



# Orientation to Ontario

## INTERIM FEDERAL HEALTH PROGRAM

The Interim Federal Health Program (IFHP) provides limited, temporary health insurance for specific groups of people in Canada who don't have provincial, territorial, or private health-care coverage. It is funded by Immigration, Refugees and Citizenship Canada.

### AVAILABLE SERVICES

- Services from a physician or registered nurse as well as hospital and lab services.
- Emergency and urgent dental treatment.
- Prescription medications, including birth control pills.
- Medical supplies and devices.
- Translation services for health care situations.

### ELIGIBILITY

The IFHP provides basic, supplemental and prescription drug coverage within Canada to all eligible beneficiaries.

For the following groups of beneficiaries, the IFHP also covers the cost of one Immigration Medical Exam (IME) in Canada as needed

- refugee claimants
- victims of human trafficking
- victims of domestic violence
- immigration detainees held under the

Immigration and Refugee Protection Act (IRPA)

### IFHP eligible groups:

1. Resettled refugees (*government-assisted refugees, blended visa office-referred refugees, joint assistance sponsorship refugees, certain refugees sponsored by organizations in cost-sharing arrangements with IRCC, certain people who are being resettled in Canada as a result of a public policy or humanitarian and compassionate considerations on the Minister's own initiative*).
1. Privately sponsored refugees
2. Protected Persons in Canada
3. Refugee claimants
4. Victims of human trafficking
5. Victims of domestic violence (*foreign nationals experiencing family violence who have a valid temporary resident permit corresponding to Ministerial Instructions (under section 24(3) of the Immigration and Refugee Protection Act)*).
6. Detainees (*include individuals incarcerated under the IRPA while in detention*).
7. Certain Other Groups (*other groups may be given eligibility to apply for the IFHP under certain circumstances*).

1-855-626-0002

[www.orientationontario.ca](http://www.orientationontario.ca)



Funded by / Financé par :

## PROCESS

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If you are eligible for coverage under the IFH program, you DO NOT pay for the services or products received. If you pay for a service or product yourself, the IFH program will not reimburse you. The health care provider must submit the bill to Medavie Blue Cross directly. After you receive care, you may get a letter asking that you confirm the service. This is not a bill.

## ACCESS

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People with IFH coverage can obtain services from any health care provider who is registered with Medavie Blue Cross insurance company.

## IF YOUR CERTIFICATE IS LOST

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You must report a lost, stolen or damaged certificate as soon as possible by calling the IRCC Call Centre at *1-888-242-2100*.

## IF YOU NEED HELP

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### Medavie

Contact Medavie if you have questions about eligible benefits and services want to confirm a claim payment or pre-approval of a benefit need help finding a health-care provider

Check the Medavie website: [medaviebc.ca](http://medaviebc.ca)

Telephone: 1-888-614-1880 (in Canada only)

TTY: 1-800-855-0511 (Voice to TTY)

711 (TTY to Voice)

1-800-855-1155 (TTY to TTY)

### Immigration, Refugees and Citizenship Canada (IRCC)

Contact IRCC about eligibility documents questions about your IFHP eligibility status and validity period questions about your refugee application status.

Visit IRCC website: [canada.ca](http://canada.ca)

Telephone: 1-888-614-1880 (in Canada only)

TTY: 1-800-855-0511 (Voice to TTY)

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