

# COMPLEXITY OF PROCEDURES FOR PRACTITIONERS



## THE IFHP: FACT AND FICTION

### INFORMATION FOR HEALTHCARE PRACTITIONERS

IFHP: INTERIM FEDERAL HEALTH PROGRAM

# 1

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).

**The process of becoming an IFHP provider is complicated?**

**FALSE**

Patient eligibility can be checked directly via the secure health professional portal of the Medavie Blue Cross website, using the identification number indicated on the patient's refugee claimant document, the IFHP certificate of eligibility, or acknowledgement of claim and notice to return for interview.

**Each newly registered provider will receive a complete kit including:**

- A welcome letter
- Claim forms
- A request form for direct deposit
- Tables of benefits
- The IFHP Information Handbook for Healthcare Professionals

# 2

**It takes a long time to get reimbursed?**

**FALSE**

IFHP providers can register for direct deposit: when the patient is covered by the IFHP, the electronic claim can be made in real time via the health professional portal. Medavie Blue Cross issues cheques and e-transfers every two weeks for amounts due for claims received and adjudicated during the relevant claim period.

# 3

**The amounts reimbursed are lower than RAMQ?**

**FALSE**

Compensation for physicians is based on a fee-for-service model. The IFHP allows physicians to submit claims using the same procedure codes and rates they use when billing their provincial health insurance plan.

# 4

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

**FALSE**

The healthcare provider 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. The reimbursement is strictly from Medavie Blue Cross to the healthcare provider. If the person with IFHP coverage pays a provider for a product or service that is covered, they cannot be reimbursed.

# COVERAGE

## 1

**The IFHP only covers emergency care?**

**FALSE**

Everyone covered by the IFHP is eligible for full coverage, including basic coverage similar to provincial health insurance plans, supplemental coverage similar to what provinces and territories give to social assistance recipients, prescription drug coverage, and costs of one immigration medical exams (IME) and IME-related diagnostic tests.

## 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 (Order of Psychologists of Quebec) are covered, as are psychiatric services.

If interpretation is needed, the IFHP reimburses \$28.95 per hour to interpreters registered with the IFHP.

## 3

**If refugee claimants are refused, they lose their IFHP?**

**FALSE**

If the refugee claim has been refused by the IRB and the person has exhausted all recourses, 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 IFHP coverage.

## 4

**The IFHP has an expiry date?**

**FALSE**

There is 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.

## 5

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

**FALSE**

To receive free healthcare and benefit from IFHP coverage, the person must go to a clinic where one or more of the healthcare practitioners are registered with Medavie Blue Cross as an IFHP healthcare provider. Only practitioners registered with Medavie Blue Cross as IFHP healthcare providers can be reimbursed for the healthcare provided.