



First Nations Health Authority
Health through wellness

July 20th, 2022

First Nations Health Authority Clients Affected by Wildfire Evacuations

In preparation for wildfire evacuations in BC, First Nations Health Benefits (FNHB) is equipping service providers with information on how to help evacuees. First Nation communities across BC continue to be impacted by wildfires. In some instances, individuals have very little time to evacuate their homes, needing to leave behind important medications or medical supplies. FNHB can assist with services including pharmacy items and prescription refills, patient travel, medical supplies and equipment, eyewear, dental items and mental health supports.

FNHB will also consider requests for replacement of benefit items lost due to wildfires. Please fax pre-determinations for replacement items to Pacific Blue Cross and include a note indicating that the request is related to wildfire impacts.

To avoid delays due to coordination of benefits for clients that have additional third party insurance, FNHB recommends the use of the [Transitional Payment Request \(TPR\) form](#) to ensure clients can receive the benefits they need immediately without any further delays. The TPR form is a manual claim process meant address one-time coverage issues at the point of sale. Providers that use the TPR form will be reimbursed a \$10 service fee in addition to the item cost, up to listed maximums.

This will be a temporary measure to ensure individuals that have been impacted by wildfires have access to the items they need.

The FNHB team is temporarily expanding service hours to support clients affected by wildfires.

FNHB assessors will be available from 8 a.m. to 4:30 p.m. Monday through Friday, and noon to 4:00 p.m. on Saturday, Sunday and Statutory holidays until August 2nd. We will reassess the need to continue weekend hours and advise of any changes.

For a list of supports for communities and individuals affected by wildfires, visit the FNHA's [wildfire information page](#).

For general information on what is covered by FNHB or to verify a patient's eligibility, visit [Health Benefits](#) or call us at 1-855-550-5454.