

# Attention Social Workers: New Medical Supplies & Equipment Benefits Plan for Clients of the First Nations Health Authority

The First Nations Health Authority (FNHA) has transitioned the administration of its dental, vision, and medical supplies and equipment (MS&E) benefits to BC-based benefits provider Pacific Blue Cross (PBC).

## What's New?

Providers will now submit all dental, vision and MS&E claims and pre-determinations (PDs) for FNHA clients to PBC using the policy number 40000. Member ID numbers will be the same as clients' Status Numbers.

## MS&E Plan Highlights

No PDs are required for the following MS&E items:

- Crutches
- Pressure garments
- Walkers
- Walker repairs

Other MS&E items not listed above may still require PDs. PBC will accept paper PD forms submitted by mail (PO Box 7000, Vancouver, BC V6B 4E1) or fax (for FNHA clients only: 604-677-0277).



We are encouraging providers to support FNHA clients in obtaining all the required documentation, which may include prescriptions, medical documentation and a completed and signed PD form.

For **dental and vision care benefits plan highlights**, please visit us at [fnha.ca/benefits](http://fnha.ca/benefits).

## What do I need to do?

### Review Resources

FNHA and PBC have posted resources on their websites. Please review the following documents to find further information about how to check eligibility and find details about the FNHA MS&E benefits plan:

- [PBC Medical Supplies & Equipment Provider Reference Guide](#)
- [Medical Supplies & Equipment Fee Supplement for Clients of the FNHA](#)

## What number do I call?

We invite social workers supporting FNHA clients to call us at 1-855-550-5454 if they need assistance. Provider Reference Guides and Fee Supplements are posted at [pac.bluecross.ca/provider](http://pac.bluecross.ca/provider).

## Questions about claiming or registration?

Call us toll-free at 1.855.550.5454

Visit [pac.bluecross.ca/provider](http://pac.bluecross.ca/provider)



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