

# Medical Transportation 2026 FIFA World Cup FAQ



First Nations Health Authority  
Health through wellness

2026 FIFA World Cup | June 13 to July 7, 2026 | Vancouver, BC

As Metro Vancouver prepares to host the 2026 FIFA World Cup from June 13 to July 7, the First Nations Health Authority (FNHA) is sharing guidance to support Clients and Patient Travel (PT) Clerks plan medical transportation (MT) during a period of significant travel disruption.

FNHA remains firmly committed to ensuring First Nations community members can access the care they need. Urgent and time-sensitive MT will continue to be prioritized throughout this period.

For questions or support, contact FNHA Health Benefits at 1 855 550 5454. Clients living in community can also speak with their local PT Clerk.

## Frequently asked questions about the FIFA World Cup:

### **Q1. Will Clients continue to receive MT support during the FIFA World Cup?**

Yes. FNHA will continue to support MT requests during the FIFA World Cup. Urgent and time-sensitive travel will be prioritized.

Vancouver is expected to experience significant pressure on transportation and accommodation from June 13 to July 7, with some impacts expected to last until mid-July. This may include:

- Extremely limited hotel availability; and
- Significantly increased hotel and flight prices.

Clients with non-urgent appointments, particularly those requiring flights or hotels, are encouraged to consider rescheduling.

Contact Health Benefits: 1-888-305-1505 or [healthbenefits@fnha.ca](mailto:healthbenefits@fnha.ca)

## **Q.2 Should non-urgent medical appointments be rescheduled?**

Yes. If possible, Clients are strongly encouraged to reschedule non-urgent appointments to dates after July 15. This will help ensure that urgent medical travel remains accessible for those in need.

## **Q3. What happens when Clients require urgent medical travel during this period?**

Both the Health Benefits MT Operations team and PT Clerks in community will continue working to arrange all urgent travel from June 13 to July 7. Due to the scale of the event, flights or accommodations may be limited or unavailable.

If FNHA cannot secure arrangements, Clients may choose to make their own urgent bookings and request reimbursement by submitting:

- Receipts
- Proof of attendance or hospital admission
- Referral documentation, if applicable.
- Any other supporting documentation

Reimbursements will be reviewed on a case-by-case basis, recognizing that costs may be higher than usual. Clients can refer to the [MT Benefits Schedule](#) for guidance on reasonable nightly accommodation costs. Clients staying with family or friends will be reimbursed at \$50 per night.

## **Q4. Will advance bookings be supported for Clients who travel regularly for treatment (e.g., cancer care)?**

Yes. Recurring and life-sustaining treatments will be prioritized, and FNHA will make every effort to secure arrangements as early as possible.

## **Q5. What accommodation options will be available during this time?**

FNHA has secured a block of rooms at two downtown Vancouver hotels to support urgent medical travel. Despite this, accommodation across Metro Vancouver will remain extremely limited during this period.

**Q6. Will alternative travel routes or modes of transportation be supported?**

Yes. If usual travel arrangements, such as flights, are unavailable, alternative travel options may be supported when medically necessary and within policy.

**Q7. Why are some communities advising members to avoid travel during FIFA?**

Some First Nations communities are recommending that members avoid non-urgent medical travel to Vancouver during FIFA due to the limited hotel availability, higher travel costs, and potential delays. FNHA's guidance aligns with this approach to help ensure urgent and time-sensitive MT remains supported during this period.

**Q8. What should hospital partners (e.g., Indigenous Health Liaisons) know?**

During the FIFA World Cup period, FNHA will prioritize urgent and essential MT. Hospital partners should be aware that Clients may experience disruptions due to transportation and accommodation pressures across Metro Vancouver.

Key considerations for hospital partners include:

- Non-urgent travel is discouraged during June and July.
- Some families may need to arrange their own travel and seek reimbursement.
- FNHA remains committed to cultural safety and clear communication.
- PT Clerks will experience delays and increased workloads.

FNHA is available to provide further clarification if needed at **1-855-550-5454**.

## Additional guidance for PT Clerks and communities

FNHA recognizes the vital role that PT Clerks play in supporting community members. With increased travel pressures expected, FNHA is committed to providing clear guidance, timely updates, and ongoing support.

Your work is deeply valued and remains essential in helping members navigate this challenging period.

### Q9. How can PT Clerks help prepare Clients?

PT Clerks are encouraged to:

- Support Clients in rescheduling non-urgent appointments
- Set expectations about travel limitations and higher costs
- Advise that reimbursements follow the reasonable rates outlined in the [MT Benefits Schedule](#).
- Check in with members who may need extra support

### Q10. Will FNHA offer training or support for PT Clerks?

Yes. FNHA will be offering ongoing training and support for PT clerks on MT, including a series of webinars. These will help PT Clerks and health staff manage increased workloads and complex cases expected during the FIFA World Cup period.

### Q11. Who can PT Clerks contact for support?

PT Clerks can contact the **Health Benefits MT Operations team** for operational or case-specific questions at **1-855-550-5454**. General information on the MT Benefit is also available on the [FNHA MT webpage](#).

For broader questions, PT Clerks may also connect with:

- Regional Leadership
- Community Health Directors
- FNHA Program Leads