

Resource Option Scenarios



Scenario 1

Your elderly patient requires a walking aid. You suggest they obtain a walker.

The patient lets you know that their finances are tight, and they are not sure they can afford a walker.

What do you tell this patient?

Scenario 2

You overheard your patient speaking to their friend while in the waiting room. Your patient mentioned that their cousin was recently elected to council in a First Nations Community.

Is your patient's First Nation Status important for you to know? Why or why not?

If you feel it is important to know your patient is First Nation Status, how do you approach this?

If your patient is First Nations Status, does this change the advice you would give them in the earlier scenario regarding obtaining a walker?

Non-Insured Health Benefits Program Overview



Non-insured Health Benefits

The NIHB program provides registered First Nations and recognized Inuit with coverage for a range of medically necessary health benefits when private, provincial, or territorial health insurance plans or social programs do not otherwise cover these benefits.

To be eligible, a client must be a resident of Canada, and one of the following:

- A First Nations person who is registered under the Indian Act
- An Inuk recognized by an Inuit land claim organization as outlined in Inuit client eligibility for the NIHB program
- A child less than 2 years old whose parent is an NIHB-eligible client

Non-Insured Health Benefits

Benefit Descriptions



NIHB Benefit Areas

Pharmacy

Dental

Vision Care

Medical
Supplies and
Equipment
(MS&E)

Mental Health
Counselling
(MHC)

Medical
Transportation
(MT)

Other FNIHB Benefit Areas

- **Indian Residential School (IRS) Counselling Benefit**
 - Available for eligible former Indian Residential School students and their families
- **Jordan's Principle**
 - Offers a wide range of services for registered First Nations Children and the children of NIHB eligible clients
 - In Manitoba, contact 204-391-6083 for requests

Medical Transportation

- MT benefits assist eligible clients to access medically necessary health services that cannot be obtained locally.
- [The NIHB MT Policy Framework](#) sets out the types of benefits covered and the criteria under which they will be covered
- Benefits include:
 - Ground Travel (private vehicle; commercial taxi; fee-for-service driver and vehicle; band vehicle; bus; train; snowmobile taxi; and ground ambulance)
 - Air Travel (scheduled flight; chartered flights; helicopter; and air ambulance)
 - Water Travel (motorized boat; boat taxi; and ferry)
 - Meals and accommodations
- Medical Transportation assistance is coordinated through in-community Medical Transportation Coordinators and the NIHB Medical Transportation Unit at **1-877-983-0911**

Pharmacy Benefit

- The NIHB Program covers a range of prescription and over-the-counter medications listed on the [NIHB Drug Benefit List](#).
- Evidence-based policy making is central in managing the Drug Benefit List and other benefit policies
 - Listing decisions undergo a rigorous process, including expert committee advice on therapeutic benefits and cost effectiveness of drugs
 - Very dynamic benefit – reviewing new medications constantly with new benefits listed weekly
- Adjudication of Individual request for drug coverage
 - While open benefits are adjudicated electronically, limited use and exception drugs requiring prior approval are all adjudicated through the NIHB Drug Exception Centre in Ottawa
 - Contact: NIHB Drug Exception Centre Telephone (toll free): 1-800-580-0950

A list of excluded drugs can be found in the [NIHB Drug Benefit List](#).

Dental Benefit

- NIHB dental benefit covers a range of services including diagnostic, preventive, restorative, endodontic, periodontal, removeable prosthodontic, oral surgery, orthodontic and adjunctive services. Refer to the [Dental Benefits Guide](#) for more information
- Evidence-based list of dental benefits is supported with advice from the NIHB Oral Health Advisory Committee (NOHAC)
- Services must be provided by an NIHB recognized dental provider who is licensed and in good standing with the regulatory body of the province/territory in which they practice.
- Some dental services require predetermination, these procedures are reviewed and adjudicated by the Predetermination Centre in Ottawa
 - Dental Predetermination Centre (dental services): 1-855-618-6291
 - Dental Predetermination Centre (orthodontic services): 1-866-227-0943

Vision Benefit

- Outlined in the Guide to Vision Care Benefits ([Vision Care Guide](#)) – NIHB funds a range of vision care benefits including:
 - Eye examinations, when they are not insured by the province/territory
 - Eyeglasses that are prescribed by a vision care professional
 - Eyeglass repairs
- The NIHB Regional office processes prior approvals, provider registration and claims payment through HICPS (Express Scripts Canada)
- Clients can submit claims directly to Express Scripts Canada Website through their client portal. <https://nihb-ssna.express-scripts.ca/>

Clients can contact the NIHB Regional Vision Unit for assistance: **1-800-665-8507**

Medical Supplies & Equipment

- A comprehensive range of MS&E items are covered by the benefit (e.g. audiology items, wheelchairs, prosthetics, etc.)
 - Items covered are intended to address medical needs in relation to basic activities of daily living such as eating, bathing, dressing, toileting and transferring
- Evidence based policy and benefit coverage decisions
 - Medical Supplies and Equipment Advisory Committee to support listing decisions – health professional and academic specialists who will provide impartial evidence-based advice and recommendations on benefit coverage criteria
- MS&E benefits must be prescribed by an NIHB recognized prescriber and dispensed by an NIHB recognized provider;
 - e.g. Occupational Therapist report, or Physiotherapist report
- While many items can be adjudicated electronically, some items must be approved in advanced by the NIHB regional office
 - The NIHB Regional office work closely with the MS&E Review Centre in Ottawa for items that are not considered open benefits
 - Clients can contact NIHB Regional office at: 1-800-665-8507

Mental Health Counselling

- NIHB MHC benefits are part of a continuum of mental wellness programs provided by ISC
 - Eligible for 22 hours of counselling in each 12-month period (calendar year); additional hours may be provided on exception
- The [Guide to Mental Health Counselling](#) outlines the terms and conditions, criteria, guidelines and policies for this benefit
 - Clients requesting Mental Health services can contact the Mental health Unit:
1-800-665-8507

Non-Insured Health Benefits

Client Escorts



Client Escorts

5.1

Medical transportation benefits may include coverage for transportation, accommodations and meals for medical or non-medical escorts for clients travelling to access medically required health services.

5.2

Escorts must be preauthorized by FNIHB or a First Nations or Inuit health authority or organization and meet the criteria for coverage of an escort, as outlined below.

What Does This Mean?

Clients may be approved for an escort to assist them when on medically necessary travel

Escorts **must** be approved by NIHB prior to travel

Non-Medical Escorts

Non-medical escorts

5.5

Coverage for a non-medical escort may be approved when there is a legal or medical requirement that results in the client being unable to travel alone, such as where the client:

- a. is a minor
- b. requires alternative legal consent or decision making
- c. requires assistance with activities of daily living, such as dressing, eating and bathing
- d. faces a language barrier (for example, health services at the referred location are not available in the clients spoken languages)
- e. is to receive instruction on specific and essential home medical or nursing procedures that cannot be given to the client only
- f. is undergoing a medical procedure (such as outpatient general anesthetic) or has a medical condition that will result in the client requiring assistance during the trip
- g. is a pregnant woman whose trip is for the purpose of childbirth, including being closer to care while awaiting childbirth

A non-medical escort is a family member, friend, or community member assisting the client

Non-Medical Escorts – Automatic Approval

Requests for coverage for non-medical escorts must be made or supported by a community health professional except where:

- a. the client is a minor based on the date of birth, all minors will be provided with coverage for a non-medical escort
- b. the client is a pregnant woman whose trip is for the purpose of childbirth; all such clients will be provided with coverage for a non-medical escort
- c. the client will receive outpatient sedation as part of a medical procedure and will be unable to travel home unaccompanied following the procedure

In the above scenarios, no medical documentation is required and a non-medical escort will be automatically approved by NIHB when requested by the client

If the Healthcare Professional supports a non-medical escort for a client outside of the above scenarios, NIHB requires confirmation from the medical professional that the escort fits within the non-medical escort criteria. No medical information is required. To assist with this, the medical professional can complete the *NIHB Health Professional Confirmation Form* and send to NIHB.

Health Professional Confirmation Form



Indigenous Services
Canada

Services aux
Autochtones Canada

NIHB Medical Transportation - Manitoba Region Health Professional Confirmation Form

NON-INSURED HEALTH BENEFITS (NIHB) – FIRST NATIONS AND INUIT HEALTH BRANCH

Please complete this form when a non-medical escort or air travel are being requested. The form must be completed by a community Health Professional. (i.e. Nurse, Doctor)

Client Information

Clients Last Name

Clients First Name

DOB yyyy/mm/dd

Full Treaty #, including Band

Non-Medical Escort Request

Coverage for a non-medical escort may be approved when there is a legal or medical requirement that results in the client being unable to travel alone. Requests for coverage for non-medical escorts must be made / supported by a community health professional. Details of the medical condition are not required. However, additional justification may be required in exceptional circumstances (such as for clients requiring more than one escort).

According to the NIHB Medical Transportation Policy Framework. The escort must be capable and willing to provide the assistance that the client needs for the duration required. NIHB approved client escorts must be authorized by FNIHB prior to travel and meet the criteria for coverage of an escort as outlined in the NIHB Medical Transportation Policy Framework.

This confirms that based on my professional medical assessment, the above noted medical transportation client is unable to travel alone for medical reasons and requires an escort based on one or more of the criteria listed below:

Medical Rationale

- Requires assistance with activities of daily living (e.g. assistance with dressing, eating, bathing, etc.)
- Requires alternative legal consent/decision making
- Faces a language barrier
- Required to receive instruction on specific and essential home medical/nursing procedures that cannot be given to the client only
- Is undergoing a medical procedure (e.g. outpatient general anesthetic)
- Client is a pregnant woman whose trip is for the purpose of childbirth (including being closer to care while awaiting childbirth)

Escort Duration one)

- Permanent
- One time
- Specified Period

If you check One Time or Specified Period, please indicate start and end dates below:

Start Date: _____

End Date: _____

Health

Professional:

Print Name

Medical Designation/Title

Signature

Date

Completed Health Professional Confirmation Forms can be sent to NIHB by Fax 204-984-7834 or email nihbmbtransportation-ssnambtransport@sac-isc.gc.ca

Non-Insured Health Benefits

Follow-up Appointments and Discharge



Follow-up Appointments

If the attending health-care provider determines that a client requires follow-up appointments after discharge, NIHB will confirm the information either via phone or fax.

Notification of follow-up appointments indicating the appointment date, time, location, and provider can be communicated by phone to 1-877-983-0911 or via fax 204-984-7834

In general, for clients residing in Northern Manitoba, if the follow-up appointment is within 7 days of discharge, the client will be accommodated in Winnipeg until the appointment is complete

In general, for clients residing in Northern Manitoba, if the follow-up appointment is more than 7 days from the date of discharge, the client will travel back to their home community until a date closer to their follow-up appointment

If the healthcare provider determines the client is medically required to remain in Winnipeg until the follow-up appointment, the attending physician must advise NIHB via medical letter or phone NIHB that the client cannot travel and must remain in Winnipeg

*If an escort is now required, include the Health Professional Confirmation Form with this letter

Discharge

If the attending health-care provider determines that a client can be discharged from the hospital, but must remain in Winnipeg during recovery to ensure quick access to care, a medical letter stating this must be sent to NIHB

These letters can be sent to

Fax: 204-984-7834

Email: nihbmbtransportation-ssnambtransport@sac-isc.gc.ca

The letter should include:

- Duration of stay in Winnipeg (ie, date the client is medically cleared to travel home)
- Information as to why the client is to remain (i.e., to be close to hospital, testing, etc)
- Scheduled follow-up appointments, if any (ie, identify if medically required to remain in Winnipeg until follow-up appointment)
- Name and signature of attending physician

When no confirmation from the medical professional is provided, NIHB analysts will attempt to contact the hospital to verify this information; however if our analysts are unable to reach hospital staff and/or verify the physician's direction, the client may be booked to travel home.

*If an escort is now required, include the Health Professional Confirmation Form with this letter

Non-Insured Health Benefits

Exclusions



NIHB Medical Transportation Benefit Exclusions

Services and benefits not provided by FNIHB include:

- Compassionate travel
- Appointments for clients in the care of federal, provincial or territorial institutions, ie: incarcerated clients
- Court ordered treatment
- Appointments while travelling outside of Canada
- Travel for clients residing in an off-reserve location where appropriate health services are locally provided
- 3rd party requests, ie: medical certificate for employment
- the return trip home in cases of an illness while away from home other than for approved travel to access medically required health services
- travel only to pick up new or repeat prescriptions or vision care or medical supply and equipment products where a fitting is not required
- transportation to adult day care or respite care

Challenges for NIHB Clients Travelling to Winnipeg

- Coordination of travel, accommodations, meals
 - Securing services such as flights, rooms, etc due to limited availability (particularly difficult for urgent medical travel)
- Communication with medical service providers regarding follow-up care
- Lack of awareness among medical professionals relating to services available for Indigenous clients

Challenges for NIHB Clients Travelling to Winnipeg

- Feedback from First Nations Communities and clients in Manitoba indicating medical professionals would benefit from continuing Cultural Competency Training
- Difficulties for clients being required to travel away from home/family for medical treatment
 - Childcare
 - Missed work
 - Lack of community/family support
 - Limited dietary/meal options while on travel

Non-Insured Health Benefits

Scenarios



Scenario 1

You are working in the Emergency Room.

John (he), a resident of Garden Hill First Nation comes into the Emergency Room.

John traveled to Winnipeg two days ago for a scheduled appointment with his ophthalmologist. He started experiencing shortness of breath and chest pains three hours prior to coming to the Emergency Room.

After examining John, you cannot find any obvious cause for the symptoms and decide to schedule some follow-up appointments for later this week.

John advises you that he traveled to Winnipeg under NIHB, and his flight home is scheduled this evening.

What are your next steps?

Scenario 2

You are working in the Renal Health Program.

Taylor (they) has been coming in every Monday, Wednesday, and Friday for their routine dialysis treatments for the last three years.

Taylor, originally a resident of Hollow Water First Nation, recently relocated to Winnipeg after obtaining permanent housing.

Taylor has been arriving late for their appointments for the last few weeks, and – after they arrive more than 30 minutes late today – you ask them if there's any supports they need in order to make it to their appointment on time.

Taylor advises you that since they permanently relocated to Winnipeg they have been taking the bus to their appointments, and it has been unreliable – often showing up late, or too full for them to get on.

What are your next steps?

Scenario 3

You are working in an Urgent Care facility.

Marissa (she), a resident of Winnipeg, is brought in by her parents after falling off of a playground structure.

After examination and x-rays, you determine that Marissa has broken her ankle and will need to be casted.

Marissa's parents ask if she would be able to wear a walking boot, and you confirm that she can.

Marissa's parents advise that they are First Nations Status, and can provide you with Marissa's Treaty Number.

What are your next steps?

Scenario 4

You are working in an Intensive Care Unit.

Sandra (she) was medevac'd from St. Theresa Point First Nation to the hospital last night due to a serious infection.

The staff at the nursing station also sent Sandra's sister, Margaret (she), to be Sandra's escort for the duration of her treatment.

The next morning, Margaret calls the NIHB office to arrange for accommodations, meals, and in-city transportation for her to travel between her hotel and the hospital to visit Sandra.

The NIHB Benefit Analyst calls your unit to confirm the information Margaret has provided, and that an escort is medically required.

What are your next steps?

Scenario 5

You are working in an Intensive Care Unit.

Sandra (she) was medevac'd from St. Theresa Point First Nation 2 weeks ago due to a serious infection.

Hospital staff managed to save her foot, however Sandra will require follow-up care including CVP and regular dressing changes.

Due to the nature of Sandra's injury and treatment, her mobility is limited and you feel she needs to have someone available to assist her throughout her treatment.

What are your next steps?

Scenario 6

You are working in a Winnipeg Cardiologist Clinic that closes at 4:00 PM.

You are walking toward your next patient when you overhear a discussion at the check-in desk.

Benji (they) was scheduled for an appointment today at 3:30 PM.

Benji arrived at the clinic 30 minutes prior to their appointment with their confirmation of appointment letter. However, on checking the system Clinic Staff cannot locate Benji's appointment.

Benji is upset because NIHB has scheduled their transportation home for this evening, and they came all the way to Winnipeg for nothing.

In addition, Benji is worried that NIHB will not cover their travel home if they do not attend their appointment, as per NIHB Policy.

You have a full schedule today, already requiring you to stay after the clinic's normal closing time, and you cannot fit Benji in.

What are your next steps?

Scenario 7

You are working in an ophthalmology clinic.

Chris (he), from Northlands Denesuline First Nation, is seeing you for a scheduled appointment.

During the appointment, Chris mentions that he has an appointment with a different Medical Specialist in 9 days.

Chris asks if you can write a letter to NIHB stating that he needs to stay in Winnipeg until his next appointment.

What are your next steps?