

# Patient Travel

## Quick Facts about Medical Transportation

### Eligibility

To qualify for medical transportation benefits under the FNHA Health Benefits program, the individual must have a Canadian Status number. Medical transportation benefits are not provided by the FNHA Health Benefits program if the FNHA client is eligible for benefits under any other publicly funded health or social program, such as the Insurance Corporation of BC (ICBC) or the Workers Compensation Board (WCB), then the alternate coverage must be used first.

Infants under one year of age are eligible for medical transportation benefits if one of their parents is a FNHA client with a Canadian Status number. After one year of age the children must themselves, have a Canadian Status number to qualify for medical transportation benefits.

### Eligible Benefits

Medical transportation benefits may be provided for clients to access medically necessary health services that are covered under the BC Medical Services Plan (MSP) and/or the FNHA Health Benefits program. Please refer to the Medical Transportation Framework for further information on eligible benefits. The Framework can be found on the website:

[www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/metransp/2005\\_med-transp-frame-cadre/index-eng.php](http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/metransp/2005_med-transp-frame-cadre/index-eng.php)

### Appropriate Documentation

To determine eligibility for medical transportation benefits, the FNHA client is question must provide the following documentation:

- A referral from a General Practitioner or family physician
- Confirmation of appointment from the health provider/health facility

After the appropriate medical travel arrangements have been made and the client has attended their appointment, the client must provide confirmation of attendance from the health provider/health facility.

### **Travel expenses will not be reimbursed without written confirmation of attendance**

### Travel Arrangements

Medical transportation benefits are provided to assist clients in accessing medically required health services at the nearest appropriate health professional or health facility. The most economical and efficient means of transportation is to be used, considering the urgency of the situation and the medical condition being addressed.

## **Medical Transportation Responsibilities for BC First Nations**

A FNHA client accessing medical transportation through the FNHA Health Benefits program, either through the community or the regional office, is responsible for:

- Giving sufficient notice, ideally 5-10 days (or more as per the community's policy) prior to leaving the community. This will avoid last minute confusion or having to cancel appointments because arrangements could not be made in time.
- Adhering to the medical Transportation framework and regional/community policies on Medical Transportation
- Obtaining all the necessary paperwork for their trip prior to leave the community (i.e. referral from GP or confirmation of appointment with specialist).
- Attending their medical appointment as scheduled.
- Getting a signed Confirmation of Attendance (COA) signed by the Doctor/Nurse stating they have attended their medical appointment. The signed COA must be returned to the Transportation Coordinator after the medical appointment.
- Protecting all the original vouchers/warrants/receipts issued to them for their medical trip. Vouchers/warrants/receipts will not be reissued if lost or stolen.
- Giving notification when cancelling an appointment prior to the date of the appointment; including 24 hours' notice to cancel any hotel arrangements'.
- Retaining and forwarding all required receipts
- Not damaging property or abusing accommodation arrangements, such as causing excessive noise.
- Not becoming verbally abusive or threatening to the patient transportation clerk or coordinator.

### **Hours**

9:00am – 4:00 pm (Monday to Friday)

If you require assistance with your medical transportation forms, please contact Sonia at the numbers provided below or via email [admin@mamalilikulla.ca](mailto:admin@mamalilikulla.ca)

### **MAMALILIKULLA FIRST NATION (band office)**

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