

Pacific Blue Cross to Administer Medical Supplies & Equipment and Residual Drug Claims for First Nations Health Authority Clients as of September 16, 2019

To pharmacy providers in British Columbia,

As of September 16, 2019, Pacific Blue Cross will become the new third-party administrator of the following benefits for First Nations clients of the FNHA:

- Medical Supplies & Equipment (MS&E)
- Drug benefits for First Nations people who do not have coverage under BC PharmaCare Plan W
- Residual drugs



Between now and September 16

Do not delete First Nations Status Numbers from patient profiles. The Status Number will be the Member ID number for First Nations clients under Pacific Blue Cross.

On and after September 16

This will be a new plan for FNHA clients in partnership with Pacific Blue Cross, and set-up will require changes to your Practice Management software:

- 1) Pharmacies servicing FNHA clients will need to update the patient information in their software systems to show Pacific Blue Cross as the Carrier (Carrier ID: E1).
- 2) Pharmacies wanting to submit MS&E items for FNHA patients will be required to update their software to use Pharmacare and/or Pacific Blue Cross PINs for claims submission. Please note, you will need to include PINs that Pacific Blue Cross will issue for new MS&E items. To update your system:
 - Contact your software vendor if you receive centralized updates; or
 - Manually configure your software as per your usual business practice.

This bulletin is also intended to support pharmacists in the event they receive a client without NIHB or Plan W coverage as of September 16. Standard processes for submitting Plan W claims will not change.

MS&E Claims

As of September 16, 2019, the FNHA asks all pharmacies providing MS&E items to please submit these claims to Pacific Blue Cross using the Policy number 40000. Member ID numbers will be the same as clients' 10-digit Status Numbers. MS&E claims submitted to Indigenous Services Canada's Non-Insured Health Benefits (NIHB) program on or after September 16 will be rejected as a non-eligible benefit.

NIHB Drugs and First Nations clients without coverage

A number of FNHA clients in the province remained on the NIHB drug plan following the transition to BC PharmaCare Plan W in 2017. This was due primarily to the FNHA being unable to locate clients or obtain their Medical Services Plan number to enroll them in BC PharmaCare Plan W. Pharmacists are asked to encourage clients to contact FNHA to request Plan W coverage.

As of September 16, if a claim you submit on behalf of a First Nations client is rejected under both the NIHB plan and PharmaCare Plan W, please submit these claims to Pacific Blue Cross using Carrier ID E1 and Group ID 40000. Certificate ID numbers will be the same as clients' Status Numbers.

Rejected claims for BC residents

If there is a coverage issue resulting from the transition and the claim is being rejected for an eligible benefit, please submit a [Transitional Coverage Form](#) to the FNHA for reimbursement.

Where to find more information

A new fee supplement and updated reference guide will be posted on the Pacific Blue Cross website. For more information, or if you have questions about claiming or registration with Pacific Blue Cross, please visit pac.bluecross.ca/provider.

Join our webinar

The BC Pharmacy Association, Pacific Blue Cross and First Nations Health Authority invite you to attend an information webinar in early September to learn more about the new plan. Register at https://t.bcpha.ca/FHNA_PBC.

If you have questions, I invite you to contact the FNHA support line at 1.855.550.5454.

In wellness,



John Mah
Vice President, Health Benefits
First Nations Health Authority

Questions about the transition?

Call us toll-free at 1.855.550.5454



First Nations Health Authority
Health through wellness