

# Pacific Blue Cross to Administer Vision Benefits for First Nations Health Authority Clients as of September 16, 2019

To vision care providers in British Columbia,

On September 16, Pacific Blue Cross will become the new third-party vision benefits administrator for First Nations Health Authority (FNHA) clients. As of that date, claims for FNHA clients must be submitted to Pacific Blue Cross. Here's what you need to know:



## **Between now and September 16**

Please continue to submit claims to the FNHA. 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](http://pac.bluecross.ca/provider).

## **On and after September 16**

As of September 16, the FNHA asks all vision care 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 processes for vision claims, including streamlined adjudication processes for greater efficiency. Pre-approvals will only be required for exceptional needs.

The new plan will include the following improvements:

- no pre-approvals required for routine eye exams or standard prescriptions (within frequency limits)
- up to \$100 reimbursement for a routine eye exam, once every two years
- \$275 every two years for prescription eyewear (\$415 for high-index lenses)

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,

A handwritten signature in black ink, appearing to read "John Mah".

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