



First Nations Health Authority
Health through wellness

HEALTH BENEFITS ENGAGEMENT & TRANSITION UPDATE

NEXT STEPS ON DENTAL, VISION AND MEDICAL SUPPLIES & EQUIPMENT

June 2019



“There was a time when First Nations people were used as guinea pigs and just had our teeth pulled.

Now having such poor coverage for dentures is just making the situation worse.”

Port Alberni Focus Group
December 3, 2018



“FNHA needs to increase the vision fee schedules so it doesn’t come out of people’s pockets. Some of our people really can’t afford to pay the extra costs.”

Campbell River Focus Group
November 2, 2018



“An Elder received a walker 9 months after their request. It took 9 months for the FNHA to approve.”

Duncan Focus Group
February 20, 2019



“FNHA should be upfront about coverage information and make it easier for our people to find.”

Duncan Focus Group
February 20, 2019



Community Relations Team – Focus Groups

Target: Minimum **15** focus group sessions (mix of urban, rural, remote) with minimum 6-10 participants at each of the sessions.

Status (as of April 10): **51** focus group discussions held.

Region	Focus Groups	Communities Reached
Interior	10	23
Fraser Salish	9	12
Vancouver Coastal	7	14
Vancouver Island	9	32
Northern	14	17
Provincial	2	
Total	51	98



Summary feedback – Top 4 recommendations

- **#1** – enhanced coverage, frequency & flexibility
- **#2** – improved provider service, education & cultural safety
- **#3** – better communication & engagement with FNHA
- **#4** – faster and easier pre-approval process





Partner Feedback Alignment

FNHDA Survey	Community	Providers
<p>“There still seems to be a long waiting period for approval especially for people who are emergencies.”</p>	<p>“Streamline pre-authorizations process, make process easier and reduce waiting time.”</p>	<p>“Current plan hard is to navigate and does not honor Pre-determinations.”</p>
<p>“Eliminate paying out of pocket because now our people are paying a fee in addition to what is covered.”</p>	<p>“It’s difficult to find providers that will accept the low fee guide.”</p>	<p>“Current fee guide restricts access to services.”</p>
<p>“Provide some flexibility with program options.”</p>	<p>“It seems if clients don’t fit the mold, client don’t get the best care. It’s very inflexible.”</p>	<p>“Current plan is overly restrictive.”</p>
<p>“...Help to move the paperwork forward for approval. Provide the service providers with a check list of what INFORMATION is need to fast track the approval.”</p>	<p>“Care reflects the ease of billing on the provider’s part. Providers don’t want to fill out all of the paperwork.”</p>	<p>“NIHB has high paperwork, low fees, frequently denies claims, hard to coordinate with other coverage and takes a long time to pay.”</p>



Full plan transparency - partnership with Pacific Blue Cross

- In April 2019, FNHA signed a 5-year partnership with Pacific Blue Cross (PBC)
- PBC is a BC-based, non-profit society



“Knowing that we are connected to our health coverage, it is important to be able to ask questions about our health.” –
Vancouver Coastal region

- Signed Declaration of Commitment to Cultural Safety and Humility in Health Services
- Claims processed in BC
- Large provider network



Dental Plan changes - final plan design coming Fall 2019

“Providers don’t know what is covered, even if the client has been pre-approved. Provider education is needed here.” – *Squamish Focus Group*

“We requested information regarding orthodontists from NIHB, and we never received it.” – *Lillooet Focus Group*

“Sometimes the Band ends up paying for it, as it takes too long waiting for pre-approvals and billing decisions.” – *Boothroyd Focus Group*

- Cover all services provided by NIHB
- Fee guide in line with BC industry standards
- Higher coverage for preventive care
- Pay-direct claims at most dental clinics
- Ability to lookup dental coverage online

“The criteria for orthodontics needs to be more flexible or modified to help clients.” – *Fort St. John Focus Group*

“The dental fee guide hasn’t changed in a long time, which is a challenge for those with a limited income.” – *Campbell River Focus Group*



Vision Plan changes – Final plan design coming Fall 2019

"Some concerns were expressed about being able to access quality eye exams and eyeglasses." – *Skawahlook Focus Group*

"It would be good to have a list of providers who direct bill clients." – *Cowichan Tribes Focus Group*

"Too slow for prior approval. Pacific Blue Cross approval time was automatic, but FNHA took 5 weeks." – *Skidegate Focus Group*

- Set amount for prescription eyewear, no pre-approvals required
- Higher coverage for eye exams
- Pay-direct claims at participating optical stores

"No access to nicer glasses / frames limited." – *Central Coast Focus Group*

Providers are not willing to direct bill as it takes too long, is complicated, and slow." – *Ktunaxa Focus Group*



MS&E Plan changes – final plan design coming Fall 2019

- Faster claims processing
- Ability to look up coverage and limits online
- Pay-direct claims

“Approvals take a long time that the clients end up being near the end of their health. They just need a wheelchair.” – *Old Massett Focus Group*

“It took awhile to get crutches, the client had to borrow some from someone else.” – *Skatin Focus Group*

“There is too high of a burden of proof for benefits. For wound supplies, there is a need for pre-approvals, which makes no sense.” – *Tsawwassen Focus Group*

“Some clients seek secondhand equipment, because of the barrier of getting coverage.”
Snuneymuxw Focus Group

“We need clear information on what is covered.”
Splatsin Focus Group



“I hope this is an evolving process and we have the ability to adjust accordingly together.”

Port Hardy Focus Group
November 1, 2018



Our journey continues together

- This is just beginning, we will continue this dialogue over time
- Communicate upcoming changes to Dental, Vision, MS&E plans
- Launch of the new plan in **fall 2019**





Thank you

Gayaxsixa (Hailhzaqvla)

Huy tseep q'u (Stz'uminus)

Haa'wa (Haida)

Gila'kasla (Kwakwaka'wakw)

kwuk^wstéyp (Nlaka'pamux)

Snachailya (Carrier)

HisWKe (Sencoten)

Sechanalyagh (Tsilhqot'in)

Mussi Cho (Kaska Dena)

Tooyksim niin (Nisga'a)

Kukwstsétsemc (Secwepemc)

čěčəhaθεč (Ayajuthem)

kw'as ho:y (Halq'eméylem)

T'oyaxsim nisim (Gitxsan)

Huy ch q'u (Hul'qumi'num)

Kleco Kleco (Nuu-Chah-Nulth)