

Improving the First Nations Health Benefits Program: Dental, Vision, Medical Supplies & Equipment

Since 2018, we've been engaging with First Nations communities to get feedback on how to improve your dental, vision and medical supplies & equipment (MS&E) benefits. We want to share some of that feedback and what we're doing.

What we did



5 Regions – Interior, Fraser-Salish, North, Vancouver Coastal, Vancouver Island



51 focus groups



98 communities represented in focus groups



3,000+ lines of feedback collected

What we heard – your feedback

- #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

Cultural safety & humility

60 # of provider colleges & associations who have received information on our commitment to promoting cultural safety and humility

23 # of health regulatory bodies that have signed the FNHA Declaration of Commitment on Cultural Safety & Humility

Suggestions and improvements include

- ✓ cultural safety & humility training for health providers
- ✓ fewer barriers to accessing health services
- ✓ easier pre-approval processes and shorter wait times
- ✓ reduced out-of-pocket costs & faster reimbursement

Your new plan – launching fall 2019



FNHA has partnered with non-profit, BC health benefits organization Pacific Blue Cross to administer your dental, vision and MS&E benefits



Look up your coverage online 24/7



Submit claims online or by mobile phone



Receive payment in as little as 48 hours



Instant claims at participating dental offices in BC



Instant claims for eyewear, at participating optical stores



Faster pre-approval decisions





Health Benefits Community Relations Representatives

If you haven't met your Health Benefits Community Relations Representatives, we invite you to reach out to them and learn more about the upcoming changes



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