

## How do I access my Patient Travel benefits? And how does payment work?

Patient travel is to Subsidize Medical travel cost for Fuel and *when applicable*; meals and accommodation, at the Most Economical and Efficient rate as per guidelines of First Nation Health Authority. To read more about these guidelines, you can go to the website: [fnha.ca/benefits](http://fnha.ca/benefits) or you may call FNHA directly and seek further clarity at: 1-800-317-7878 .... press 3 when prompted; to speak to a "Benefits Assessor"

*Below is the sequence of events for accessing patient travel benefits:*

1. You receive an appointment for a specialty doctor located outside of your community.
2. You contact your community Patient travel clerk to see if you are covered by a funding arrangement.
3. If covered under a funding arrangement then travel benefits are provided through the community/organization. If you are not covered under a funding arrangement; you live Off-Reserve, then travel benefits are provided directly by FNHA Health Benefits, call 1-800-317-7878 (press 3)
4. Five to ten days before your appointment, you or your community health representative forwards your request to FNHA Health Benefits or your community/organization as appropriate, including:
  - Hard copy of Confirmation of appointment; No Handwritten confirmations will be accepted if they are not on the stationary/card of the medical office.
  - Verbal Confirmations by the "Patient" over the phone or in person will not be acceptable confirmations
  - • relevant referral documents and any other supporting medical documents (name of the Doctor whom referred you to the Specialist; please name both)
5. FNHA Health Benefits or your community/organization as appropriate, reviews your request to see if you are eligible for benefits under this program. Once you are approved, FNHA Health Benefits or your community/organization as appropriate, makes travel arrangements using the most **economical** and **efficient** means of transportation, taking into account the urgency of you're the situation and your medical condition.
6. FNHA Health Benefits or your community/organization as appropriate; forwards the travel itinerary to you, including any relevant vouchers or purchase orders, and a confirmation of attendance form. You then use the travel arrangements and vouchers as instructed.
7. You go to your appointment as scheduled. Remember to ask the doctor's office to sign/ stamp and date the confirmation of attendance (COA) for the appointment. You return to your home community as arranged.
8. Once home, you give the completed confirmation of attendance form to FNHA Health Benefits or your community/organization as appropriate. This completes the file for the trip. The providers of the travel arrangements forward invoices to FNHA for payment of the services provided.

**For more information contact Adams Lake Indian Band Health Department (250)679-7726.**