THE IFHP: FACT AND FICTION

INFORMATION FOR HEALTHCARE PRACTITIONERS

IFHP: INTERIM FEDERAL HEALTH PROGRAM

COMPLEXITY OF PROCEDURES FOR PRACTITIONERS

1

The process of becoming an IFHP provider is complicated? FALSE

It is relatively simple to become an IFHP provider: you just have to register with Medavie Blue Cross, either online or using a paper form (3 pages).

Patient eligibility can be checked directly via the secure health professional portal of the Medavie Blue Cross website. Simply use the identification number indicated on the patient's Refugee Claimant Identity Document, IFHP certificate of eligibility, or acknowledgement of claim and notice to return for interview.

Each newly registered provider will receive a complete kit with:

- A welcome letter
- Claim forms
- A direct deposit request form
- Benefit grids
- The *IFHP Information Handbook for Health Care Professionals*

2

It takes a long time to get reimbursed? FALSE

When the patient is covered by the IFHP, the electronic claim can be made in real time via the secure portal. For claims received and adjudicated during the relevant claim period, Medavie Blue Cross issues payments depending on the option selected:

- Cheque: every 2 weeks
- Direct deposit: every week

3

Are the amounts reimbursed lower than the RAMQ? FALSE

Compensation for physicians and healthcare practitioners is based on a fee-for-service model. The IFHP allows claims using the same procedure codes and rates established by the provincial health insurance plan or by agreements between their professional association and the *Ministère de la Santé et des Services sociaux*.

4

A refugee claimant can pay a bill and then get reimbursed by Medavie Blue Cross? FALSE

Apart from copayments for some types of care, healthcare providers **should never ask** a patient to pay for products and services covered by the IFHP. If the product or service is covered by the IFHP, the provider will be reimbursed directly by Medavie Blue Cross. If the person with IFHP coverage pays for a product or service that is covered, **they cannot be reimbursed**.

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COVERAGE

1

The IFHP only covers emergency care? **FALSE**

All refugee claimants covered by the IFHP are eligible for full coverage, including basic coverage similar to provincial health insurance plans, supplemental coverage for some types of care, prescription drug coverage and the cost of one immigration medical exam (IME) and IME-related diagnostic tests. However, some types of care must be urgent to be covered, such as dental care included in supplemental coverage.

Refugees have access to basic coverage for 90 days after their arrival (before receiving their RAMQ card). They may also have access to supplemental coverage for some types of care and prescription drug insurance for 1 year (or up to 2 years in some cases) after their arrival.

2

The IFHP does not cover mental health care? **FALSE**

Mental health care services provided by psychologists and psychotherapists belonging to the *Ordre des psychologues du Québec* are covered, as are psychiatric services.

If interpretation is needed, the IFHP reimburses providers $20.25 per hour for these services.

Note that psychotherapy and interpretation services are included in supplemental coverage and are subject to a copayment by recipients. However, psychiatric services are included in basic coverage and are fully covered by the IFHP.

3

If a refugee claim is refused, does the person lose their IFHP coverage ? **FALSE**

If the refugee claim has been refused by the IRB, the person has several options and retains their IFHP coverage throughout the process. If the person has exhausted all their options, the IFHP ends on the date indicated on the removal order. A person who withdraws— or is deemed by the IRB to have withdrawn— their refugee claim also loses their IFHP coverage. Note that even if a refugee claim is deemed to be ineligible, the person may be allowed to remain in the country. If so, they receive a Refugee Protection Identity Document and are eligible for the IFHP.

4

The IFHP has an expiry date? **FALSE**

For refugee claimants, there has been no expiry date on IFHP certificates since April 10, 2016. IFHP coverage for refugee claimants continues until they are eligible for provincial health insurance or until their deportation date.

Only resettled refugees are covered by the IFHP for a predetermined period. For the first 90 days after their arrival in Canada, they have access to all types of coverage while they wait to receive their provincial health insurance card. After that, they are only eligible for supplemental coverage and prescription drug insurance for up to 1 year (or 2 years in some cases) after their arrival.

5

People with IFHP coverage can go to any clinic/ dentist/optometrist? **FALSE**

To receive care covered by the IFHP, the person must go to a clinic where one or more of the healthcare practitioners are registered with Medavie Blue Cross as an IFHP provider. Registration is mandatory for the practitioner to be reimbursed by Medavie Blue Cross for the care provided.

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