

PROCEDURES DURING THE TWO BUSINESS DAYS FOLLOWING ISSUANCE OF IFHP ELIGIBILITY

January 2016

This message is to confirm that all Interim Federal Health Program (IFHP) beneficiaries are eligible for IFHP coverage from the date that the certificate of eligibility is issued by an Immigration, Refugees and Citizenship Canada (IRCC) or Canada Border Services Agency (CBSA) officer. However, please be advised that it takes **two (2) business days** from the day that the certificate is issued for the eligibility information to be reflected in the Medavie Blue Cross system. Beneficiaries are still eligible during this two (2) business day period.

In cases where a beneficiary presents to an IFHP-registered provider within two (2) business days of the “effective date” indicated on the IFHP Certificate of Eligibility, providers are asked to:

1. review the “effective date” on the certificate to confirm that it is within the two (2) business day period;
2. confirm that the service/product requested is eligible under the beneficiary’s coverage type indicated on the certificate by referencing the IFHP benefit grids ([basic](#), [supplemental](#) and [prescription drug](#) coverage, including [dental benefits](#));
3. once confirmed, render the service/product and delay the submission of the invoice to Medavie Blue Cross until the coverage has been updated in their system (i.e. 2-3 business days).

Providers have up to six (6) months from the date of service to submit invoices electronically (3 months for pharmacy claims).

Prior Approval Requests

Prior approval requests can be submitted by phone or via fax to Medavie Blue Cross during the two (2) business day period. This allows the review process for requests to begin on the day the prior approval is requested.

Reminder: The IFHP is not designed to reimburse beneficiaries directly. If a beneficiary pays for services/products covered by the IFHP, the individual cannot be reimbursed.

Additional information can be found on the Medavie Blue Cross provider website at <https://provider.medavie.bluecross.ca/>. If you have questions, please contact the Medavie Blue Cross Customer Information Centre at 1-888-614-1880.

