



NOTICE TO PHARMACISTS IN QUEBEC

The purpose of this notice is to provide you with information about the Interim Federal Health Program (IFHP), which covers the cost of health services for refugee claimants, resettled refugees, and other eligible populations.

We believe that you wish to continue to provide high-quality pharmacy services to this vulnerable population. More than 265 Quebec pharmacies have already registered with the IFHP's new claims administrator, Medavie Blue Cross. We would like to ensure you have the following information:

- QUESTION:** **What has CIC done to remove the administrative irritants you have encountered in relation to the IFHP?**
- ANSWER:** **With our new claims administration contract, reimbursement of claims will be much faster: 14 days if submitted electronically, 21 days if submitted by mail directly to Medavie. The electronic interface, once enabled, will allow you to confirm the eligibility of IFH client for the program, and which drugs are covered. You will also immediately know the amount eligible for reimbursement, including costs of medication, mark-up, and dispensing fee.**
- QUESTION:** **Is there an agreement in place with CIC to provide pharmacy services to IFHP beneficiaries?**
- ANSWER:** **No there is no such agreement in place, nor is this required. This has not prevented you from providing compassionate and quality services to IFHP clients in the past.**
- QUESTION:** **Can you choose to ask the IFHP patient to pay for prescription medications and ask him/her to seek reimbursement?**
- ANSWER:** **People who receive IFHP health benefits are unable to pay for their health care. This is why they are eligible for IFHP coverage. In addition, the program has no mechanism for reimbursement to individuals. Only pharmacists may be reimbursed for prescription medications provided to IFHP clients.**
- QUESTION:** **If you choose to provide pharmacy services to IFHP clients can they fax the invoices to CIC for reimbursement?**
- ANSWER:** **You may choose to do this, but it will likely be an extra administrative burden for you. However, reimbursement will be faster if you register with Medavie Blue Cross and submit your claims, either by mail or electronically. This is the company that is responsible for reimbursing you for the services you provide to IFHP clients.**
- QUESTION:** **Are you unable to file electronic claims for pharmacy services to Medavie Blue Cross because there is no negotiated agreement with CIC in place?**



ANSWER: CIC does not negotiate specific IFHP agreements with individual associations. Medavie Blue Cross is set up to process your electronic claims as soon as the pharmacy billing software is enabled. Until then, both Medavie Blue Cross and CIC will process all paper claims you submit as quickly as possible.

For more information, please contact the Interim Federal Health Program by phone at (613)-957-5896 or by e-mail at IFH-PFSI@cic.gc.ca

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