

# Attention Home Medical Equipment Distributors: New Medical Supplies & Equipment Benefits Plan for Clients of the First Nations Health Authority

The First Nations Health Authority (FNHA) has transitioned the administration of its medical supplies and equipment (MS&E) benefits to BC-based benefits provider, Pacific Blue Cross (PBC).

## What's New?

Submit all new MS&E claims and pre-determinations (PDs) for FNHA clients to PBC using the policy number 40000. Member ID numbers will be the same as clients' Status Numbers.

## MS&E Plan Highlights

No PDs are required for the following MS&E items:

- Crutches
- Walkers
- Walker repairs

Other MS&E items not listed above may still require a PD. PBC will accept paper PD forms submitted by mail (PO Box 7000, Vancouver, BC V6B 4E1) or fax (for FNHA clients only: 604-677-0277).

Please support FNHA clients in obtaining all the required documentation, which may include prescriptions, medical documentation and a completed and signed PD form.

## What do I need to do?

### Register with PBC

PBC-registered providers can log in to the online portal, PROVIDERnet, where they can directly bill PBC and check client benefit coverage. The online portal provides a streamlined adjudication process for greater efficiency.

If you are registered through one of PBC's sister organizations, such as Medavie Blue Cross, please note that the two are not connected for the administration of the FNHA MS&E benefits. Please visit [pac.bluecross.ca/provider](http://pac.bluecross.ca/provider) and register with PBC.

### Review Resources

FNHA and PBC have posted resources on their websites. Please review the following documents to find further information about how to submit claims, check eligibility and find details about the FNHA MS&E benefits plan:

- [PBC Medical Supplies & Equipment Provider Reference Guide](#)
- [Medical Supplies & Equipment Fee Supplement for Clients of the FNHA](#)

### Is FNHA still the last payer (coordination of benefits)?

Yes, the FNHA MS&E benefits plan administered by PBC will remain the last payer. If an FNHA client has access to another public (e.g., provincial) or private benefit plan, their claims must be submitted first to that plan for coverage. If the fees are above the maximum limit of the benefit coverage, please inform clients of the out-of-pocket costs in advance.

### What number do I call?

If you need assistance, please call PBC at 604-419-2000 or toll-free at 1 877-PAC-BLUE (1-877-722-2583). For questions about the Reference Guide and Fee Supplements and how to log in to PROVIDERnet, visit [pac.bluecross.ca/provider](http://pac.bluecross.ca/provider).



## Questions about claiming or registration?

Call us toll-free at 1.855.550.5454

Visit [pac.bluecross.ca/provider](http://pac.bluecross.ca/provider)



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