



First Nations Health Authority
Health through wellness

Health Benefits Claims Processing System Transition

Spring 2017 Vancouver Coastal Caucus



Session Objectives

- Provide an overview of CPST Project status
- Highlight key impacts of transition to PharmaCare
- Table top discussions of 3 scenarios



Key Points - Status

- FNHA has been actively assessing options to migrate off the Health Canada system. Drug benefits will be the first to transition.
- PharmaCare has been selected as the drug benefit provider.
 - Regulation change to allow FNHA Clients to access PharmaCare was enacted.
 - Working with PharmaCare on the transition plan.
- BC First Nations will become the first in Canada to integrate with a provincial drug plan.
- Health Benefits proactively working to address specific items not covered by BC PharmaCare.



Benefits Ahead

- Alignment with provincial practices and standards
- BC Pharmacists and Prescribers are more familiar with PharmaCare
 - Special Authorizations will be completed more efficiently
- FNHA Clients will be eligible for the same programs as other BC residents

Challenges Ahead

- The move from NIHB to PharmaCare has never been done before
- Dependent on both PharmaCare and NIHB to work in collaboration with FNHA to deliver services
- Reaching out to the entire FNHA Client base for the first time
- Out of province prescription drug claims changes
- Some FNHA Clients will need to be transitioned to comparable drugs on the PharmaCare formulary
- Over the counter drugs expected to continue to be covered by NIHB



Multiple Communications Methods

- FNHA Clients
 - Website
 - Radio Ads
 - Social Media
 - Videos
 - Letters (urban centres)
 - Brochures
 - Rack cards
 - Posters
- Working with health providers
 - PharmaCare (Ministry of Health)
 - Health Canada
 - BC Pharmacy Association
 - College of Physicians and Surgeons of BC
 - College of Registered Nurses of BC



Communicating Key Messages to Clients

- Transition to PharmaCare planned for October 1, 2017.
- For an estimated 90% of FNHA Clients there are no changes to your prescription drug benefits.
- No new forms, the transition of records and data will happen in the background.
- Personal Health Number (Care Card or BC Services Card) and Status Card is all that is needed to access PharmaCare (similar to today).



Our Commitment to Support Clients

- During this transition questions and challenges are expected.
- Some clients over time will need to transition to comparable drugs on the PharmaCare formulary.
- Clients travelling out of province are encouraged to fill prescriptions in advance.
- Clients with questions or concerns will be able to call the Health Benefits Support Representative line (1.855.550.5454)
 - Additional staff will be available to answer questions.
 - If you have any difficulties, call us we are here to help.



Table Top Session Slides



Scenario #1 – Over the Counter Medications

- Steve has seasonal allergy medication that is currently covered by NIHB (Health Canada). He presents his status card, and the Pharmacist processes the claim for Claritin.
- If the Health Canada NIHB system cannot process the over the counter medication Steve may have to pay out of pocket.



Scenario #1 – Over the Counter Medications

- Assumptions:
 - NIHB (Health Canada) will support a non-duplicate formulary
 - Over the counter medications are provided by NIHB
 - This process is expected to continue after October 1, 2017
 - Health Canada has indicated the technical changes required to enable BC exceptions could compromise their system
 - There is a small chance that the system could break down
 - If there are any concerns call the Health Benefits Support line
- Questions for Discussion
 - What other questions might your members have?



Scenario #2 – Out of Province Travel

- Mary, living in Kelowna, is going to Calgary to care for her sick mother; she is planning on going for three months. Before leaving she will need to fill her current chronic medications. She can use the PharmaCare policy that allows for travel and will be able to top up her drug supply to 90 days. Mary must sign a waiver at the BC Pharmacy to use the travel supply policy and can be used once every 180 days.
- If Mary stays longer than three months, she can have her prescription filled in Calgary, but will have to pay out of pocket, and submit for reimbursement.



Scenario #2 – Out of Province Travel

- Assumptions:
 - Clients may pay out of pocket when travelling outside BC
 - Clients may submit receipts for claims reimbursements
 - Reimbursement policy and process to be determined
 - Fill your prescriptions prior to travelling outside BC
 - Save your receipts for claims reimbursement process
- Questions for Discussion
 - What other questions might your members have?



Scenario #3 – Change in Therapy

- An elder has been taking Sitagliptin (Januvia) for his diabetes. To prepare for October 1 the doctor should prescribe a different drug in this drug class. For example, Saxagliptin (Onglyza) or Linagliptin (Trajenta).
- Approximately 500 FNHA Clients will be affected by this scenario



Scenario #3 – Change in Therapy

- Assumptions:
 - A small number of drugs available from Health Canada NIHB may not be available through BC PharmaCare
 - Most drugs have an alternative drug within same class
 - Small change in medication may be required prior to October 1, 2017
- Questions for Discussion
 - What other questions might your members have?