

## INTERIM FEDERAL HEALTH PROGRAM

### Important Information for The Canadian Pharmacy Association and Provincial Pharmacy Associations

January 2011

**Subject: Missing first (given) name or family (sur)name for IFHP clients**

Medavie Blue Cross is pleased to advise that **effective January 17, 2011** we will be administering the Interim Federal Health Program (IFHP) across Canada and we will be processing all claims submitted by approved health care providers and institutions that render medically necessary services to eligible IFHP clients.

When submitting claims electronically via Point of Sale (POS) for IFHP clients, if the first (given) name or the family (sur)name is missing from the client's CIC issued documentation (Interim Federal Health Certificate of Eligibility or the Refugee Protection Claim Document), **you must key the letter "X" in the First / Given Name field or Family Name / Surname field**; otherwise, the claim will reject.

**Please note the effective date for submission of IFHP claims to Medavie Blue Cross is January 17, 2011.**

If you have any questions or require more information regarding the IFHP or Medavie Blue Cross, please call our Customer Information Centre at 1-800-614-1880 or e-mail [CIC\\_Inquiry@medavie.bluecross.ca](mailto:CIC_Inquiry@medavie.bluecross.ca) on or after January 17, 2011.

Should you have any inquiries regarding your registration **prior** to this date, please e-mail [provider@medavie.bluecross.ca](mailto:provider@medavie.bluecross.ca).

