

Transforming Health Benefits for First Nations in BC





Opening Prayer & Acknowledgements

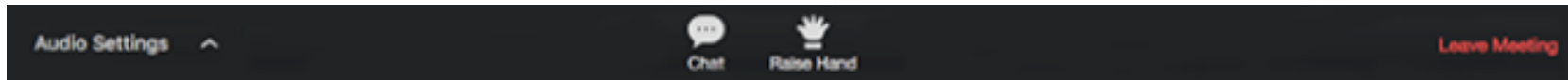


Presenters

- **Darren McKnight**, Director of Benefit Management, FNHA
- **Connie Chong**, Manager of Provider Relations, FNHA
- **Connie DeRosa**, Dental Team Lead, FNHA
- **Devin Bagri**, Dental Assessor, FNHA
- **Carlos Sorensen**, Manager, Claims Services, PBC
- **Laura Dale**, Manager, Claims Policy and Standards, PBC
- **Wendy Watkins**, Senior Manager of Operational Solutions, PBC
- **Jocelyn Johnston**, Executive Director, BCDA



We Want to Hear From You



- **Submit a question** during the webinar through the chat function.
- **Attendees will be muted** until the presentation is complete. To participate in the Q&A session vocally, use the Raise Hand button.



Outline

- FNHA benefits transformation journey
- New plan for clients of the FNHA
- Identifying clients of the FNHA
- Processing claims
- Resources





First Nations Health Authority
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BENEFITS TRANSFORMATION



Overview of the transition to Pacific Blue Cross

- **April 16, 2019** - FNHA signed a 5-year partnership with PBC & PBC signed a Declaration of Commitment to Cultural Safety and Humility in Health Services
- **September 16, 2019** - Pacific Blue Cross will become the new third-party administrator of dental benefits for clients of the FNHA



FNHA and Pacific Blue Cross Partnership - Signing Ceremony


Cultural Safety and Humility

Cultural Safety

- Cultural safety is an outcome based on respectful engagement that recognizes & strives to address power imbalances inherent in the healthcare system. It results in an environment free of racism & discrimination, where people feel safe when receiving health care.

Cultural Humility

- Cultural humility is a process of self-reflection to understand personal & systemic biases & to develop & maintain respectful processes & relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a learner when it comes to understanding another's experience.



DECLARATION of COMMITMENT

Cultural Safety and Humility in Health Services for First Nations and Aboriginal People in BC

Our Declaration of Commitment is an important signal of our shared intention to embed cultural safety and humility throughout health services, health benefits, and health systems in British Columbia. This reflects the significant priority we as leaders place on cultural safety and humility as essential features and attributes of health care design and delivery. It also reflects a personal desire to serve as champions of cultural safety and humility and create a permissive environment for others to become champions for positive change.

This Declaration of Commitment is based on the following understandings of cultural safety and humility:

- Cultural humility builds relationships founded in mutual trust and respect, and enables cultural safety.
- Cultural safety is defined by each individual's health service experience.
- Cultural safety and humility must be understood, embraced and practiced at all levels of the health system including governance, organizational, and within individual practice.

We, Health Blue Cross (PBC) and the First Nations Health Authority (FNHA), understand that strong leadership and concrete actions at multiple levels is how we will visibly demonstrate our intention to embed cultural safety and humility as a means to deliver improved access and quality of services and health benefits to First Nations individuals, families, and communities in British Columbia. We will work to:

CREATE A CLIMATE FOR CHANGE

- Articulate the pressing need for cultural safety within health services in BC.
- Openly and honestly address concerns and lead by example.
- Form a coalition of influential leaders and role models who are committed to the priority of embedding cultural safety and humility in BC health services, benefits, and systems.
- Communicate the vision for a culturally safe health system through cultural humility.

KNOWLEDGE & SKILLS

- Communicate the vision of culturally safe health systems for First Nations and Aboriginal people in BC and the absolute need for commitment and understanding on behalf of all stakeholders, partners and clients.
- Open an honest and continuing dialogue with our circles of influence to drive their change in capacity.
- Identify and remove barriers to progress.
- Holdy embrace accountability.

IMPLEMENT & SUSTAIN CHANGE

- Lead and enable sustainable waves of action until cultural safety and humility are essential elements of the system.
- Reinforce cultural safety and humility training with orientation and learning and development.
- Identify system levers to "embed" cultural safety and humility into policy, practice and quality.

INITIAL UNDERSTANDING

As a visible and transparent demonstration of our intentions, the parties put forward a shared understanding of a robust and continuing learning agenda related to cultural safety and humility. This will include the following activities and targets that establish a solid foundation for the new operational partnership commencing between the parties on September 16, 2019 with respect to the delivery of health benefits services.

Key Indicators

- PBC and FNHA understand that all of the Parties and Call Centre staff, Group Services staff who will be working with FNHA clients, CLIPS, SITS, Lincos Leadership, and all of the Senior Leadership and Executive Leadership teams will complete the Services Core ICS Health course.
- PBC and FNHA understand that all new employees into Call Centre, Call Centre, Key roles in Group Services, Senior Leadership and Executive Leadership roles will be required to complete the Services Core ICS Health course.
- PBC and FNHA understand that immediate targets include:
 - All staff that are working directly with FNHA and/or First Nations clients will have completed the Services Core ICS Health course by September 16, 2019.
 - Staff in key areas working directly with First Nations clients will be trained within one year of September 16, 2019.

Learning

- PBC and FNHA understand that they will develop key learning or webinar modules that will be required for all PBC staff members.
- Include the concepts of cultural safety and humility within the Diversity and Inclusion module required for all employees at PBC.
- Create an independent e-learning or webinar module to provide an initial orientation to Indigenous history in BC, the impacts of colonization, and the FNHA-PBC partnership.
- PBC and FNHA understand that PBC will capture and measure healthcare provider training status.
- PBC and FNHA understand that immediate targets include:
 - 80% of staff who are not interacting directly with FNHA and/or First Nations clients will be trained by the end of 2019.

Board Relations & Learning

- PBC and FNHA understand that all of the PBC board members will attend a meeting on cultural safety and humility, co-hosted by FNHA and PBC.
- FNHA and PBC organizations will endeavor to have each other's CEOs present to each other's governing board meetings.

PBC and FNHA agree to sign this Declaration of Commitment publicly to bear witness to the importance of Cultural Safety and Humility. This Declaration is not intended to create legally binding contractual obligations but rather it is intended to guide the parties and set out our mutual understanding of Cultural Safety and Humility through our collaboration.

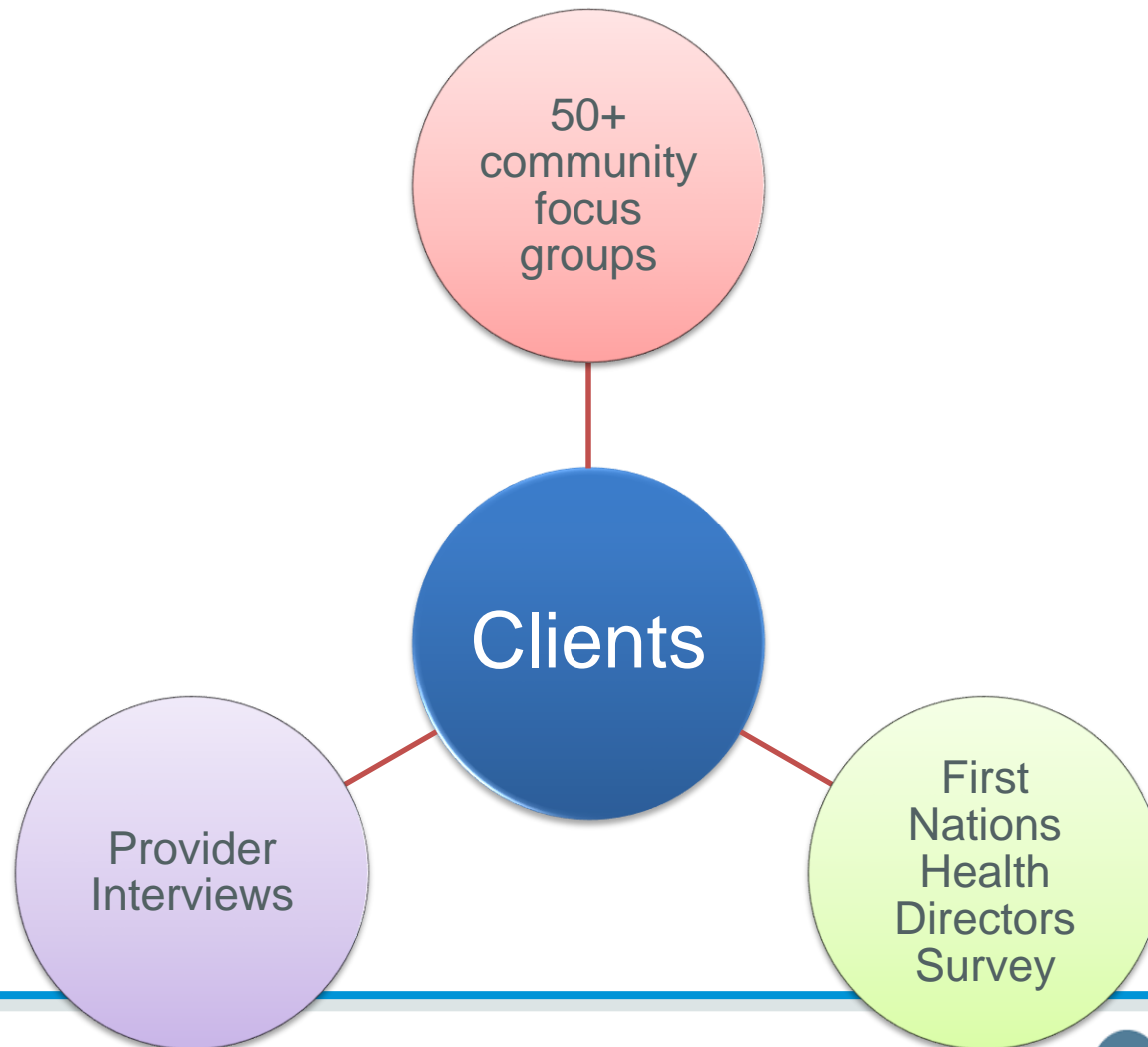
SIGNED THIS 16 DAY OF APRIL, 2019 ON THE TRADITIONAL TERRITORIES OF THE: Skwew'w'mesh (Squamish), Selkwe'w'et (Tahltan) and a'me'et'e'ngem (Musqueam) Nations

Mr. Joe Gallagher, Chief Executive Officer
First Nations Health Authority

Mr. John Crawford, Chief Executive Officer
PBC Health Benefits Society



Engagement Process





Client & Provider Feedback

“Emotional trauma is a real issue for our people when they go to see a dentist.”

– Interior Region Focus Group

“It is hard to find a dental provider who will accept First Nations coverage and not make us pay out-of-pocket.”

– Fraser-Salish Region Focus Group

“I gave up on providing oral health benefits to First Nations people of BC because I got so frustrated with the process and had no one to communicate with.”

- Provider Interview

“The current plan with limited preventative services creates a negative spiral of oral health for First Nations clients.”

- Provider Interview



“The system in place makes it difficult for our people to receive care. The more doors that close on you, the more you are likely to not seek care.”

Fort Nelson Focus Group
March 15, 2019



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NEW DENTAL PLAN STARTING SEP 16, 2019



FNHA Fee Supplement

- **To be read in tandem** with the PBC Fee Schedule
 - FNHA follows PBC Dental Fee Schedule 3
- **If the price is printed** in the FNHA Fee Supplement, it is a FNHA specific price
- **If the PBC fee code is printed** in the specific price/ alternative fee code column, refer to the PBC Fee Schedule
- **If the specific/ alternative fee code column is blank**, the BCDA's General Practitioner Fee Guide price will be allowed





Category	Service	New Plan
Diagnostic Services	Exams (new patient, recall, and specific)	2 per calendar year
	X-rays	Additional services are included in overall radiograph limit of \$95/calendar year
Preventative Services	Scaling	Annual dollar limit combined with root planing (maximum of \$591.50/calendar year)
	Polishing	New plan will pay \$37.35 per polishing (2 per calendar year)
	Fluoride	2 treatments per calendar year; no age restrictions
	Night Guards	Limited to 2 appliances in 5-yr period
Restorative Services	Fillings	Dollar equivalent of a five surface filling per tooth in a 2-yr period; includes tooth colored restorations
Endodontics	Root Canal Therapy	Will <u>not</u> require a predetermination



Category	Service	Comparison
Periodontics	Root planning, Gingival Curettage	Annual dollar limit combined with scaling (maximum of \$591.50/calendar year)
Surgery	Extractions	Will <u>not</u> require a predetermination
Dental Accident		Will not apply to annual limits or other limits
Restorative Services	Bridges & Crowns	Claims under \$4500 in a five year period (rolling) will be subject to standard consultant review criteria. Claims over \$4500/5-year threshold requires consultant review.
	Inlays & Onlays, Veneers	New coverage; Follows PBC Fee schedule standard rules and criteria; Included in bridges and crown combined dollar limit
Sedation		Same coverage but more flexible criteria (No PD required for minimal sedation; PD required for moderate and deep sedation)



Category	Service	Comparison
Dentures (Prosthodontic Services)	Complete & Partial Dentures	Limited to one upper and one lower denture in a 5-yr period
Denture Repairs (Prosthodontic Services)	Rebase, reline, removal, repairs	Updated to PBC fee schedule
Orthodontics		Up to \$7500/lifetime and same criteria (HLD index); faster administrative process
Lab Fees		Paid at 100%
Specialist Fees		Paid an additional 10% of the eligible general practitioner fee



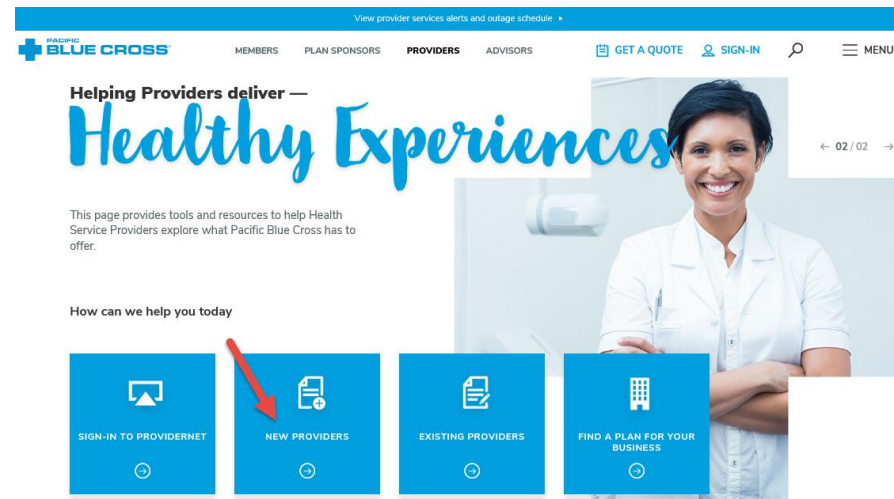
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PROVIDER REGISTRATION & CLAIMING PROCEDURES



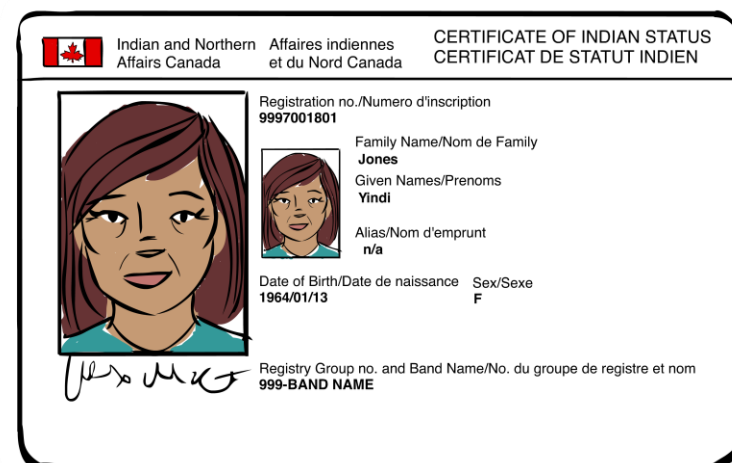
Dental Provider Registration

- **Do not have to register again** if you are already a PBC Provider
- **To register as a new provider:**
 - Visit PBC's website (<https://www.pac.bluecross.ca/provider>)
 - Follow the prompts to begin the registration process
- **PROVIDERnet functions:**
 - Direct deposit
 - Electronic statements
 - Eligibility lookup tool
 - Check pre-determinations
 - Communications
 - Resources



Identifying FNHA Clients

- **FNHA PBC Group ID:** 40000
- **FNHA Client ID:** clients' 10-digit status number
- **New clients** – accept either 1 primary ID or 2 secondary ID to verify status number
- **View coverage** on PROVIDERnet or call PBC at 1-877-PAC-BLUE
- **No status number/incorrect Status?** Email FNHA at HealthBenefits@fnha.ca or call 1-855-550-5454



Can show PBC card OR status card for benefits



Client Eligibility

■ Criteria:

1. Have “Status” or infant (up to 18 months old) of an eligible parent; and
 2. Be a resident of BC according to MSP; and
 3. Not be funded/insured under any other benefit system/plan (eg: federal or self-government agreement)
- The following First Nations individuals are **not eligible** for benefits through the program:
 - Not resident in BC
 - Incarcerated
 - In a provincially/territorially funded institution
 - Children in provincially/territorially funded care



How to Submit Claims

- **Submit claims** on behalf of FNHA clients through EDI or paper
- **Bill the fee item number** of the actual procedure performed
- **Lab fees** (dentists/denturists only):
 - Manual claim – itemize the total professional fee and the total lab fee (do not bill on a separate line from the service)
 - Electronic claim - submit professional and lab fee amounts separately
- **Patient signature** is required on all claim forms
 - CDAnet/DACnet – electronic claims must ensure patient signature on file
 - Not required on adjustments or resubmissions
- **Provider signature** required on original claims



Coordination of Benefits

- **FNHA's benefit plan is last payer**
 - FNHA clients must access any public/private health care plans prior to access the FNHA Program
- **Coordinating benefits:**
 - If a client is eligible for another public/private health care plan, claims must be submitted to the other payer first
 - The other payer will provide an Explanation of Benefits (EOB) to PBC
 - PBC will coordinate payment with the other payer
- When a client is **no longer eligible for coverage** from another payer, the provider/client can **contact PBC** to update the file



Claiming Requirements

- **FNHA Dental Fee Supplement:**
 - [Click here](https://www.pac.bluecross.ca/provider) /download from PBC:
<https://www.pac.bluecross.ca/provider>
 - Contains products/ services/ rules that are different than, or in addition to the PBC Dental, Denturist & Hygienist Fee Schedules (to be read in tandem)
 - Contains requirements for any rules, criteria, limits, and additional documentation





Claiming Requirements - Orthodontic

- **FNHA Orthodontic Treatment Plan Criteria and Guidelines**
 - [Click here](https://www.pac.bluecross.ca/provider) /download from PBC:
<https://www.pac.bluecross.ca/provider>
 - Contains the orthodontic submissions review process and documentation requirements
 - Submit receipts or claim forms
 - Can submit claims on CARESnet after the treatment plan is approved, including initial and monthly fees





Pre-determinations

- **PDs** can help you know how much a product/service will be reimbursed and any specific claiming requirements
- **Outstanding NIHB PDs:**
 - Submit using NIHB PD ID# for reimbursement to be paid at FNHA fee supplement/PBC fee schedule rate
- **Submit new PDs by mail or fax** (604-419-2601) for FNHA clients
 - NOTE: incomplete claim forms will be rejected and must be resubmitted
- **Response possibilities:**
 - Mail - Mailed PDs will be responded to by mail
 - PROVIDERnet – under ‘Authorized Products and Services’



Pre-determinations (PD) Process

- See FNHA fee supplement to see if there is claiming criteria requiring a PD
 - PBC will have **2 years of client history** on file
- Download **Dental Claim Form** from PBC website or use CDA form
 - Enclose copies of all supporting documentation

PACIFIC BLUE CROSS

DO NOT WRITE IN THIS SPACE

DENTAL CLAIM FORM

Mail: PO Box 7000, Vancouver, BC V6B 4E1 | Drop it off: 4250 Canada Way, Burnaby, BC | pac.bluecross.ca



i Please enclose all supporting documentation, if necessary.
See page 2 for important information about preparing your dental claim.

PART 1 — PATIENT INFORMATION			PART 2 — PROVIDER INFORMATION			PART 3 — PLAN MEMBER
Patient's first name			Unique number	Office number	Spec.	Send payment to: <input type="checkbox"/> Plan member <input type="checkbox"/> Provider — I hereby assign my benefits payable from this claim to the named dentist and authorize payment directly to him/her.
Patient's last name			Provider's name			
Street address			Street address			
City	Province	Postal code	City			
Additional information, diagnosis, procedures or special considerations			Province	Postal code	Phone number (10 digits)	
			Provider/authorized signature (or attach receipts showing payment for services) X			Member's signature X
			Date (mm-dd-yyyy)			Date (mm-dd-yyyy)



Pre-determinations (PD) Process

- Orthodontic Treatment Plan
 - Download **[FNHA Orthodontic Treatment Plan Pre-Determination Form](#)** from PBC website
 - Enclose copies of all supporting documentation

		 First Nations Health Authority Health through wellness		<div>DO NOT WRITE IN THIS SPACE</div>		FNHA ORTHODONTIC TREATMENT PLAN PRE-DETERMINATION FORM	
Mail: PO Box 7000, Vancouver, BC V6B 4E1 Drop it off: 4250 Canada Way, Burnaby, BC pac.bluecross.ca							
PART 1 — CLIENT INFORMATION				PART 2 — PROVIDER INFORMATION			
Client's first name				Unique number	Office number	Spec.	Provider's office account number
Client's last name				Provider's name			
Street address				Street address			
City	Street address	Province	Postal code	City	Province	Postal code	Phone number (10 digits)
PART 3 — AUTOMATIC QUALIFYING CONDITIONS: Modified Handicapping Labio-Lingual Deviation (HLD) Criteria							



Pre-determinations (PD) Process

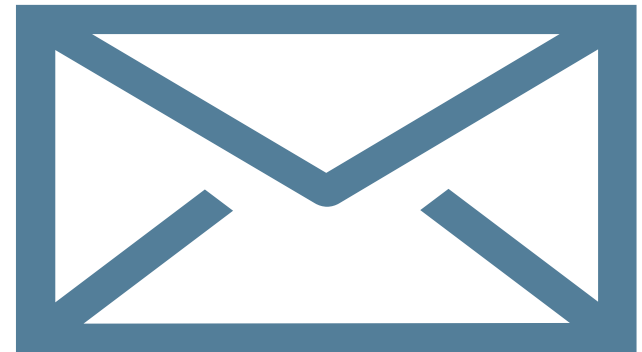
- **If additional documentation is required**, PBC will reject the PD and provide reasons. Submit additional documentation as:
 - A new PD; or
 - Missing information and reference rejected PD ID # and/or attach a copy of the Explanation of Benefits (EOB) statement
- Once PD approved, can electronically submit a claim for item



Appeals & Escalations

You can escalate a claim/ pre-determination request to the Benefit Review Committee for further review by mailing your appeal to:

Benefit Review Committee
C/O Pacific Blue Cross
PO Box 7000
Vancouver, BC V6B 4E1





Provider Resources

- Visit pac.bluecross.ca/provider for resources:
 - [Dental reference guide](#)
 - [FNHA fee supplement](#)
 - [FNHA Orthodontic Treatment Plan Criteria and Guidelines](#)
 - [Dental Claim Form](#)
 - [FNHA Orthodontic Treatment Plan Pre-Determination Form](#)
 - [Transition FAQ](#)





Cultural Safety and Humility Resources

- **Cultural safety and humility resources:**
 - FNHA website: <http://www.fnha.ca/wellness/cultural-humility>
 - First Nations' perspective on wellness:
<http://www.fnha.ca/wellness/wellness-and-the-first-nations-health-authority/first-nations-perspective-on-wellness>
 - First Nation's dental history (Connie Paul video):
<http://www.fnha.ca/about/news-and-events/news/watch-my-dads-unbelievable-story-untold-by-him>
- **Online learning modules:**
 - San'yas indigenous cultural safety training:
<http://www.sanyas.ca/>
 - BC Patient Safety & Quality Council 12 part webinar series:
<http://www.fnha.ca/wellness/cultural-humility/webinars>

Summary

- New dental plan for FNHA clients starting September 16, 2019
 - Call PBC for any inquiries at **1-877-PAC-BLUE**
- Outstanding PDs that haven't been claimed will be paid at FNHA fee supplement/PBC fee schedule rate
- Find the latest information about provider registration and claiming, FNHA fee supplement, and fee schedules on the PBC website
- Recorded webinar and slides will be posted for future reference





Questions?





Engage Us

First Nations Health Authority

1-855-550-5454

HealthBenefits@fnha.ca

Pacific Blue Cross

1-877-PAC-BLUE

BC Dental Association

1-888-396-9888

info@yourdentalhealth.ca

