



Health care for refugees from Syria– About the Interim Federal Health Program

1. What is the IFHP?

In Canada, you need to get health care through the province or territory you settle in. The government of your province or territory will issue a health card for you. When you first come to Canada, you may not receive this card right away. Until you do, your health care will be covered by a short-term program.

This program is called the Interim Federal Health Program (IFHP). It will help you get the health care you need. The IFHP will also cover the cost of medications, dental care, vision and other health services and products usually not provided by the provinces and territories.

2. Where do I get health services?

The IFHP does not provide services directly to you. It repays the cost of care to health-care providers, such as doctors, dentists, hospitals, and pharmacies.

You can get health-care services anywhere in Canada from any provider who is registered with the IFHP. You can find the list of registered providers online at www.ifhp-pfsi.ca under the 'Search IFHP Providers' list.

3. Do I pay for health-care services myself?

No. If you receive IFHP coverage, you should not be charged for health-care services. The IFHP repays providers directly through a company that manages claims. This company is called Medavie Blue Cross. If you pay a provider for a service, you **CANNOT** be repaid through the IFHP.

4. What document proves IFHP coverage?

The document that proves IFHP coverage is called an **Interim Federal Health Program Certificate**. This certificate will be provided to you once you arrive in Canada. Show this certificate to health-care providers each time you visit them. The health-care providers will confirm your coverage with Medavie Blue Cross before providing the service or product to you.

5. What do I have to do as an IFHP recipient?

Before you receive any health services, ask if the health care provider is registered with the IFHP and will send the bill to Medavie Blue Cross to be paid. When the service is complete, you may be asked to **sign** the provider's claim form. This could be on paper or on an electronic payment screen.

You can visit www.cic.gc.ca/ifhp to find out more about the IFHP.

6. When does IFHP coverage expire?

You will only receive IFHP coverage for one year. Once you receive health insurance from your province or territory, the IFHP will only cover "supplemental" services, like dental and vision care, and prescription drugs for the rest of that one year of coverage. Your province or territory will cover health care services provided by doctors and hospitals.

You can find out more about supplemental services below.



7. What does the IFHP cover?

The IFHP benefits include: **Basic coverage** (benefits covered by health plans from a province or territory), **Supplemental Coverage and Prescription Drug Coverage** (benefits similar to those provided to social assistance recipients).

The IFHP Benefit Grid has more detail on eligible health services. You can find it online at <https://provider.medavie.bluecross.ca>.

8. Where do I get more information on the IFHP?

Visit the CIC website at www.cic.gc.ca/ifhp or the Medavie Blue Cross website at www.ifhp-pfsi.ca.

You may also wish to share this notice with your doctor, nurse, pharmacist, dentist or other health-care professional if they need information on the IFHP. They can also visit the Medavie Blue Cross website.

Here is a summary of IFHP benefits:

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| <p><u>Basic Coverage:</u></p> <p>Medical services:</p> <ul style="list-style-type: none"> ▶ Doctor visits ▶ Standard immunizations ▶ Prenatal and obstetrical care ▶ Lab tests and x-rays <p>Hospital services:</p> <ul style="list-style-type: none"> ▶ Emergency room visits ▶ Hospital stays ▶ Medical and surgical care | <p><u>Supplemental Coverage:</u></p> <p>Vision care:</p> <ul style="list-style-type: none"> ▶ One pair of eyewear (glasses and/or lenses every two years) ▶ One vision test per year <p>Dental Care:</p> <ul style="list-style-type: none"> ▶ Emergency dental examinations ▶ Dental X-rays ▶ Extractions <p>Other services:</p> <ul style="list-style-type: none"> ▶ Nursing Visits ▶ Emergency Ambulance ▶ Medical devices and supplies |
| <p><u>Prescription Drug Coverage:</u></p> <ul style="list-style-type: none"> ▶ Prescription medications and products | |