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## IMPORTANT INFORMATION FOR SERVICE PROVIDERS CONCERNING CLIENT ELIGIBILITY

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### Interim Federal Health Program (IFHP)

On June 30, 2012, Citizenship and Immigration Canada (CIC) introduced changes to the Interim Federal Health Program (IFHP).

Products and services covered through the IFHP are now dependent on the immigration status of the beneficiary. This means that clients can have different access to services based on the type of coverage they have been granted. Providers **must verify client eligibility before rendering services** in order to ensure the client is covered for the intended services. This must be done **each time** you see that client, as the client may cease to be eligible or have their coverage changed at any time.

Effective October 29, 2012, providers will be able to verify clients' eligibility on the secure provider web portal at <https://provider.medavie.bluecross.ca>.

To verify client eligibility, log into the secure section of the site; click the Coverage link. Enter the patient's identification number and click Search.

The screen will display the patient's name, identification number, coverage type and the duration of the coverage. This information can be printed for your files. The printed copy will be stamped with the date. The information shown is only valid the day it is viewed or printed.

Please refer to the appropriate Benefit Grid to determine which benefits or services are included for each type of coverage. The new benefit grids are available on the provider web portal at <https://provider.medavie.bluecross.ca>.

For additional information on the changes to the Interim Federal Health Program, please visit the CIC website at [www.cic.gc.ca/ifhp](http://www.cic.gc.ca/ifhp).

If you have any questions, please call the Medavie Blue Cross Customer Information Centre at 1-888-614-1880.

