



Interim Federal Health Program.

The Interim Federal Health Program (IFHP) provides limited, temporary, publicly funded coverage of health care benefits for refugees, refugee claimants and certain other eligible individuals in Canada, based on their immigration status.

Please go to the following website that contains info regarding this source, including eligibility criteria for refugees and refugee claimants.

<https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees/help-within-canada/health-care/interim-federal-health-program/coverage-summary.html>

Once approved ...

Once approved for coverage, the patient receives an IFHP eligibility document from Citizenship and Immigration Canada (CIC) or the Canada Border Service Agency (CBSA). This eligibility document can be either:

- a Refugee Protection Claimant Document (with photo), or
- an IFHP Certificate (without photo) "Acknowledgment of Claim"

When your patient has an IFHP Certificate, they also need to present a document with government- issued photo identification (ID) to the pharmacy or the health care provider.

*The pharmacy and or health care provider requires an IFHP eligibility document because it includes billing information for medication.

It is always important to verify a patient's IFHP coverage with the IFHP Claims Administrator, **Medavie Blue Cross (Medavie)**, at each visit, before providing medical services or a prescription for medication. You can verify your patient's coverage by:

- Calling the Medavie Contact Centre at their toll-free number: 1-888-614-1880, or
- Logging into the IFHP Secure Provider Web Portal.

*Note that it takes at least 2 business days for new coverage to be active in Medavie's system after it is issued.

The **Medavie Contact Centre** can answer inquiries from health care providers on eligibility, benefits and claim form requests, and is available from 8:30 to 4:30, Monday to Friday. The IFHP secure provider web portal can also be used to confirm client and benefit eligibility, and to submit prior approval requests and claim forms.



It's always good to keep up-to-date with IFHP rules and regulations for refugees and refugee claimants. Changes to this program affect coverage and processes. Current information about the IFHP is available from Citizenship and Immigration Canada.

What does the IFHP cover?

The IFHP has 3 different categories of coverage. The following provide coverage only if the person is NOT eligible for health care benefits payable under provincial/territorial or private health insurance plans.

1. Expanded Health Care Coverage
2. Health Care coverage
3. Public Health or Public Safety Health Care Coverage

What information does the patient must provide to the Health Care provider or Pharmacist?

- The patient's 8-digit immigration client ID number
- The patient's name, sex and date of birth
- The benefit code, if applicable
- The provider number
- When the patient is covered under the IFHP Health Care Coverage (HCC) or Public Health or Public Safety Health Care Coverage (PHPSHCC), the patient's diagnosis or prescriber's contact information is also needed to confirm the condition being treated.
- Government-issued photo ID

If patients have questions regarding their eligibility for the IFHP itself, they should contact the CIC Call Center at 1-888-242-2100.

Note: When there is a cost difference between what is covered by the IFHP and what the pharmacy has billed, the pharmacy CANNOT charge the patient for the difference.