

## INTERIM FEDERAL HEALTH PROGRAM

### IMPORTANT ADVISORY FOR ALL CIC PROVIDERS

May 2011

On January 17, 2011, Medavie Blue Cross became the claims administrator for the Interim Federal Health Program (IFHP).

As the new claims administrator for IFHP we would like to remind you that **ALL** claims for IFHP clients **MUST** be submitted to Medavie Blue Cross for processing. The former claims administrator for IFHP is no longer able to process your claims or to provide you with information.

Claims for services provided before January 17, 2011 do not require the client's signature. All claims for services provided **after January 17, 2011** require the client's signature, with the exception of claims for services and procedures rendered by hospital and ambulance providers and claims billed by Third-Party Billing agencies.

Please note: Claims for services provided before January 17, 2011 that were returned to you by the former claims administrator may be submitted to Medavie Blue Cross on the former version of the claim form(s) without the client's signature.

We encourage you to submit your claims using the Electronic Claims Submission Service through our secure provider web portal at <https://provider.medavie.bluecross.ca>.

Other services available through the secure provider web portal are the ability to update your provider information, submit prior approval requests, download claim forms and access provider bulletins and the most up to date Benefit Grid.

We thank you for your patience during this transition period and welcome your questions or requests for additional information regarding IFHP or Medavie Blue Cross.

You may contact us toll free at 1-888-614-1880, by fax at 506 867-4651 or by e-mail at [CIC\\_Inquiry@medavie.bluecross.ca](mailto:CIC_Inquiry@medavie.bluecross.ca).

Our mailing address is:

Interim Federal Health Program  
Medavie Blue Cross  
644 Main Street PO Box 6000  
Moncton, NB E1C 0P9

