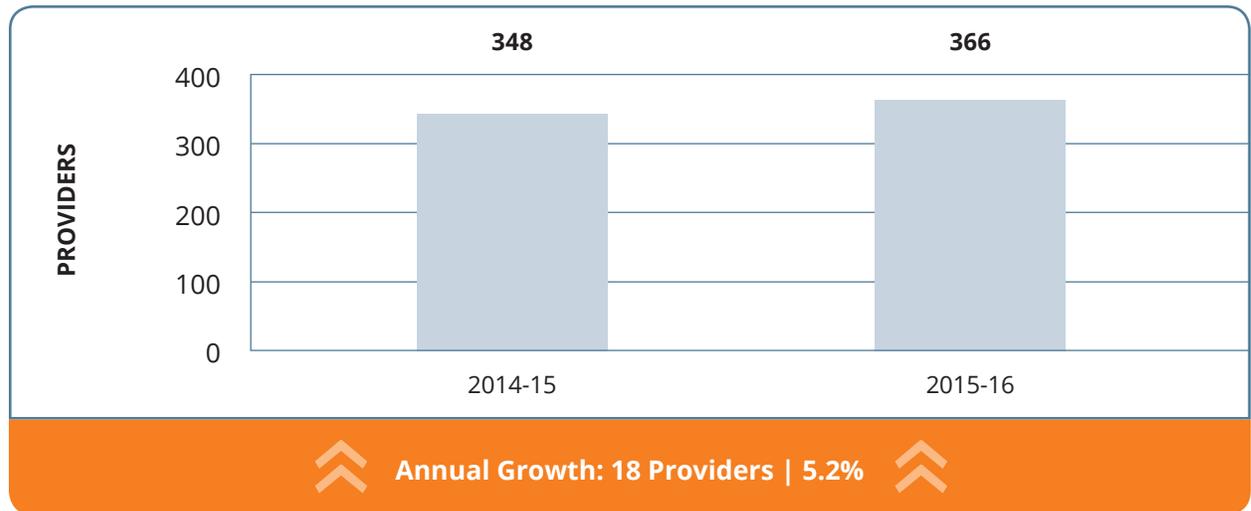


Table 8-11: Number of Health Benefit Service Providers by Benefit Type

| Northern Region Providers | | | |
|---|------------|------------|------------|
| Benefit Type | 2014/15 | 2015/16 | Change |
| Pharmacy | 83 | 87 | +4 |
| Medical Supplies & Equipment | 18 | 23 | +5 |
| Dental | 159 | 165 | +6 |
| Medical Transportation – Patient Travel | 20 | 17 | -3 |
| Medical Transportation – Ambulance | 44 | 47 | +3 |
| Vision Care | 5 | 6 | +1 |
| Mental Health – Crisis Intervention | 19 | 21 | +2 |
| Oral Health | 348 | 366 | +18 |

9 Looking Forward: FNHA Health Benefits

Informed by our ongoing dialogue with communities and in alignment with our FNHA Summary Service Plan for 2016-2017, we have identified 5 priorities for the coming year. These priorities help us focus our work in Health Benefits moving forward to achieve the four organization-wide goals set out in FNHA's Summary Service Plan:

Goal 1: Enhance First Nations Health Governance

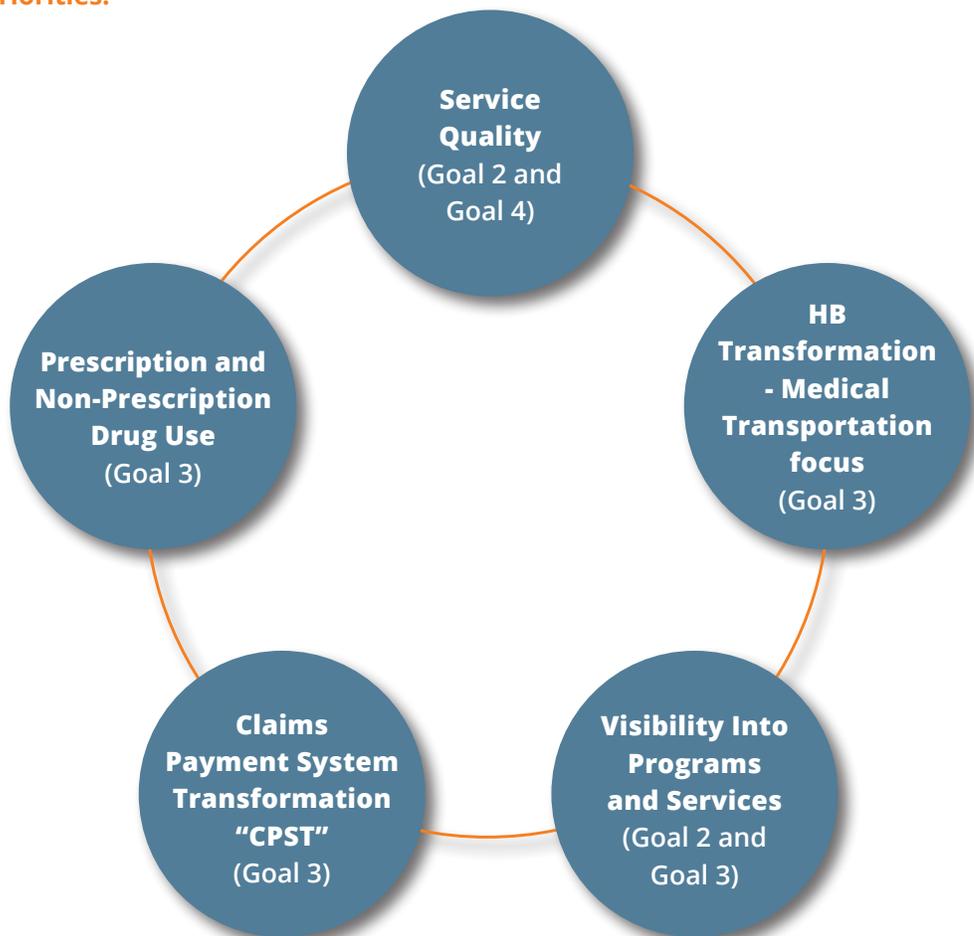
Goal 2: Promote and Implement the BC First Nations Perspective on Wellness as a Health and Wellness Champion

Goal 3: Improve Health Services and Programs as a Health & Wellness Partner

Goal 4: Strengthen the FNHA as a Sustainable and Effective First Nations Health Organization

The work of the Health Benefits team is particularly concentrated in Goal 3 – Improving Health Services and Programs as a Health and Wellness Partner.

Our five priorities:



Continue improving our service quality

Delivering Health Benefits to BC First Nations requires a respectful, engaged and compassionate team. We strive for staff wellness and cultural humility to ensure that our relationships with clients remain strong.

In the year ahead, we plan to develop and implement Health Benefits performance measures to ensure that we are meeting community needs. Insight into our performance will be provided by our new Data Analytics & Reporting team. For example, we plan to assess how consistently we meet our service standards, how many of our providers have completed cultural safety training, and the workload of our claims assessors. An additional step will be to conduct a customer satisfaction survey to allow us to track our progress and strive to improve year after year.

Our Oral Health team will continue to provide COHI and Dental Therapy services in community – this year we will focus on building our partnerships and improving the services we provide.

In the year ahead, we plan to develop and implement Health Benefits performance measures to ensure that we are meeting community needs.

Transforming our claims processing system

In the coming year, we will continue our work to transform our claims processing system. With our project team, building on the foundation we put in place, we will lead the organization's work to arrive at a Health Benefits system that best meets the needs of the communities we serve and puts improved access to Health Benefits programs and services front and centre.

Health Benefits transformation

Through our Let's Talk Transformation community consultations, we have identified several key priorities for Medical Transportation in the year ahead. We aim to implement sustainable initiatives to bring services into community, reducing the need for health travel. Collaboration with other FNHA teams, as well as regional and provincial partners, will be essential to achieving this goal.

Implement our Healthy Medication Use Initiative

Our Healthy Medication Use initiative will kick into high gear in 2016/17. FNHA has been working with First Nations communities to make Naloxone kits available to prevent opioid overdoses. Now it's time to expand this program, providing hands-on training for nurses, community healthcare workers, and champions across BC. As well, we will partner with communities to provide pharmacy reviews for BC First Nations who are on multiple medications. This program will allow pharmacists and patients connect one-on-one in community to review and optimize their medication regimens. Upcoming awareness campaigns will include building cultural safety skills for harm reduction workers, and supporting safe medication storage and disposal.

Through ongoing engagement with our partners and BC First Nations, we look forward to continuing to deliver and improve our Health Benefits programs in the coming year.

Increase visibility into Health Benefits programs

A key priority for 2016/17 is to improve access to information regarding our Health Benefits program. Our Data Analytics & Reporting team will leverage health benefit utilization data to prepare regional-based Health Benefits reporting. These reports - combined with community knowledge and insight - will support Regional Health Directors and Chief and Council to provide programs and services that respond to community needs. We have embarked on enhancing the tools we have to support our communications with communities and our partners through the development of a blog site where we will share regular updates on the work we have underway.

Through ongoing engagement with our partners and BC First Nations, we look forward to continuing to deliver and improve our Health Benefits programs in the coming year. As we pursue our priorities for the 2016/17 year, we will continue our work to achieve our vision of Healthy, Self-Determining and Vibrant BC First Nations Children, Families, and Communities.

Appendix: Health Benefits Data

This appendix provides additional detail to the data presented in the 2015 – 2016 Health Benefits Annual Report. This year’s report represents the second complete fiscal year the FNHA has been responsible for Health Benefits since transfer in 2013. This allows for year over year comparisons for the first time.

Other enhancements to this year’s report include:

- Placing a focus on client access, supported by program expenditures
- Presenting data on the Indian Residential School Resolution Health Support Program for the first time
- Presenting data on the Oral Health program for the first time
- Expanding upon the Regional Health Benefits data presented

The method of identifying Pharmacy and Medical Supplies & Equipment (MSE) providers changed in this year’s report. Previously, overlap existed between Pharmacy and MSE providers; one provider could be identified under both benefits. As of this report, providers are identified as either ‘Pharmacy and MSE’ or ‘MSE Only’, which will prevent duplication and aligns with how providers are registered to deliver these benefits.

The following data does not include client or claim details of community administered benefits as this was not available at the time of this report. We are working closely with communities to improve reporting administration and look to include additional insight in future reports.

Data presented in this report is current as of May 2016.

Dates within the report refer to the fiscal year; 2014 – 2015 refers to all data between April 1, 2014 and March 31, 2015; 2015 – 2016 refers to data between April 1, 2015 and March 31, 2016.

Client Population

Health Benefits Client Population at **March 31, 2016**

| | Age | | | | | | | | | Total |
|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|--------------|----------------|
| | 0-9 | 10-19 | 20-29 | 30-39 | 40-49 | 50-59 | 60-69 | 70-79 | 80+ | |
| Female | 8,718 | 10,690 | 12,132 | 10,270 | 9,933 | 10,079 | 5,872 | 2,844 | 1,137 | 71,675 |
| Male | 9,174 | 10,857 | 12,526 | 10,385 | 9,772 | 9,077 | 4,860 | 2,003 | 630 | 69,284 |
| Unknown | 30 | 27 | 52 | 54 | 53 | 28 | 17 | 167 | 14 | 292 |
| Total | 17,922 | 21,574 | 24,710 | 20,709 | 19,758 | 19,184 | 10,749 | 4,864 | 1,781 | 141,251 |

Health Benefits Utilization

FNHA Health Benefit Area Summary: 2015-2016

| Benefit Area | Expenditure Source | Clients | Claims | Expenditure |
|---------------------------------------|--|---------|-----------|----------------------|
| Pharmacy | FNHA Administered Benefits | 100,052 | 3,297,624 | \$70,569,837 |
| Medical Supplies & Equipment | FNHA Administered Benefits | 8,927 | 49,750 | \$6,535,453 |
| | Community Administered Benefits | | | \$440,687 |
| | Total | | | \$6,976,140 |
| Dental | FNHA Administered Benefits | 59,783 | 554,375 | \$37,317,615 |
| | Community Administered Benefits | | | \$2,373,728 |
| | Total | | | \$39,691,343 |
| Medical Transportation | FNHA Administered Benefits - Patient Travel | 937 | 2,402 | \$1,518,827 |
| | FNHA Administered Benefits - Ambulance | 12,500 | 21,921 | \$1,769,814 |
| | Community Administered Benefits | | | \$28,621,186 |
| | Total | | | \$31,909,827 |
| Vision Care | FNHA Administered Benefits | 17,194 | 23,669 | \$2,984,503 |
| | Community Administered Benefits | | | \$510,359 |
| | Total | | | \$3,494,862 |
| Mental Health | FNHA Administered Benefits - Crisis Intervention | 268 | 1,674 | \$144,822 |
| | Community Administered Benefits | | | \$605,310 |
| | Total | | | \$750,132 |
| Medical Services Plan Payments | | | | \$17,320,000 |
| Program Grand Total | | | | \$170,712,140 |

Client Access by Health Benefit: 2014-2015 & 2015-2016

| Unique Clients | | | | |
|---|-------------|-------------|--------|----------------|
| Benefit Area | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| Pharmacy | 99,320 | 100,052 | +732 | +1% |
| Medical Supplies & Equipment | 8,826 | 8,927 | +101 | +1% |
| Dental | 58,875 | 59,783 | +908 | +2% |
| Medical Transportation – Patient Travel | 839 | 937 | +98 | +12% |
| Medical Transportation – Ambulance | 10,779 | 12,500 | +1,721 | +16% |
| Vision Care | 17,044 | 17,194 | +150 | +1% |
| Mental Health – Crisis Intervention | 267 | 268 | +1 | 0% |

Claims by Health Benefit: 2014-2015 & 2015-2016

| Claims | | | | |
|---|------------------|------------------|-----------------|----------------|
| Benefit Area | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| Pharmacy | 3,169,117 | 3,297,624 | +128,507 | +4% |
| Medical Supplies & Equipment | 47,589 | 49,750 | +2,161 | +5% |
| Dental | 545,395 | 554,375 | +8,980 | +2% |
| Medical Transportation – Patient Travel | 1,725 | 2,402 | +677 | +39% |
| Medical Transportation – Ambulance | 20,092 | 21,921 | +1,829 | +9% |
| Vision Care | 23,042 | 23,669 | +627 | +3% |
| Mental Health – Crisis Intervention | 1,664 | 1,674 | +10 | +1% |
| Grand Total | 3,808,624 | 3,951,415 | +142,791 | +4% |

Total Expenditures by Health Benefit: 2014-2015 & 2015-2016

| Benefit Area | FNHA Administered Benefits | | Community Administered Benefits | | Community + FNHA Total Expenditure | | | |
|---|----------------------------|----------------------|---------------------------------|---------------------|------------------------------------|----------------------|----------------------|-------------|
| | 2014-2015 | 2015-2016 | 2014-2015 | 2015-2016 | 2014-2015 | 2015-2016 | Change | % Change |
| Pharmacy | \$64,168,517 | \$70,569,837 | | | \$64,168,517 | \$70,569,837 | +\$6,401,320 | +10% |
| MSE | \$6,323,535 | \$6,535,453 | \$440,687 | \$440,687 | \$6,764,222 | \$6,976,140 | +\$211,918 | +3% |
| Dental | \$35,143,794 | \$37,317,615 | \$1,518,909 | \$2,373,728 | \$36,662,702 | \$39,691,343 | +\$3,028,641 | +8% |
| Medical Transportation - Patient Travel | \$1,039,620 | \$1,518,827 | \$23,472,825 | \$28,621,186 | \$24,512,445 | \$30,140,013 | +\$5,627,568 | +23% |
| Medical Transportation - Ambulance | \$1,603,405 | \$1,769,814 | | | \$1,603,405 | \$1,769,814 | +\$166,409 | +10% |
| Vision Care | \$2,921,527 | \$2,984,503 | \$510,359 | \$510,359 | \$3,431,886 | \$3,494,862 | +\$62,976 | +2% |
| Mental Health - Crisis Intervention | \$148,586 | \$144,822 | \$623,610 | \$605,310 | \$772,196 | \$750,132 | (\$22,064) | -3% |
| MSP | \$16,650,000 | \$17,320,000 | | | \$16,650,000 | \$17,320,000 | +\$670,000 | +4% |
| Grand Total | \$127,998,984 | \$138,160,870 | \$26,566,389 | \$32,551,270 | \$154,565,373 | \$170,712,140 | +\$16,146,767 | +10% |

Pharmacy

Pharmacy Claims Summary: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | Percent Change |
|--------------------|--------------|--------------|-------------|----------------|
| Clients | 99,320 | 100,052 | +732 | +1% |
| Claims | 3,169,117 | 3,297,624 | +128,507 | +4% |
| Expenditure | \$64,168,517 | \$70,569,837 | \$6,401,320 | +10% |

Top 5 Drug Categories by Client Access, Unique Clients: 2014-2015 & 2015-2016

| Unique Clients | | | | |
|---------------------------------------|-------------|-------------|--------|----------------|
| Top 5 Drug Categories | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| Nonsteroidal Anti-inflammatory Agents | 35,130 | 35,160 | +30 | 0% |
| Opiate Agonists | 30,653 | 30,121 | -532 | -2% |
| Penicillin | 29,676 | 28,884 | -792 | -3% |
| Antidepressants | 17,062 | 17,646 | +584 | +3% |
| Proton-pump Inhibitors | 16,655 | 17,247 | +592 | +4% |

Top 5 Drug Categories by Client Access, Claims: 2014-2015 & 2015-2016

| Claims | | | | |
|---------------------------------------|-------------|-------------|---------|----------------|
| Top 5 Drug Categories | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| Nonsteroidal Anti-inflammatory Agents | 148,646 | 149,703 | +1,057 | +1% |
| Opiate Agonists | 433,987 | 444,314 | +10,327 | +2% |
| Penicillin | 46,418 | 45,009 | -1,409 | -3% |
| Antidepressants | 208,773 | 221,046 | +12,273 | +6% |
| Proton-pump Inhibitors | 123,847 | 132,235 | +8,388 | +7% |

Top 5 Drug Categories by Client Access, Expenditures: 2014-2015 & 2015-2016

| Expenditures | | | | |
|---------------------------------------|-------------|-------------|------------|----------------|
| Top 5 Drug Categories | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| Nonsteroidal Anti-inflammatory Agents | \$1,954,517 | \$1,672,433 | -\$282,084 | -14% |
| Opiate Agonists | \$6,390,118 | \$6,288,536 | -\$101,582 | -2% |
| Penicillin | \$909,332 | \$880,039 | -\$29,292 | -3% |
| Antidepressants | \$4,297,678 | \$4,116,682 | -\$180,997 | -4% |
| Proton-pump Inhibitors | \$2,706,535 | \$2,766,023 | +\$59,488 | +2% |

Hepatitis C Drug Claims Summary: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | Percent Change |
|--------------------|-------------|-------------|--------------|----------------|
| Clients | 115 | 239 | +124 | +108% |
| Claims | 1,558 | 4,981 | +3,423 | +220% |
| Expenditure | \$1,506,483 | \$6,064,040 | +\$4,557,557 | +303% |

Medical Supplies & Equipment

MSE Claims Summary: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | Rate of Change |
|--------------------|-------------|-------------|------------|----------------|
| Clients | 8,826 | 8,927 | +101 | +1% |
| Claims | 47,589 | 49,750 | +2,161 | +5% |
| Expenditure | \$6,764,222 | \$6,976,140 | +\$211,918 | +3% |

Top 5 MSE Categories by Client Access, Unique Clients: 2014-2015 & 2015-2016

| Unique Clients | | | | |
|----------------------------|-------------|-------------|--------|----------------|
| Top 5 MSE Categories | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| General Medical | 3,125 | 3,148 | +23 | +1% |
| Audiology | 2,786 | 2,883 | +97 | +3% |
| Orthotic & Custom Footwear | 2,830 | 2,807 | -23 | -1% |
| Respiratory Benefits | 494 | 553 | +59 | +12% |
| Pressure Garment/Orthotic | 416 | 435 | +19 | +5% |

Top 5 MSE Categories by Client Access, Claims: 2014-2015 & 2015-2016

| Claims | | | | |
|----------------------------|-------------|-------------|--------|----------------|
| Top 5 MSE Categories | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| General Medical | 20,864 | 21,881 | +1,017 | +5% |
| Audiology | 16,511 | 17,420 | +909 | +6% |
| Orthotic & Custom Footwear | 4,724 | 4,741 | +17 | 0% |
| Respiratory Benefits | 1,570 | 1,895 | +325 | +21% |
| Pressure Garment/Orthotic | 751 | 817 | +66 | +9% |

Top 5 MSE Categories by Client Access, Expenditures: 2014-2015 & 2015-2016

| Expenditures | | | | |
|----------------------------|-------------|-------------|-----------|----------------|
| Top 5 MSE Categories | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| General Medical | \$2,148,628 | \$2,212,574 | +\$63,946 | +3% |
| Audiology | \$2,075,924 | \$2,028,829 | -\$47,095 | -2% |
| Orthotic & Custom Footwear | \$875,390 | \$880,655 | +\$5,266 | +1% |
| Respiratory Benefits | \$406,722 | \$468,596 | +\$61,874 | +15% |
| Pressure Garment/Orthotic | \$104,895 | \$108,304 | +\$3,410 | +3% |

Dental

Dental Claims Summary: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | Rate of Change |
|--------------------|--------------|--------------|--------------|----------------|
| Clients | 58,875 | 59,783 | +908 | +2% |
| Claims | 545,395 | 554,375 | +8,980 | +2% |
| Expenditure | \$36,662,702 | \$39,691,343 | +\$3,028,641 | +8% |

Top 5 Dental Categories by Client Access, Unique Clients: 2014-2015 & 2015-2016

| Unique Clients | | | | |
|--------------------------|-------------|-------------|--------|----------------|
| Dental Category | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| Diagnostic Services | 51,340 | 52,503 | +1,163 | +2% |
| Preventive Services | 41,456 | 42,339 | +883 | +2% |
| Restorative Services | 32,289 | 32,957 | +668 | +2% |
| Oral Surgery | 12,110 | 12,434 | +324 | +3% |
| Prosthodontics Removable | 2,668 | 2,754 | +86 | +3% |

Top 5 Dental Categories by Client Access, Claims: 2014-2015 & 2015-2016

| Claims | | | | |
|--------------------------|-------------|-------------|--------|----------|
| Dental Category | 2014 - 2015 | 2015 - 2016 | Change | % Change |
| Diagnostic Services | 159,630 | 163,020 | +3,390 | +2% |
| Preventive Services | 139,636 | 144,509 | +4,873 | +3% |
| Restorative Services | 155,066 | 155,509 | +443 | 0% |
| Oral Surgery | 37,372 | 36,942 | -430 | -1% |
| Prosthodontics Removable | 6,103 | 6,024 | -79 | -1% |

Top 5 Dental Categories by Client Access, Expenditures: 2014-2015 & 2015-2016

| Expenditures | | | | |
|--------------------------|--------------|--------------|--------------|----------|
| Dental Category | 2014 - 2015 | 2015 - 2016 | Change | % Change |
| Diagnostic Services | \$2,970,470 | \$3,093,395 | +\$122,925 | +4% |
| Preventive Services | \$2,786,051 | \$2,884,721 | +\$98,670 | +4% |
| Restorative Services | \$19,055,783 | \$20,087,028 | +\$1,031,245 | +5% |
| Oral Surgery | \$3,046,026 | \$3,718,075 | +\$672,049 | +22% |
| Prosthodontics Removable | \$2,177,100 | \$2,293,440 | +\$116,340 | +5% |

Medical Transportation

Medical Transportation - Patient Travel Benefits Summary: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | Percent Change |
|--------------------|-------------|-------------|------------|----------------|
| Clients | 839 | 937 | +98 | +12% |
| Claims | 1,725 | 2,402 | +677 | +39% |
| Expenditure | \$1,039,620 | \$1,518,827 | +\$479,207 | +46% |

Medical Transportation – Patient Travel Categories, Unique Clients: 2014-2015 & 2015-2016

| Clients | | | | |
|----------------|-----------|-----------|--------|----------------|
| | 2014-2015 | 2015-2016 | Change | Rate of Change |
| Transportation | 763 | 824 | +61 | +8% |
| Accommodation | 579 | 659 | +80 | +14% |
| Meals | 543 | 612 | +69 | +13% |

Medical Transportation – Patient Travel Categories, Claims: 2014-2015 & 2015-2016

| Claims | | | | |
|----------------|-----------|-----------|--------|----------------|
| | 2014-2015 | 2015-2016 | Change | Rate of Change |
| Transportation | 1,599 | 2,216 | +617 | +39% |
| Accommodation | 1,030 | 1,341 | +311 | +30% |
| Meals | 947 | 1,263 | +316 | +33% |

Medical Transportation – Patient Travel Categories, Expenditures: 2014-2015 & 2015-2016

| Expenditures | | | | |
|----------------|-----------|-----------|------------|----------------|
| | 2014-2015 | 2015-2016 | Change | Rate of Change |
| Transportation | \$596,595 | \$766,623 | +\$170,027 | +28% |
| Accommodation | \$318,896 | \$561,760 | +\$242,863 | +76% |
| Meals | \$124,129 | \$190,445 | +\$66,316 | +53% |

Medical Transportation – Patient Travel, Modes of Transportation, Unique Clients: 2014-2015 & 2015-2016

| Clients | | | | |
|---------|-----------|-----------|--------|----------------|
| | 2014-2015 | 2015-2016 | Change | Rate of Change |
| Ground | 701 | 767 | +66 | +9% |
| Air | 206 | 215 | +9 | +4% |
| Water | 116 | 130 | +14 | +12% |
| Other | 7 | 8 | +1 | +14% |

Medical Transportation – Patient Travel, Modes of Transportation, Claims:
2014-2015 & 2015-2016

| Claims | | | | |
|---------------|-----------|-----------|--------|----------------|
| | 2014-2015 | 2015-2016 | Change | Rate of Change |
| Ground | 1,376 | 1,976 | +600 | +44% |
| Air | 448 | 522 | +74 | +17% |
| Water | 176 | 233 | +57 | +32% |
| Other | 7 | 14 | +7 | +100% |

Medical Transportation – Patient Travel, Modes of Transportation, Expenditures:
2014-2015 & 2015-2016

| Expenditures | | | | |
|---------------|-----------|-----------|------------|----------------|
| | 2014-2015 | 2015-2016 | Change | Rate of Change |
| Ground | \$184,030 | \$230,068 | +\$46,039 | +25% |
| Air | \$374,744 | \$480,468 | +\$105,724 | +28% |
| Water | \$37,726 | \$55,234 | +\$17,508 | +46% |
| Other | \$95 | \$852 | +\$757 | +794% |

Medical Transportation – Ambulance Claims Summary: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | Rate of Change |
|--------------------|-------------|-------------|------------|----------------|
| Clients | 10,779 | 12,500 | +1,721 | +16% |
| Claims | 20,092 | 21,921 | +1,829 | +9% |
| Expenditure | \$1,603,405 | \$1,769,814 | +\$166,409 | +10% |

Vision Care

Vision Care Benefits Summary: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | Percent Change |
|--------------------|-------------|-------------|-----------|----------------|
| Clients | 17,044 | 17,194 | +150 | +0.9% |
| Claims | 23,042 | 23,669 | +627 | +2.7% |
| Expenditure | \$3,431,886 | \$3,494,862 | +\$62,976 | +1.8% |

Vision Care Categories, Unique Clients: 2014-2015 & 2015-2016

| Unique Clients | | | | |
|----------------|-----------|-----------|--------|----------------|
| Category | 2014-2015 | 2015-2016 | Change | Rate of Change |
| New Eye Wear | 14,329 | 14,365 | +36 | 0% |
| Eye Exams | 8,428 | 8,609 | +181 | +2% |
| Contacts | 15 | 42 | +27 | +180% |
| Repairs | 64 | 88 | +24 | +38% |

Vision Care Categories, Claims: 2014-2015 & 2015-2016

| Claims | | | | |
|--------------|-----------|-----------|--------|----------------|
| Category | 2014-2015 | 2015-2016 | Change | Rate of Change |
| New Eye Wear | 14,532 | 14,820 | +288 | +2% |
| Eye Exams | 8,431 | 8,717 | +286 | +3% |
| Contacts | 15 | 42 | +27 | +180% |
| Repairs | 64 | 90 | +26 | +41% |

Vision Care Categories, Expenditures: 2014-2015 & 2015-2016

| Expenditures | | | | |
|--------------|-------------|-------------|-----------|----------------|
| Category | 2014-2015 | 2015-2016 | Change | Rate of Change |
| New Eye Wear | \$2,526,391 | \$2,569,202 | +\$42,811 | +2% |
| Eye Exams | \$389,745 | \$403,109 | +\$13,364 | +3% |
| Contacts | \$2,982 | \$8,908 | +\$5,925 | +199% |
| Repairs | \$2,408 | \$3,285 | +\$877 | +36% |

Mental Health

**Short-Term Crisis Intervention Mental Health Counselling Claims Summary:
2014-2015 & 2015-2016**

| | 2014-2015 | 2015-2016 | Change | Percent Change |
|--------------------|-----------|-----------|-----------|----------------|
| Clients | 267 | 268 | +1 | 0% |
| Claims | 1,664 | 1,674 | +10 | +1% |
| Expenditure | \$772,196 | \$750,132 | -\$22,065 | -3% |

**Indian Residential School Resolution Health Support Claims Summary:
2014-2015 & 2015-2016**

| | 2014-2015 | 2015-2016 | Change | Rate of Change |
|-----------------|-----------|-----------|--------|----------------|
| Clients | 1,484 | 1,777 | +293 | +20% |
| Sessions | 13,800 | 17,628 | +3,828 | +28% |

**Indian Residential School Resolution Health Support Program Travel Summary:
2014-2015 & 2015-2016**

| | 2014-2015 | 2015-2016 | Change | Rate of Change |
|-----------------------|-----------|-----------|--------|----------------|
| Clients | 22 | 57 | +35 | +159% |
| Travel Reports | 523 | 1220 | +697 | +133% |

Oral Health

Oral Health Summary: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | Percent Change |
|-----------------|-----------|-----------|--------|----------------|
| Clients | 6,197 | 6,057 | -140 | -2% |
| Services | 28,240 | 26,941 | -1,299 | -5% |

COHI Summary: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | Percent Change |
|-----------------|-----------|-----------|--------|----------------|
| Clients | 5,244 | 5,247 | +3 | 0% |
| Services | 21,297 | 20,252 | -1,045 | -5% |

Non-COHI Summary: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | Percent Change |
|-----------------|-----------|-----------|--------|----------------|
| Clients | 1,788 | 1,627 | -161 | -9% |
| Services | 6,943 | 6,689 | -254 | -4% |

Top 5 Oral Health Categories by Client Access, Unique Clients: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | % Change |
|---------------------------------------|-----------|-----------|--------|----------|
| COHI | 5,244 | 5,247 | +3 | 0% |
| Diagnostic | 1,289 | 1,277 | -12 | -1% |
| Prevention | 976 | 924 | -52 | -5% |
| Restoration | 555 | 567 | +12 | +2% |
| Oral and Maxillofacial Surgery | 214 | 182 | -32 | -15% |

Top 5 Oral Health Categories by Client Access, Services: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | % Change |
|---------------------------------------|-----------|-----------|--------|----------|
| COHI | 21,297 | 20,252 | -1,045 | -5% |
| Diagnostic | 3,136 | 2,948 | -188 | -6% |
| Prevention | 1,896 | 1,723 | -173 | -9% |
| Restoration | 1,241 | 14,08 | +167 | +13% |
| Oral and Maxillofacial Surgery | 341 | 295 | -46 | -13% |

Health Benefits Providers

BC Health Benefits Providers Summary: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | Rate of Change |
|--|--------------|--------------|------------|----------------|
| Pharmacy and MSE | 1,281 | 1,307 | +26 | +2% |
| MSE only | 394 | 400 | +6 | +2% |
| Dental | 2,319 | 2,390 | +71 | +3% |
| Medical Transportation – Patient Travel | 113 | 139 | +26 | +23% |
| Vision Care | 525 | 573 | +48 | +9% |
| Mental Health – Crisis Intervention | 82 | 82 | 0 | 0% |
| Oral Health | 93 | 93 | 0 | 0% |
| Total | 4,807 | 4,984 | 177 | 4% |

Health Benefits Utilization by Region: Clients, Expenditures and Service Providers

Regional Health Benefits Expenditure Summary: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | Rate of Change |
|--------------------------|----------------------|----------------------|----------------------|----------------|
| Interior | \$25,111,443 | \$26,083,260 | +\$971,817 | +4% |
| Fraser-Salish | \$16,287,199 | \$17,764,261 | +\$1,477,062 | +9% |
| Vancouver Coastal | \$25,005,512 | \$32,381,449 | +\$7,375,937 | +29% |
| Vancouver Island | \$32,879,905 | \$35,020,462 | +\$2,140,557 | +7% |
| Northern | \$35,935,821 | \$39,853,182 | +\$3,917,361 | +11% |
| Total | \$135,219,880 | \$151,102,614 | +\$15,882,734 | +12% |

Regional Health Benefits Providers Summary: 2014-2015 & 2015-2016

| | 2014-2015 | 2015-2016 | Change | Rate of Change |
|--------------------------|--------------|--------------|-------------|----------------|
| Interior | 870 | 928 | +58 | +7% |
| Fraser-Salish | 1,509 | 1,584 | +75 | +5% |
| Vancouver Coastal | 1,216 | 1,269 | +53 | +4% |
| Vancouver Island | 933 | 947 | +14 | +2% |
| Northern | 348 | 366 | +18 | +5% |
| Total | 4,807 | 4,984 | +177 | +4% |

Interior Region

Interior Region Client Access by Benefit Type: 2014-2015 & 2015-2016

| Interior Region Clients | | | | |
|---|-------------|-------------|--------|----------------|
| Benefit Type | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| Pharmacy | 20,800 | 21,357 | +557 | +3% |
| Medical Supplies & Equipment | 2,105 | 2,216 | +111 | +5% |
| Dental | 12,273 | 12,425 | +152 | +1% |
| Medical Transportation – Patient Travel | 76 | 95 | +19 | +25% |
| Medical Transportation – Ambulance | 1,874 | 2,141 | +267 | +14% |
| Vision Care | 4,596 | 4,567 | -29 | -1% |
| Mental Health – Crisis Intervention | 45 | 64 | +19 | +42% |
| Oral Health | 925 | 854 | -71 | -8% |

Interior Region Expenditures by Benefit Type: 2014-2015 & 2015-2016

| Benefit Area | Community Administered Benefits | | FNHA Administered Benefits | | Community + FNHA Total Expenditure | | | |
|---|---------------------------------|--------------------|----------------------------|---------------------|------------------------------------|---------------------|-------------------|------------|
| | 2014-2015 | 2015-2016 | 2014-2015 | 2015-2016 | 2014-2015 | 2015-2016 | Change | % Change |
| Pharmacy | | | \$12,546,976 | \$12,846,022 | \$12,546,976 | \$12,846,022 | +\$299,046 | +2% |
| MSE | | | \$1,762,320 | \$1,776,649 | \$1,762,320 | \$1,776,649 | +\$14,329 | +1% |
| Dental | \$339,420 | \$370,969 | \$6,378,547 | \$6,613,989 | \$6,717,967 | \$6,984,958 | +\$266,991 | +4% |
| Medical Transportation - Patient Travel | \$3,009,206 | \$3,344,046 | \$47,655 | \$57,561 | \$3,056,861 | \$3,401,607 | +\$344,746 | +11% |
| Medical Transportation - Ambulance | | | \$252,120 | \$273,440 | \$252,120 | \$273,440 | +\$21,320 | +8% |
| Vision Care | | | \$751,323 | \$767,612 | \$751,323 | \$767,612 | +\$16,289 | +2% |
| Mental Health - Crisis Intervention | | | \$23,876 | \$32,972 | \$23,876 | \$32,972 | +\$9,096 | +38% |
| Total | \$3,348,626 | \$3,715,015 | \$21,762,817 | \$22,368,245 | \$25,111,443 | \$26,083,260 | +\$971,817 | +4% |

Interior Region Providers by Benefit Type: 2014-2015 & 2015-2016

| Interior Region Health Benefits Providers | | | | |
|---|------------|------------|------------|----------------|
| Provider Type | 2014-2015 | 2015-2016 | Change | Rate of Change |
| Pharmacy and MSE | 217 | 224 | +7 | +3% |
| MSE only | 107 | 106 | -1 | -1% |
| Dental | 383 | 418 | +35 | +9% |
| Medical Transportation - Patient Travel | 17 | 24 | +7 | +41% |
| Vision Care | 102 | 109 | +7 | +7% |
| Mental Health - Crisis Intervention | 22 | 26 | +4 | +18% |
| Oral Health | 22 | 21 | -1 | -5% |
| Total | 870 | 928 | +58 | +7% |

Fraser Salish Region

Fraser Salish Region Client Access by Benefit Type: 2014-2015 & 2015-2016

| Fraser Salish Region Clients | | | | |
|---|-------------|-------------|--------|----------------|
| Benefit Type | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| Pharmacy | 15,368 | 16,086 | +718 | +5% |
| Medical Supplies & Equipment | 1,286 | 1,224 | -62 | -5% |
| Dental | 8,427 | 8,750 | +323 | +4% |
| Medical Transportation – Patient Travel | 20 | 24 | +4 | +20% |
| Medical Transportation – Ambulance | 1,614 | 1,839 | +225 | +14% |
| Vision Care | 3,238 | 2,951 | -287 | -9% |
| Mental Health – Crisis Intervention | 14 | 27 | +13 | +93% |
| Oral Health | 642 | 595 | -47 | -7% |

Fraser Salish Region Expenditures by Benefit Type: 2014-2015 & 2015-2016

| Benefit Area | Community Administered Benefits | | FNHA Administered Benefits | | Community + FNHA Total Expenditure | | | |
|---|---------------------------------|------------------|----------------------------|---------------------|------------------------------------|---------------------|---------------------|------------|
| | 2014-2015 | 2015-2016 | 2014-2015 | 2015-2016 | 2014-2015 | 2015-2016 | Change | % Change |
| Pharmacy | | | \$9,450,255 | \$10,334,902 | \$9,450,255 | \$10,334,902 | +\$884,647 | +9% |
| MSE | | | \$987,270 | \$1,071,259 | \$987,270 | \$1,071,259 | +\$83,989 | +9% |
| Dental | \$91,795 | \$95,193 | \$4,656,676 | \$5,002,738 | \$4,748,471 | \$5,097,931 | +\$349,460 | +7% |
| Medical Transportation – Patient Travel | \$263,001 | \$427,117 | \$7,379 | \$14,511 | \$270,380 | \$441,628 | +\$171,248 | +63% |
| Medical Transportation – Ambulance | | | \$214,740 | \$236,230 | \$214,740 | \$236,230 | +\$21,490 | +10% |
| Vision Care | | | \$543,420 | \$504,027 | \$543,420 | \$504,027 | (\$39,393) | -7% |
| Mental Health – Crisis Intervention | \$66,000 | \$66,000 | \$6,663 | \$12,284 | \$72,663 | \$78,284 | +\$5,621 | +8% |
| Total | \$420,796 | \$583,310 | \$15,866,403 | \$17,175,951 | \$16,287,199 | \$17,764,261 | +\$1,477,062 | +9% |

Fraser Salish Region Providers by Benefit Type: 2014-2015 & 2015-2016

| Fraser Salish Region Health Benefits Providers | | | | |
|--|--------------|--------------|------------|----------------|
| Provider Type | 2014-2015 | 2015-2016 | Change | Rate of Change |
| Pharmacy and MSE | 411 | 440 | +29 | +7% |
| MSE only | 105 | 102 | -3 | -3% |
| Dental | 796 | 827 | +31 | +4% |
| Medical Transportation – Patient Travel | 14 | 15 | +1 | +7% |
| Vision Care | 162 | 174 | +12 | +7% |
| Mental Health – Crisis Intervention | 8 | 9 | +1 | +13% |
| Oral Health | 13 | 17 | +4 | +31% |
| Total | 1,509 | 1,584 | +75 | +5% |

Vancouver Coastal Region

Vancouver Coastal Region Client Access by Benefit Type: 2014-2015 & 2015-2016

| Vancouver Coastal Region Clients | | | | |
|---|-------------|-------------|--------|----------------|
| Benefit Type | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| Pharmacy | 19,095 | 19,322 | +227 | +1% |
| Medical Supplies & Equipment | 1,721 | 1,611 | -110 | -6% |
| Dental | 10,055 | 10,422 | +367 | +4% |
| Medical Transportation – Patient Travel | 376 | 442 | +66 | +18% |
| Medical Transportation – Ambulance | 1,962 | 2,353 | +391 | +20% |
| Vision Care | 3,307 | 3,676 | +369 | +11% |
| Mental Health – Crisis Intervention | 88 | 61 | -27 | -31% |
| Oral Health | 356 | 303 | -53 | -15% |

Vancouver Coastal Region Expenditures by Benefit Type: 2014-2015 & 2015-2016

| Benefit Area | Community Administered Benefits | | FNHA Administered Benefits | | Community + FNHA Total Expenditure | | | |
|---|---------------------------------|--------------------|----------------------------|---------------------|------------------------------------|---------------------|---------------------|-------------|
| | 2014-2015 | 2015-2016 | 2014-2015 | 2015-2016 | 2014-2015 | 2015-2016 | Change | % Change |
| Pharmacy | | | \$13,255,388 | \$18,387,511 | \$13,255,388 | \$18,387,511 | +\$5,132,123 | +39% |
| MSE | | | \$1,101,654 | \$1,148,817 | \$1,101,654 | \$1,148,817 | +\$47,163 | +4% |
| Dental | \$381,932 | \$384,127 | \$5,734,749 | \$6,167,777 | \$6,116,681 | \$6,551,904 | +\$435,223 | +7% |
| Medical Transportation - Patient Travel | \$2,977,287 | \$4,312,819 | \$613,967 | \$966,133 | \$3,591,254 | \$5,278,952 | +\$1,687,698 | +47% |
| Medical Transportation - Ambulance | | | \$301,430 | \$315,600 | \$301,430 | \$315,600 | +\$14,170 | +5% |
| Vision Care | | | \$583,031 | \$663,198 | \$583,031 | \$663,198 | +\$80,167 | +14% |
| Mental Health - Crisis Intervention | | | \$56,074 | \$35,467 | \$56,074 | \$35,467 | (\$20,607) | -37% |
| Total | \$3,359,219 | \$4,696,946 | \$21,646,293 | \$27,684,503 | \$25,005,512 | \$32,381,449 | +\$7,375,937 | +29% |

Vancouver Coastal Region Providers by Benefit Type: 2014-2015 & 2015-2016

| Vancouver Coastal Region Health Benefits Providers | | | | |
|--|--------------|--------------|------------|----------------|
| Provider Type | 2014-2015 | 2015-2016 | Change | Rate of Change |
| Pharmacy and MSE | 308 | 326 | +18 | +6% |
| MSE only | 78 | 75 | -3 | -4% |
| Dental | 662 | 685 | +23 | +3% |
| Medical Transportation - Patient Travel | 32 | 41 | +9 | +28% |
| Vision Care | 111 | 123 | +12 | +11% |
| Mental Health - Crisis Intervention | 19 | 14 | -5 | -26% |
| Oral Health | 6 | 5 | -1 | -17% |
| Total | 1,216 | 1,269 | +53 | +4% |

Vancouver Island Region

Vancouver Island Region Client Access by Benefit Type: 2014-2015 & 2015-2016

| Vancouver Island Clients | | | | |
|---|-------------|-------------|--------|----------------|
| Benefit Type | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| Pharmacy | 23,403 | 24,038 | +635 | +3% |
| Medical Supplies & Equipment | 1,681 | 1,716 | +35 | +2% |
| Dental | 14,111 | 14,548 | +437 | +3% |
| Medical Transportation – Patient Travel | 164 | 177 | +13 | +8% |
| Medical Transportation – Ambulance | 2,771 | 3,205 | +434 | +16% |
| Vision Care | 2,291 | 2,397 | +106 | +5% |
| Mental Health – Crisis Intervention | 95 | 86 | -9 | -9% |
| Oral Health | 2,241 | 2,298 | +57 | +3% |

Vancouver Island Region Expenditures by Benefit Type: 2014-2015 & 2015-2016

| Benefit Area | Community Administered Benefits | | FNHA Administered Benefits | | Community + FNHA Total Expenditure | | | |
|---|---------------------------------|--------------------|----------------------------|---------------------|------------------------------------|---------------------|---------------------|------------|
| | 2014-2015 | 2015-2016 | 2014-2015 | 2015-2016 | 2014-2015 | 2015-2016 | Change | % Change |
| Pharmacy | | | \$14,488,286 | \$15,922,968 | \$14,488,286 | \$15,922,968 | +\$1,434,682 | +10% |
| MSE | \$440,687 | \$440,687 | \$794,906 | \$864,007 | \$1,235,593 | \$1,304,694 | +\$69,101 | +6% |
| Dental | \$281,788 | \$301,557 | \$9,796,962 | \$10,547,184 | \$10,078,750 | \$10,848,741 | +\$769,991 | +8% |
| Medical Transportation – Patient Travel | \$5,560,014 | \$6,385,529 | \$127,712 | \$128,590 | \$5,687,726 | \$6,514,119 | +\$826,393 | +15% |
| Medical Transportation – Ambulance | | | \$410,030 | \$458,430 | \$410,030 | \$458,430 | +\$48,400 | +12% |
| Vision Care | \$510,359 | \$510,359 | \$392,924 | \$414,075 | \$903,283 | \$924,434 | +\$21,152 | +2% |
| Mental Health – Crisis Intervention | \$377,610 | \$359,310 | \$54,706 | \$51,609 | \$432,316 | \$410,919 | (\$21,396) | -5% |
| Total | \$7,170,458 | \$7,997,442 | \$26,065,526 | \$28,386,864 | \$33,235,984 | \$36,384,306 | +\$3,148,323 | +9% |

Vancouver Island Region Providers by Benefit Type: 2014-2015 & 2015-2016

| Vancouver Island Region Health Benefits Providers | | | | |
|---|------------|------------|------------|----------------|
| Provider Type | 2014-2015 | 2015-2016 | Change | Rate of Change |
| Pharmacy and MSE | 228 | 210 | -18 | -8% |
| MSE only | 85 | 93 | +8 | +9% |
| Dental | 416 | 418 | +2 | 0% |
| Medical Transportation – Patient Travel | 30 | 42 | +12 | +40% |
| Vision Care | 106 | 120 | +14 | +13% |
| Mental Health – Crisis Intervention | 28 | 27 | -1 | -4% |
| Oral Health | 40 | 37 | -3 | -8% |
| Total | 933 | 947 | +14 | +2% |

Northern Region

Northern Region Client Access by Benefit Type: 2014-2015 & 2015-2016

| Northern Region Clients | | | | |
|---|-------------|-------------|--------|----------------|
| Benefit Type | 2014 - 2015 | 2015 - 2016 | Change | Rate of Change |
| Pharmacy | 24,596 | 25,025 | +429 | +2% |
| Medical Supplies & Equipment | 2,191 | 2,332 | +141 | +6% |
| Dental | 3,814 | 3,816 | +2 | 0% |
| Medical Transportation – Patient Travel | 54 | 74 | +20 | +37% |
| Medical Transportation – Ambulance | 2,709 | 3,034 | +325 | +12% |
| Vision Care | 3,814 | 3,816 | +2 | 0% |
| Mental Health – Crisis Intervention | 26 | 30 | +4 | +15% |
| Oral Health | 2,099 | 2,069 | -30 | -1% |

Northern Region Expenditures by Benefit Type: 2014-2015 & 2015-2016

| Benefit Area | Community Administered Benefits | | FNHA Administered Benefits | | Community + FNHA Total Expenditure | | | |
|---|---------------------------------|---------------------|----------------------------|---------------------|------------------------------------|---------------------|---------------------|-------------|
| | 2014-2015 | 2015-2016 | 2014-2015 | 2015-2016 | 2014-2015 | 2015-2016 | Change | % Change |
| Pharmacy | | | \$13,602,182 | \$13,403,089 | \$13,602,182 | \$13,403,089 | (\$199,093) | -1% |
| MSE | | | \$1,531,064 | \$1,552,647 | \$1,531,064 | \$1,552,647 | +\$21,583 | +1% |
| Dental | \$423,974 | \$1,221,882 | \$7,470,243 | \$8,234,694 | \$7,894,217 | \$9,456,576 | +\$1,562,359 | +20% |
| Medical Transportation - Patient Travel | \$11,663,317 | \$14,151,675 | \$28,040 | \$50,941 | \$11,691,357 | \$14,202,616 | +\$2,511,259 | +21% |
| Medical Transportation - Ambulance | | | \$644,962 | \$632,594 | \$644,962 | \$632,594 | (\$12,368) | -2% |
| Vision Care | \$180,000 | \$180,000 | \$7,269 | \$12,490 | \$187,269 | \$192,490 | +\$5,221 | +3% |
| Mental Health - Crisis Intervention | | | \$384,770 | \$413,170 | \$384,770 | \$413,170 | +\$28,400 | +7% |
| Total | \$12,267,291 | \$15,553,557 | \$23,668,530 | \$24,299,625 | \$35,935,821 | \$39,853,182 | +\$3,917,361 | +11% |

Northern Region Providers by Benefit Type: 2014-2015 & 2015-2016

| Northern Region Health Benefit Providers | | | | |
|--|------------|------------|------------|----------------|
| Provider Type | 2014-2015 | 2015-2016 | Change | Rate of Change |
| Pharmacy and MSE | 83 | 87 | +4 | +5% |
| MSE only | 18 | 23 | +5 | +28% |
| Dental | 159 | 165 | +6 | +4% |
| Medical Transportation - Patient Travel | 20 | 17 | -3 | -15% |
| Vision Care | 44 | 47 | +3 | +7% |
| Mental Health - Crisis Intervention | 5 | 6 | +1 | +20% |
| Oral Health | 19 | 21 | +2 | +11% |
| Total | 348 | 366 | +18 | +5% |

First Nations Health Authority Health Benefits

Contact Information

General

Toll-Free: 1.855.550.5454

Email: healthbenefits@fnha.ca

Operations (Claim Specific)

Dental

Medical Supplies & Equipment

Medical Transportation

Mental Health Crisis Intervention

MSP Coverage

Pharmacy

Vision

Toll-Free: 1.800.317.7878

Dental Toll-Free: 1.888.321.5003

Fax: 1.888.299.9222

Please have your Status card and CareCard ready

In-person Inquiries

1166 Alberni Street, Room 701

Vancouver, BC V6E 3Z3

Mailing Address

First Nations Health Authority
Health Benefits Program - Client Services

540 - 757 West Hastings Street

Vancouver, BC V6C 1A1

Online

www.fnha.ca/benefits



First Nations Health Authority
Health through wellness