



Quick Links for Pharmacy Providers Assisting FNHA Clients

First Nations Health Authority - Health Benefits Resources		
FNHA Health Benefits	Phone (Toll-Free): 1-855-550-5454 ext. 2 and 4 Fax: 1-888-299-9222 E-mail: healthbenefits@fnha.ca	Direct contact to the Health Benefits operations team. Note: providers should contact the PharmaNet Help desk for PharmaCare and PharmaNet-related enquiries.
FNHA Health Benefits Eligibility Page	https://www.fnha.ca/benefits/eligibility	FNHA clients must be enrolled in Plan W to access benefit coverage.
FNHA Health Benefits News	https://www.fnha.ca/benefits/health-benefits-news/recent-changes-to-plan-w-and-pharmacy-benefits	Pharmacies can sign-up for the Health Benefits News for the most up-to-date information.
FNHA Transitional Payment Request (TPR) Form	https://www.fnha.ca/Documents/FNHA-Transitional-Coverage-Request-Form.pdf	This manual claim process allows one-time payment of a claim when a coverage issue is expected to be resolved soon. Please contact FNHA Health Benefits if you have a case where you are uncertain if it is appropriate to use.
FNHA Pharmacy Providers Page	https://www.fnha.ca/benefits/pharmacy-providers	FNHA Pharmacy Webpage with links to BC PharmaCare Formulary Search, Pharmacy Benefits webpage, TPR Form, Helping Enroll Clients in Plan W, and Assisting Clients Outside of BC documents.
Summary of Diabetes Drugs, Insulins, and Supplies Coverage for FNHA Clients	https://www.fnha.ca/Documents/FNHA-Summary-of-Diabetes-Drugs-Insulins-and-Supplies-Coverage-for-FNHA-Clients.pdf	List of diabetes medications, insulins, and supplies covered for FNHA clients.
Coverage of Products to Quit the Use of Commercial Tobacco	https://www.fnha.ca/Documents/FNHA-Quitting-Tobacco-Product-Info-Sheet.pdf	Nicotine Replacement Therapy coverage for FNHA clients through the BC Smoking Cessation Program and the FNHA Pharmacy Fee Supplement.
Accessing Blood Glucose Test Strips (BGTS) for the First Time	https://www.fnha.ca/benefits/health-benefits-news/accessing-blood-glucose-test-strips-for-the-first-time	Please call Health Benefits at 1-855-550-5454 ext. 2 and 4 for assistance with billing BGTS for the first time.
PharmaCare Plan W Resources		
First Nations Health Benefits (Plan W)	https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents/who-we-cover/first-nations-health-authority-clients	Main First Nations Health Benefits (Plan W) webpage on the PharmaCare website with links to various resources to support FNHA clients.
PharmaCare Policy Manual	https://www2.gov.bc.ca/gov/content/health/practitioner-professional-resources/pharmacare/pharmacare-publications/pharmacare-policy-manual-2012	Reference for pharmacy providers with questions surrounding PharmaCare policies.
First Nations Health Benefits (Plan W): Over-the-Counter (OTC) Drugs	https://www2.gov.bc.ca/gov/content/health/practitioner-professional-resources/pharmacare/pharmacies/fnhb-plan-w-otc-drugs	List of eligible Plan W OTC medications that are covered with a prescription or recommended by the pharmacist via the Plan W OTC Recommendation Form.
Plan W OTC Recommendation Form	https://www2.gov.bc.ca/assets/gov/health/forms/4571fil.pdf	Plan W OTC Recommendation Form to be completed by the pharmacist and signed by the FNHA client when a pharmacist is recommending a covered OTC item.
Plan W Non-Drug OTC PINs	https://www2.gov.bc.ca/gov/content/health/practitioner-professional-resources/pharmacare/pharmacies/product-identification-numbers/plan-w-non-drug-otc-benefits	List of Non-Drug OTC items eligible for coverage under Plan W (such as lancets for diabetic use, needle/syringe for non-diabetic use, inhaler spacers, and IUDs).
BC PharmaCare Newsletter: Search Plan W	https://www2.gov.bc.ca/gov/content/health/practitioner-professional-resources/pharmacare/pharmacare-publications/pharmacare-newsletters	For Plan W updates, please subscribe to the BC PharmaCare Newsletter publications.
Pacific Blue Cross (PBC) Resources		
FNHA Pharmacy Fee Supplement	https://www.pac.bluecross.ca/pdf-bin/FNHA/0799.010_FNHA-PHARMACY-FeeSupplement.pdf	List of additional pharmacy benefits covered for FNHA clients through the FNHA Pharmacy Fee Supplement administered through Pacific Blue Cross.
FNHA Health Benefits Shingrix Vaccine Coverage	https://www.pac.bluecross.ca/pdf-bin/fnha/FNHA-Shingrix-Coverage.pdf	Shingrix vaccine coverage criteria and billing instructions.
PBC Pharmacy Reference Guide for PROVIDERnet	https://www.pac.bluecross.ca/pdf-bin/pharmacy/0378.009_PHARMACY_REFERENCE_GUIDE.pdf	Pharmacy Reference Guide on how to submit electronic claims to Pacific Blue Cross for FNHA clients.
PBC PROVIDERnet Sign-In	https://service.pac.bluecross.ca/ACESWeb/Pages/Authentication/SignIn.aspx?usertype=4	Link to PROVIDERnet sign-in for online claims submission, including re-activating your account and password reset.
FNHA Provider Health Claim/Predetermination Form	https://www.pac.bluecross.ca/pdf-bin/fnha/0799.018_FNHA_PROVIDER_HEALTH_CLAIM-PREDETERMINATION_URE.pdf	Pre-determination Form for pharmacy providers to complete. Pacific Blue Cross will accept rush faxed pre-determinations submitted at 604-677-0277 for FNHA clients.
Cultural Safety & Humility (CSH) Resources		
FNHA Cultural Safety & Humility	https://www.fnha.ca/wellness/wellness-and-the-first-nations-health-authority/cultural-safety-and-humility	For information on the Cultural Safety and Humility Standard, Framework for Cultural Safety and Humility, Declarations of Commitment, Cultural Safety and Humility Action Webinar Series, and Trauma-Informed and Culturally Safe Care.



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FNHA and PharmaCare's Resource on Cultural Safety in B.C. Pharmacies: Coming Together for Wellness	https://www2.gov.bc.ca/assets/gov/health/health-drug-coverage/pharmacare/newsletters/coming_together_for_wellness_guide_final.pdf	Collection of ten articles that offer suggestions for pharmacists on how to work towards the vision of a culturally safe health care system.
Practice Standard – Indigenous Cultural Safety, Cultural Humility and Anti-Racism	https://library.bcpharmacists.org/6_Resources/6-1_Provincial_Legislation/5288-HPA_Bylaws_CSH_Practice_Standard.pdf	The Practice Standard sets out six core concepts and principles to which pharmacy professionals are held in the provision of culturally safe care to Indigenous clients. The concepts are: Self-Reflective Practice, Building Knowledge Through Education, Anti-Racist Practice, Creating Safe Health Care Experiences, Person-Led Care, and Strengths-Based and Trauma-Informed Practice.
BCPSQC's document on Culturally Safe Engagement: What Matters to Indigenous (First Nations, Metis, Inuit) Patient Partners?	https://bcpsqc.ca/wp-content/uploads/2022/03/Culturally-Safe-Engagement-Companion-Guide_Final.pdf	Learn about what makes Indigenous patient partners feel comfortable and safe during engagement with health care professionals. The eight principles of culturally safe engagement are: awareness and understanding, learning and education, build relationships, prepare, kindness and empathy, respect, value, and listen.