



First Nations Health Authority
Health through wellness

JOURNEYS

Welcome! Wytkp! Gilakas'la! Shhweenustham!

We hope you enjoyed the [August issue](#) of the Journeys bulletin. Thank you for your readership as we strive to provide helpful content and updates to The First Nations Health Benefits and Services (FNHBS) Medical Transportation (MT) Benefit. We appreciate your partnership in delivering and transforming the MT Benefit.

Watch our [YouTube video here](#) to learn more about the MT transformation journey.

October 15 reporting reminder



As a gentle reminder, MT logs from April to August 2024 must be submitted to FNHBS by **October 15, 2024**.

Reporting is a requirement of all funding agreements and provides essential information to support FNHBS' future program planning.

To submit your reporting, please upload the files to ShareFile. If you are having difficulties or are unfamiliar with the ShareFile process, please contact the FNHBS Funding Arrangements Support Team at FA.Transportation@fnha.ca to get support and access.

Please note that communities that adopt the new *Kucén* administrative system will no longer be required to complete and submit MT Logs. *Kucén* can capture the necessary data to replace program reporting and will automate this process!

***Kucén*: Transforming MT Benefit administration**



Kucén (koo-hen)
First Nations Health Authority
Medical Transportation

Patient Travel (PT) Clerks can now experience enhanced benefit administration with [Kucén](#) (pronounced koo-hen), meaning "to wander/travel far away/abroad" in *Secwepemctsin*.

About *Kucén*:

- No cost to communities and organizations;
- Replaces all existing MT systems;
- Provides searchable directory for medical and travel providers;
- Automates MT log submissions to FNHBS;
- Streamlines the Exceptions process; and
- Generates reports on demand.

***Kucén* onboarding process:**

The MT project team has established a three-step streamlined process:



If your community is interested in adopting the new system, please participate in our [Kucén survey](#) or contact us at mtproject@fnha.ca.

Kucén rollout:

FNHBS has been implementing Kucén in communities over the last year. Fourteen communities and organizations are fully onboarded and actively using the system, while four more are undergoing initial system training with the MT Project Team. Since April 2023, Kucén has streamlined the processing of over 12,000 MT requests for more than 4,000 Clients by efficiently organizing trips and automatically generating reports.

Recent system updates:

FNHBS works hard to gather user feedback and implement new updates to Kucén that include:

- Electronic submission of Exception requests;
- Automated Client emails;
- Support page that includes MT Benefits Schedule, MT User Guide, and MT Administration Guide.
- The ability to clone/copy trips.

The MT Administrator Guide



MEDICAL TRANSPORTATION ADMINISTRATOR GUIDE

APRIL 2024



We have renamed the MT User Guide to the MT Administrator Guide, which now incorporates all the latest updates to MT Benefits. The Administrator Guide is designed to help PT Clerks understand the key processes in the administration of MT Benefits.

For an updated copy, please reach out to MT Operations at transportation@fnha.ca or call 1-855-550-5454.

Navigating wildfires



For communities still affected by wildfires this season, it's essential to prepare for potential travel disruptions. Below are some resources to help you navigate these challenging situations:

- [Wildfire Map of BC](#): Real-time updates on active wildfires, at-risk areas, and road closures.
- [DriveBC](#): Road conditions, closures, and traffic delays to plan alternative routes.
- [Google Maps](#) Live updates on road closures, traffic delays, and wildfire boundaries.

Our team is here to support you through these challenges. For assistance, contact MT Operations at 1-855-550-5454.

Training for PT clerks

The MT Operations team hosts regular training sessions throughout the year. If you or any member of your community would like to attend an MT training session, please contact transportation@fnha.ca to sign up. One of our team members will contact you about training dates and next steps.

Thank you