

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

To medical supplies and equipment providers in British Columbia,

On September 16, Pacific Blue Cross will become the new third-party Medical Supplies & Equipment (MS&E) benefits administrator for First Nations Health Authority (FNHA) clients. As of that date, claims for FNHA clients must be submitted to Pacific Blue Cross rather than Indigenous Services Canada's Non-Insured Health Benefits (NIHB) Program / Express Scripts Canada (ESC). Here's what you need to know:



Between now and September 16

Please continue to submit claims to NIHB / ESC. 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.

On and after September 16

As of September 16, the FNHA asks all MS&E providers to please submit claims to Pacific Blue Cross using the Policy number 40000. Member ID numbers will be the same as First Nations clients' Status Numbers.

As part of our goal to improve the claiming experience for our clients and health care providers, September 16 will also mark improvements to FNHA approval processes for MS&E claims, including streamlined pre-approval processes for greater efficiency.

Providers will not need to resubmit pre-approval or previously approved requests already submitted to NIHB. These will be entered into the Pacific Blue Cross system and adjudicated or paid according to plan criteria.

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

The [FNHA](#) is the first province-wide health authority of its kind in Canada. The FNHA is proud to be sharing this milestone with our partner, [Pacific Blue Cross](#).

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