

# FNHA launches new Health Benefits Plan for Dental, Vision and Medical Supplies & Equipment

The First Nations Health Authority (FNHA) has launched a new health benefits plan for clients that is convenient to use and expands benefit coverage in key areas

The FNHA has transitioned dental, vision, and medical supplies and equipment (MS&E) benefits off the federal Non-Insured Health Benefits (NIHB) program. The FNHA's new partner, BC-based benefits provider [Pacific Blue Cross](#), is now administering these benefits.

FNHA clients and their health care providers will find the new system easy to use, with streamlined requirements for pre-approvals and quick turnarounds for adjudications and payments.

There is no reduction to existing coverage, and coverage has expanded for many preventive health services and special needs.

## Accessing Your Benefits (Your Pacific Blue Cross Membership)

- Your status number is your PBC benefits membership number
- You can print your own PBC Member ID card or continue to use your status card
- There is a large network of health care providers registered with PBC. Many of these providers can offer direct billing. That means fewer out-of-pocket payments for eligible benefits
- Your pre-approvals follow you if you change health care providers

## Your Member Profile

FNHA clients may go online at [www.pac.bluecross.ca](http://www.pac.bluecross.ca) or download the PBC mobile app. Using your status number, you can create a Member Profile for convenient self-service. For example, you may:

- Look up detailed coverage information
- Get reimbursed via direct deposit in as little as 48 hours
- Check your balance for your benefit
- Search for vision care providers who are registered with PBC for direct payment

You may also continue to contact Health Benefits for information at 1.855.550.5454.



### Dental Plan – Highlights of Eligible Benefits

- More coverage for preventive services
- Crowns, bridges, veneers, inlays, and onlays
- Fewer pre-approvals required
- 2 exams and 2 cleanings per year
- White fillings
- Full and partial dentures
- Night guards
- Dental accidents coverage

### Vision Care Plan Highlights

- No pre-approvals needed for eye exams and standard eyewear

For clients 18 and younger:

- \$100 every year for eye exams
- \$275 every year for standard eyewear

For clients 19 and older:

- \$100 every two years for eye exams
- \$275 every two years for standard eyewear

There is a process to provide additional benefit coverage for clients with complex needs.

### Medical Supplies & Equipment Plan Highlights

- Streamlined process for pre-approvals
- Faster claims processing means supplies or equipment for clients are available sooner
- Faster processing of client reimbursements

### Drug Plan Note

Most drug benefits continue to be covered through BC PharmaCare Plan W. PBC is administering some drug benefits and these are mainly for people who aren't yet enrolled in Plan W. If this is you, please contact FNHA Health Benefits at 1.855.550.5454 to enroll in Plan W.

### Where to Find More Information

You can find information about the plan at [fnha.ca/benefits](https://fnha.ca/benefits), including how to sign in to your free PBC Member profile to see all of your dental, vision and MS&E benefits. All you need is your status number to sign in.

The FNHA has also published an updated version of its [Health Benefits Information Package](#) as well as [individual fact sheets about each benefit area](#). These documents are also available at [fnha.ca/benefits](https://fnha.ca/benefits).

Download the app at [pac.bluecross.ca/mobile](https://pac.bluecross.ca/mobile).

**Questions about your health benefits?**

Call us toll-free at 1.855.550.5454



First Nations Health Authority  
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