

General

Appeals Process

Dental, Medical Supplies & Equipment, Medical Transportation Benefits, Mental Health & Vision

When coverage for a benefit has been denied, the recipient or parent/ guardian of the recipient have the right to appeal the decision. Please note that exclusions of the program are not appealable.

The recipient or parent/ guardian should forward their letter of appeal and supporting documentation by mail.

There are three levels of appeal available which only the recipient or parent/ guardian can initiate. In order for a case to be reviewed as an appeal, a letter from the recipient or parent/ guardian, accompanied by supporting information from the provider or prescriber must be forwarded to the Health Benefits program.

This information includes:

- The condition for which the benefit is being requested
- The diagnosis and prognosis, including what other alternatives have been tried
- Relevant diagnostic test results (ex: dental x-rays)
- Justification for the proposed treatment and any additional supporting information

If an appeal is denied and new information becomes available supporting the claim, the appeal can be escalated to the next appeal level. Upon receiving the submission, the FNHA Health Benefits program (or NIHB program) will arrange to have the case reviewed by relevant appeal level and the decision will be made based on the specific needs of the recipient, accumulated research, the availability of alternatives, and the FNHA Health Benefits program policy and/or professional review. The recipient or parent/ guardian will be provided with a written explanation of the decision made.

The recipient or parent/ guardian should forward their letter of appeal and supporting documentation by mail, clearly marked **"APPEALS - CONFIDENTIAL"**.

For more information on the appeal process or the status of your appeal, please contact the FNHA Health Benefits office at 1.800.317.7878.

APPEAL Level 1

Director, Health Benefits Operations

First Nation Health Authority
#540 - 757 West Hastings St
Vancouver, BC - V6C 1A1

APPEAL Level 2

FNHA Health Benefits Appeal Review Committee

Attention: Vice President, Health Benefits
#540 - 757 West Hastings St
Vancouver, BC - V6C 1A1

APPEAL Level 3:

CEO

First Nations Health Authority
#501 – 100 Park Royal South
West Vancouver, BC - V7T 1A2

Appeals Procedure for: Pharmacy

APPEAL Level 1:

NIHB Drug Exception Centre

First Nations and Inuit Health Branch, Health Canada
Health Canada
200 Eglantine Driveway, 2nd floor
Tunney's Pasture, Postal Locator 1902D
Ottawa, ON - K1A 0K9

APPEAL Level 2:

Benefit Management and Review Services Division

Non-Insured Health Benefits
First Nations and Inuit Health Branch
Health Canada
200 Eglantine Driveway, 2nd floor
Tunney's Pasture, Postal Locator 1902D
Ottawa, ON - K1A 0K9

APPEAL Level 3:

CEO

First Nations Health Authority
#501 – 100 Park Royal South
West Vancouver, BC - V7T 1A2