



First Nations Health Authority  
Health through wellness

# FIRST NATIONS HEALTH BENEFITS



## **Mental health:**

Short-Term Crisis Intervention

Indian Residential School Resolution Health Support

Missing and Murdered Indigenous Women and Girls Health Support



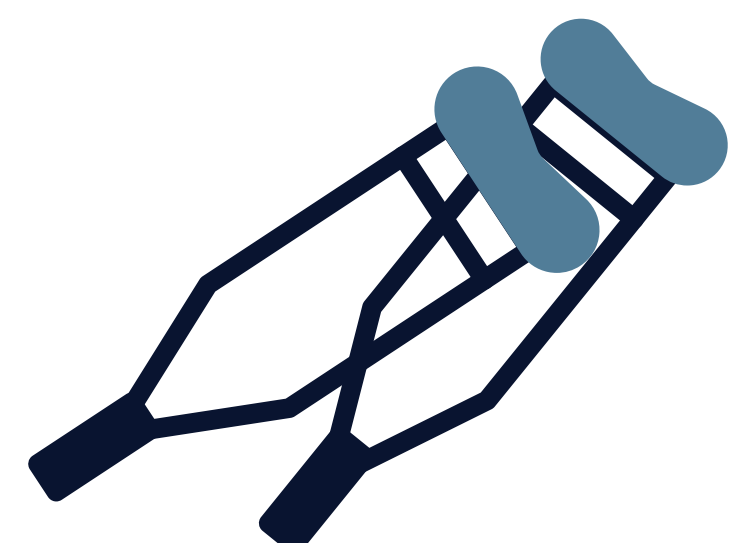
## **Pharmacy**



## **Dental**



## **Vision**



## **Medical supplies and equipment**



## **Medical transportation**

Engage with us on social media!



Visit us online at [fnha.ca](http://fnha.ca)





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# IMPROVING FIRST NATIONS HEALTH BENEFITS

## WHAT WE DID

**5**

Regions

Interior • Fraser Salish •  
North • Vancouver Coastal  
• Vancouver Island

**51**

Focus  
Groups

**98**

Communities  
represented in  
focus groups

**3000+**

Lines of feedback  
collected

**17**

Provider  
interviews

**10**

Professions  
represented in  
provider interviews

## WHAT WE HEARD

- #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 & IMPROVEMENTS INCLUDE:

- ✓ cultural safety & humility training for health care providers
- ✓ fewer barriers to accessing health services
- ✓ reduced out-of-pocket costs & faster reimbursement

## NEW PLAN – LAUNCHING FALL 2019

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

-  Look up 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

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