

IMPORTANT REMINDERS

FOR ALL PROVIDERS OF SERVICES TO CLIENTS OF THE INTERIM FEDERAL HEALTH PROGRAM

February 2012

In January 2011, Medavie Blue Cross became the administrator for the Interim Federal Health Program (IFHP) funded by Citizenship and Immigration Canada (CIC).

On behalf of the IFHP, Medavie Blue Cross would like to remind you of the program rules outlined in the *Information Handbook for Health Care Professionals*. It is vital that you follow these rules to ensure your claims are processed quickly and efficiently.

- Claims **MUST** be submitted within six months of the date of service. Claims exceeding six months will be rejected.
- Effective April 1, 2012, **ALL** claims submitted for processing **MUST** include the client's signature. Claims submitted without the client's signature will be rejected. **PLEASE NOTE:** Claims submitted for services and procedures rendered by hospital and ambulance providers and claims billed by third party-billing agencies will be exempt from this requirement.

If you have questions, please contact our Customer Information Centre at 1-888-614-1880.

Thank you for the ongoing care and service you provide to clients of the IFHP.

