

# Changes to the Interim Federal Health Program (IFHP)

Thursday, May 7, 2026 from 1:00 p.m. to 2:30 p.m. EST

## Speakers:

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# Land Acknowledgement

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CLEO acknowledges that our office is located on the traditional territory of many nations, including the Mississaugas of the Credit, the Chippewa, the Haudenosaunee, and the Wendat. This land is now also home to many diverse First Nations, Inuit, and Métis Peoples. This area of Tkaronto, also known as Toronto, is covered by Treaty 13 signed by the Mississaugas of the Credit and the Williams Treaties signed by multiple Mississauga and Chippewa First Nations.

We acknowledge the ongoing impacts of colonization, anti-Indigenous racism, and white supremacy on which this city and our legal system are built. We are all Treaty people and we commit to working in solidarity towards truth and reconciliation.



Steps to Justice – free legal information

- [stepstojustice.ca](http://stepstojustice.ca)

Guided Pathways – help completing legal forms

- [stepstojustice.ca/guided-pathways-home/](http://stepstojustice.ca/guided-pathways-home/)

CLEO publications – free print resources

- [cleo.on.ca](http://cleo.on.ca)

CLEO Connect – training for community workers

- [cleoconnect.ca](http://cleoconnect.ca)

# What can you expect today?

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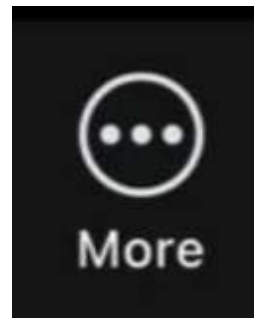
- 90 minutes (2 presenters and 2 Q and A).
- The webinar may contain legal information. As a reminder, this is not legal advice. The information is current as of today's date, May 7, 2026.
- Links to the recording, slides, and handout will be sent by email to all registrants within a few days.
- ASL interpretation is available today. Subtitles (closed captioning) have also been enabled.



To use the Closed Captioning feature, click on the icon with two C's in your Zoom controls:



If you don't see this icon, try clicking on the More icon with three dots:





**Liz Majic**, Staff Lawyer, Connecting Ottawa

**Tania Princz-Lebel**, Staff Lawyer, Connecting Ottawa

# Understanding the Interim Federal Health Program: *Eligibility, Coverage, and Common Challenges*

May 7, 2026

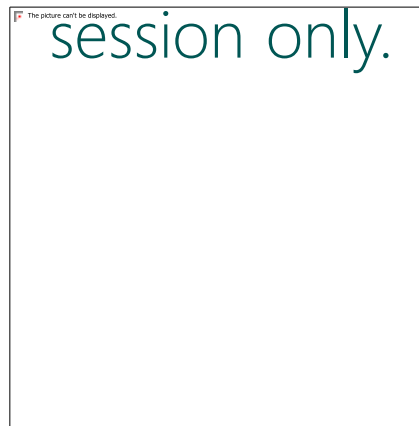
*Access to legal information & services for those with  
communication barriers*

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# DISCLAIMER

The information in this presentation is for general informational purposes only and does not constitute legal advice. It is not a substitute for a consultation with a licensed lawyer or paralegal. In addition, laws and policies can change quickly, so the information is accurate as of the date of this



If you have any legal questions regarding a specific client' s case, please contact us at [info@connectingottawa.com](mailto:info@connectingottawa.com).

# AGENDA

1. What is the Interim Federal Health Program?
2. Who is eligible for IFHP?
3. When does IFHP coverage begin and end?
4. What medical services and supplies does IFHP cover?
5. How do you access IFHP medical services?
6. What changes to IFHP took effect on May 1, 2026?
7. How do OHIP and the Canada Dental Care Plan interact with IFHP?
8. Who can apply for discretionary IFHP coverage?
9. How do you apply for discretionary IFHP coverage
10. Scenarios and Q&A

# WHAT IS IFHP?



## What is the Interim Federal Healthcare Program (IFHP)?

- The Interim Federal Health Program provides temporary, **federally funded healthcare coverage to eligible newcomers** who are not eligible for provincial health insurance plans and are not covered by private health insurance.
- It covers **essential and emergency services** only and is intended to bridge the gap until provincial health coverage begins.
- Services are delivered by registered healthcare providers, and the program is **administered by Medavie Blue Cross**, which is responsible for registering providers and processing claims.

# WHAT IS IFHP?

## Why does IFHP exist?



- **Bridges the gap:** Provides temporary health coverage for eligible newcomers until they qualify for provincial or territorial healthcare.
- **Humanitarian support:** Ensures people fleeing persecution or arriving from conflict zones can access urgent medical care.
- **Public health protection:** Covers vaccines, testing, and treatment for communicable diseases, helping protect people in Canada.
- **Supports integration:** Access to care helps newcomers stabilize and focus on rebuilding their lives.

# WHO IS ELIGIBLE FOR IFHP?

## Immigration statuses who are eligible for IFHP:

- Protected Persons
- Resettled refugees
- Immigration detainees who don't have other medical insurance
- Refugee claimants (including individuals whose claims were rejected or found ineligible, but who are eligible for a PRRA)
- Victims of human trafficking (Temporary Resident Permit holders)
- Victims of family violence (Temporary Resident Permit holders)
- People who have been granted eligibility based on the Minister's discretion



# WHO IS ELIGIBLE FOR IFHP?

## Immigration statuses NOT eligible for IFHP

- Canadian citizens
- Permanent residents (PRs) (*exception: resettled refugees for a limited period of time*)
- Visitors/tourists
- International students
- Temporary foreign workers
- People without status (*exception: people who have made a refugee claim*)
- People already covered by a provincial or territorial health insurance plan
- People with private health insurance



# WHAT MEDICAL SERVICES ARE COVERED BY IFHP?



## Basic coverage

- In-patient and out-patient hospital services
- Services from medical doctors, registered nurses and other health care professionals licensed in Canada
- Pre- and post-natal care
- Ambulance services
- Laboratory and diagnostic services (blood tests, ultrasounds etc.)

*Meant to offer similar coverage as provincial health insurance*

# WHAT MEDICAL SERVICES ARE COVERED BY IFHP?

## Supplemental coverage

- Limited vision care
- Urgent dental care
- Home care and long-term care
- Services from allied health care practitioners including clinical psychologists, psychotherapists, counselling therapists, occupational therapists, speech language therapists, physiotherapists etc.
- Assistive devices, medical supplies and equipment including orthopedic and prosthetic equipment, mobility aids, hearing aids, diabetic supplies etc.
- *Note: some supplemental services require a referral from a general practitioner and some require prior authorization from IRCC.*



*Meant to offer similar coverage to that provided to low-income Ontario residents receiving social assistance*

# WHAT MEDICAL SERVICES ARE COVERED BY IFHP?

## Mental healthcare

- IFHP covers emergency mental health services provided by general practitioners, hospitals, and clinics
- IFHP covers mental health professionals, such as clinical psychologists, psychotherapists, counselling therapists, and psychiatrists who specialize in mental health **when referred by general practitioners**
- IFHP reimburses \$28.95 per hour for interpretation services required for mental health services



# WHAT MEDICAL SERVICES ARE COVERED BY IFHP?

## Prescription drug coverage

- Drugs prescribed by medical professionals (generic versions only)

*Meant to offer similar coverage to the Ontario Drug Benefit for low-income Ontario residents*



# WHAT MEDICAL SERVICES ARE COVERED BY IFHP?

## Other:

- One immigration medical examination (*for refugee claimants in Canada*)
- Predeparture medical services (*for refugees who have been accepted for sponsorship to come to Canada, and are still outside the country*)
  - One immigration medical exam, including follow-up treatment and/or vaccines
  - Medical support needed for safe travel
  - Health measures during a disease outbreak



# WHAT MEDICAL SERVICES ARE NOT COVERED BY IFHP?

## What medical services are NOT covered by IFHP?

- Routine, elective, or non-urgent medical services
- Non-emergency dental services
- Non-approved medications and medical equipment
- Services provided by non-registered providers
- Costs exceeding IFHP maximum coverage amounts
- Services or products that could be covered (even in part) by another public or private health insurance plan
- As of May 1, 2026: some costs for supplemental services and prescription drugs (new co-pay rules)



# WHAT MEDICAL SERVICES ARE COVERED BY IFHP?

*To find out if a medical service or product is covered by IFHP, contact Medavie Blue Cross at 1-888-614-1880, or refer to the IFHP benefit grids <https://ifhp.medaviebc.ca/en/benefit-grids>*

# WHEN DOES IFHP COVERAGE BEGIN AND END?

STATUS	COVERAGE BEGINS	COVERAGE ENDS
Refugee claimants <i>(even if their claim is found ineligible or rejected)</i>	<p><u>Coverage begins</u> when the person receives one of the following documents</p> <ol style="list-style-type: none"> <li>1. Acknowledgement of Claim form</li> <li>2. Refugee Claimant Identity Document (Brown Paper)</li> <li>3. IFHP Certificate of Eligibility</li> </ol>	<p><u>Coverage ends:</u></p> <ol style="list-style-type: none"> <li>1. 90 days after the person's refugee claim or pre-removal risk assessment is accepted; OR</li> <li>2. When the person leaves Canada, withdraws their claim, or is found to have abandoned their claim</li> </ol>
Temporary Resident Permit Holders (TRP)	<p><u>Coverage begins</u> when the person receives their TRP</p>	<p><u>Coverage ends</u> when the person's TRP expires</p>

# WHEN DOES IFHP COVERAGE BEGIN AND END?

## Documents that may be used to demonstrate IFHP eligibility

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada

Date: \_\_\_\_\_  
UCI: \_\_\_\_\_  
Application Number: \_\_\_\_\_

**ACKNOWLEDGEMENT OF CLAIM AND NOTICE TO RETURN FOR INTERVIEW**

Family Name: \_\_\_\_\_  
Given Name: \_\_\_\_\_  
Date of Birth YYYYMMDD: \_\_\_\_\_

This notice acknowledges that the Government of Canada received your refugee claim on YYYYMMDD.

You are now eligible for health care coverage under the Interim Federal Health Program (IFHP). You are required to undergo an Immigration Medical Examination as part of your refugee claim. The IFHP will cover the cost of this examination. Please possess this notice and your IMM 337 form to the panel physician at your appointment.

You are required to return for an interview with respect to your refugee claim. The details are as follows:

Date: \_\_\_\_\_  
Time: \_\_\_\_\_  
Address: \_\_\_\_\_

You must bring the following with you:

- This signed appointment letter
- 4 original passport-sized photographs

If you are under 18 years of age, you must be accompanied by a parent or legal guardian if he or she resides in Canada.

**IMPORTANT:**  
If you do not appear for your interview, your IFHP coverage may be terminated. In addition, your refugee claim may subsequently be determined to have been abandoned in which case you will be subject to removal from Canada.

Note – If you pay for any medical services or products, you will not be reimbursed.

Health care providers in Canada **MUST** verify the eligibility of the individual with the IFHP claims administrator, Medavie Blue Cross, before providing services. Medavie Blue Cross may be contacted by telephone at 1-888-614-1886, by facsimile at 506-867-4651 or through their website at <http://www.medicare.ca/en/health-professionals>

Canada

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada

EX000 000 000

**CANADA**

**REFUGEE PROTECTION IDENTITY DOCUMENT / DOCUMENT D'IDENTITÉ DU DEMANDEUR D'ASILE**

THIS IS TO CERTIFY THAT THE PERSON HEREIN HAS MADE A CLAIM FOR REFUGEE PROTECTION WITHIN THE MEANS OF THE IMMIGRATION AND REFUGEE PROTECTION ACT / C'EST À CE TITRE QUE LA PERSONNE CI-DESSOUS A FAIT LA DEMANDE DE PROTECTION DES RÉFUGIÉS AU SENS DE LA LOI SUR L'IMMIGRATION ET LA PROTECTION DES RÉFUGIÉS

Application No. / Demande : \_\_\_\_\_ UCI / IRC : \_\_\_\_\_

**CLIENT INFORMATION / INFORMATION DU CLIENT**

Family Name / Nom de Famille: \_\_\_\_\_  
Given Name(s) / Prénoms(s): \_\_\_\_\_  
Date of Birth / Date de naissance: \_\_\_\_\_  
Country of Birth / Pays de naissance: \_\_\_\_\_  
Country of Origin / Pays d'origine: \_\_\_\_\_  
Date Issued / Délivré le: \_\_\_\_\_  
Expiry Date / Date d'expiration: \_\_\_\_\_

**ADDITIONAL INFORMATION / INFORMATION SUPPLÉMENTAIRE**

As of \_\_\_\_\_, the above-named individual is eligible for the Interim Federal Health Program (IFHP). Eligibility can be cancelled without notice if the individual's immigration status changes. Health-care providers must verify with the IFHP administrator before providing services.

I, the undersigned:

- declare that I require coverage under the IFHP; I will notify IRCC immediately of any changes to my immigration status, or if I become eligible for or receive other health insurance;
- understand that my medical and personal information will be shared with IRCC, IFHP claims administration and other approved third-parties for the administration of the IFHP and that my personal information may be shared with other government institutions and other third-parties in accordance with the Privacy Act and the Department of Citizenship and Immigration Act.

À partir du \_\_\_\_\_, la personne susmentionnée est admissible au Programme fédéral de santé (PFS). L'admissibilité peut être annulée sans préavis si le statut d'immigration de la personne change. Les fournisseurs de soins de santé doivent vérifier l'admissibilité auprès de l'administrateur du PFS avant de fournir des services.

Je, soussigné(e) :

- déclare que j'ai besoin de la couverture au titre du PFS; j'aviserais immédiatement IRCC de tout changement quant à mon statut d'immigration ou si je deviens admissible ou réceptif à un autre régime d'assurance-santé;
- comprends que mes renseignements de nature médicale et personnelle seront communiqués à IRCC, à l'administration des demandes de règlement du PFS et à d'autres parties approuvées au titre de l'administration du PFS, et que mes renseignements personnels pourront être communiqués à d'autres institutions gouvernementales ou tierces parties en conformité avec la Loi sur la protection des renseignements personnels et la Loi sur le secret de la divulgation de l'immigration.

School age children do not need student authorization to attend primary or secondary schools. / Les enfants d'âge scolaire n'ont pas besoin d'une autorisation d'entrée pour fréquenter une école primaire ou secondaire.

Signature of person concerned or guardian / Signature de l'intéressé ou de l'autoritaire \_\_\_\_\_  
Immigration Official / Agent(e) d'immigration \_\_\_\_\_

**\*\*NOT VALID FOR TRAVEL / NON VALIDE POUR VOYAGER\*\***

Canada

Family name: \_\_\_\_\_  
Given name(s): \_\_\_\_\_  
Date of birth: (yyyymmdd) \_\_\_\_\_ UCI: \_\_\_\_\_  
Gender: \_\_\_\_\_  
Citizenship: \_\_\_\_\_  
Application No.: \_\_\_\_\_

**\*\*NOT VALID FOR TRAVEL\*\* / \*\*DOES NOT CONFER STATUS\*\***

As of (yyyymmdd), you are eligible for coverage of health-care costs under the Interim Federal Health Program (IFHP). The length of time you are covered is based on your immigration status. For details, it is recommended you visit the IFHP website at [www.canada.ca/ifhp](http://www.canada.ca/ifhp).

It is important to be aware that your coverage can be cancelled without notice if your immigration status changes. Therefore, participating health-care providers will confirm your eligibility for health-care coverage with the IFHP administrator at each visit, before providing services.

This certificate must be presented to the health-care provider, along with a government issued photo ID, before receiving services so that the provider can contact the IFHP administrator to confirm that you are eligible under the IFHP for the service and/or drug being requested.

If you pay for services covered by the IFHP, you won't be reimbursed.

I, the undersigned:

- declare that I require coverage under the IFHP; I will notify Immigration, Refugees, and Citizenship Canada (IRCC) immediately any changes to my immigration status, or if I become eligible for or receive other health insurance;
- understand that my medical and personal information will be shared with IRCC, IFHP claims administration and other approved third-parties for the administration of the IFHP and that my personal information may be shared with other government institutions and other third-parties in accordance with the Privacy Act and the Department of Citizenship and Immigration Act.

Signature of holder \_\_\_\_\_ Date (yyyymmdd) \_\_\_\_\_

**NOTE FOR HEALTH-CARE PROVIDERS:**  
Providers in Canada **MUST** verify the eligibility of the individual with the IFHP administrator **BEFORE** providing services. Medavie Blue Cross may be contacted, by telephone at 1-888-614-1886, by facsimile at 506-867-4651 or through their website at <http://www.medicare.ca/en/health-professionals>.

Client id no.: \_\_\_\_\_ Date of birth: (yyyymmdd) \_\_\_\_\_  
Family name: \_\_\_\_\_ Given name(s): \_\_\_\_\_

# WHEN DOES IFHP COVERAGE BEGIN AND END?

STATUS	COVERAGE BEGINS	COVERAGE ENDS
Resettled Refugees	<p><u>Coverage begins</u> prior to arrival in Canada</p> <ul style="list-style-type: none"> <li>To cover pre-departure medical exam and services</li> </ul>	<ul style="list-style-type: none"> <li><u>Basic coverage ends</u> when the person qualifies for provincial health insurance – <i>in Ontario, 153 days after becoming a resident of Ontario</i></li> <li><u>Supplemental and prescription drug coverage ends</u> when the person stops receiving support from the Resettlement Assistance Program and/or financial assistance through private sponsorship – <i>generally, about 1 year after arrival in Canada</i></li> </ul>
Immigration detainees	<p><u>Coverage begins</u> when the person is detained by Canada Border Services Agency, if they are not eligible for any other healthcare coverage</p>	<p><u>Coverage ends</u> when the person is removed from Canada or released from Canada Border Services Agency custody</p>
IFHP recipients based on the Minister's direction	<p><u>Coverage begins</u> when the Minister says it does.</p>	<p><u>Coverage ends</u> when the Minister says it does.</p>

# HOW TO ACCESS IFHP MEDICAL CARE SERVICES?



1. Find a healthcare provider registered with IFHP:  
<https://ifhp.medaviebc.ca/en/providers-search>
2. Attend the medical office and Present your Acknowledgment of Claim form, Refugee Identity Document (Brown Paper), or IFHP Certificate of Eligibility
3. Confirm the healthcare provider accepts IFHP insurance before agreeing to the service
4. Pay the co-pay (for supplemental care services and prescription drugs)
5. Confirm the service was paid for by IFHP by checking the Secure Beneficiary Web Portal (<https://ifhp-beneficiary.medaviebc.ca/en/sign-in>), or by calling the Medavie Beneficiary Support Center at 1-888-614-1880

# WHAT CHANGES TOOK EFFECT ON MAY 1, 2026?

## Introduction of co-pays, effective May 1, 2026

- \$4 per prescription medication
- 30% of the cost for most supplemental services (e.g., dental, vision, counselling, assistive devices)
- *Beneficiaries must pay their portion directly to the provider when receiving services*
- *No change to basic coverage*



# HOW DOES IFHP INTERACT OHIP?

If a person is not eligible for IFHP, are they eligible for OHIP?

ANSWER: MAYBE

Ontario Health Insurance Plan (OHIP) eligibility criteria:

1. Be an OHIP-eligible immigration status (*see next slide*)
2. Maintain their primary place of residence in Ontario
3. Be physically present in Ontario for at least 153 days in any 12-month period
4. Be physically present in Ontario for at least 153 of the first 183 days after establishing residence in the province



# HOW DOES IFHP INTERACT WITH OHIP?

## OHIP eligible immigration statuses:

- Canadian citizens
- Permanent residents
- Persons registered as an Indian under the *Indian Act*
- Protected persons
- Applicants for permanent residence who are found eligible and whose applications have not yet refused (i.e., approval-in-principle, also known as “stage 1 approval” )
  - *For example, a person who filed an application for permanent resident on humanitarian and compassionate found, and who has received Stage 1 approval*
- Temporary foreign workers and their dependents who have been working for at least 6 month with a valid work permit in Ontario under one of the following programs: Live-in-caregiver, seasonal agricultural worker, foreign clergy
  - *An open work permit does not make a person eligible for OHIP (e.g. a refugee claimant with an open work permit)*
- Persons and their dependents who arrived under the Canada-Ukraine Authorization for Emergency Travel (CUAET) program



# IFHP INTERACTION WITH THE CDCP?

If you are covered by IFHP, can you also apply for the Canada Dental Care Plan?

ANSWER: MAYBE.

If you are covered by IFHP, you can still apply for CDCP if you meet the eligibility criteria.



1. Not have dental insurance through your employer or a family member's employer benefits, including health and wellness accounts
2. Not have dental insurance through a professional or student organization – even if you decide not to take it or don't use it
3. Not have coverage through your pension or a family member's pension benefits
4. Not have dental insurance purchased by you or by a family member or through a group plan from an insurance or benefits company
5. Have an Adjusted Family Net Income of less than \$90,000
6. Be a Canadian resident for tax purposes and filed your tax return in the previous year

# COMMON QUESTIONS ABOUT IFHP

## My healthcare provider asked for payment – is that allowed?

As of May 1, 2026, providers must charge co-payments for certain services: 30% of the cost for supplemental benefits and \$4 per prescription. If a provider asks for more than the co-pay amount, or charges for a service covered under basic IFHP, you can decide to decline the service and seek another provider who bills IFHP correctly.

## I paid for a doctor's visit myself. Can I be reimbursed?

No. IFHP does not reimburse out-of-pocket payments, even for services that should have been covered. Always confirm coverage in advance.

## What if I need a service that isn't covered by IFHP?

You will need to pay for the service privately.

## What happens if I move to another province?

You must inform Medavie Blue Cross before moving. If you don't, claims in your new province may be rejected.

*Note: Some provinces provide access to provincial healthcare sooner than Ontario, depending on immigration status.*

## The service I need requires prior authorization – who requests it?

The healthcare provider is responsible for requesting prior authorization from Medavie Blue Cross.

# WHO CAN APPLY FOR DISCRETIONARY IFHP COVERAGE?

A newcomer with a health issue who does not have IFHP or OHIP coverage may request discretionary funding for an identified healthcare expense if they can prove:

1. A refugee-like or a humanitarian-like situation
2. Urgent medical circumstances; *and*
3. Compelling personal circumstances



# WHO CAN APPLY FOR DISCRETIONARY IFHP COVERAGE?

## Key points about discretionary IFHP coverage

- Requests are assessed case-by-case
- Decision-maker may approve none, partial, or full coverage
- Approval does not make someone a regular IFHP beneficiary – usually only covers a specific, one-time expense (not ongoing or comprehensive care)
- No guarantee of approval



# HOW CAN YOU APPLY FOR DISCRETIONARY IFHP COVERAGE?

## 1. Refugee-like situation or a situation where humanitarian considerations apply:

- Have immigration status or are in the process of getting their status, and
- Have or continue to face **unreasonable, unjustified or disproportionate hardship** (similar to resettled refugees, asylum claimants, or other vulnerable individuals demonstrating a humanitarian need)
  - Unreasonable, unjustified or disproportionate hardship includes, but is not limited to, hardship that is
    - Based on sex, gender, statelessness, minority, or LGBTQ2+ status, or
    - Due to violation of basic human rights, abuse, exploitation or marginalization (social, economic, religious or political)

# HOW CAN YOU APPLY FOR DISCRETIONARY IFHP COVERAGE?

## 2. Urgent\* medical circumstances include, but not limited to:

- Unanticipated, life-threatening and emergency medical condition
- Medical treatment that is considered necessary or essential, such as treatment that is:
  - Non-elective in nature
  - Needed to sustain life
  - Needed for a condition that causes significant dysfunction and could become a medical emergency if left untreated
- Acute, adverse health implications if treatment isn't received (for example, a medical condition that could deteriorate rapidly and need life-saving treatment).



*\*Routine and preventative medical care is not considered urgent medical circumstances.*

# HOW CAN YOU APPLY FOR DISCRETIONARY IFHP COVERAGE?

## 3. Compelling personal circumstances include, but not limited to:

- Personal characteristics that show vulnerability (e.g. children)
- The inability to return to the country of origin
- An establishment in, and contributions and connection to Canada, and any health-related consequences of being separated from Canada
- Poverty affecting the ability to pay for medical expenses
- No other public or private health insurance options available
- Unsuccessful attempts to find alternate options to cover health care costs and any steps taken to resolve the issue before requesting IFHP coverage

# HOW CAN YOU APPLY FOR DISCRETIONARY IFHP COVERAGE?

Documents that could support an IFHP discretionary funding request:

## Humanitarian or refugee-like situation:

- Basis of Claim or copy of Humanitarian and Compassionate (H&C) application
- Acknowledgment of Claim or Refugee Protection Claim Document
- Affidavit explaining humanitarian-like circumstances
- Evidence of persecution (e.g., medical or police records)

## Urgent medical need

- Hospital admission/discharge records within timeframe of coverage requested
- Medical records and invoices within timeframe of coverage requested
- Letter from a licensed health care provider confirming diagnosis and details of medical treatment/needs

## Financial and personal hardship

- Proof of social assistance or income
- Work permit or employment details
- Statement explaining lack of private insurance
- Support letters (e.g., social workers, community agencies)
- Proof of expenses (e.g., lease)
- Confirmation of OHIP ineligibility

# HOW CAN YOU APPLY FOR DISCRETIONARY IFHP COVERAGE?

## How to submit a request for discretionary IFHP coverage:

- Requests for discretionary coverage should be submitted via IFHP-Medavie portal (not directly to Medavie): <https://ifhp-beneficiary.medaviebc.ca/en/sign-in>
  - *You' ll need a unique client identifier (UCI) number and an email address to register.*



# EXAMPLE OF A SUCCESSFUL REQUEST FOR IFHP COVERAGE:



## The case of Mr. Santo:

- Arrived in Canada (May 2023) after fleeing persecution in Mexico
- Emergency appendectomy on July 30, 2023
- Acknowledgment of Claim issued on July 31, 2023
- Not eligible for IFHP or OHIP
- No private health insurance
- Hospital bill: \$14,000.00
- Unable to pay due to low income and reliance on social assistance

# EXAMPLE OF A SUCCESSFUL REQUEST FOR IFHP COVERAGE:

Mr. Santo satisfied the three-part test for discretionary coverage for the following reasons:

- 1) **Mr. Santo was in a refugee-like situation at the time of his medical emergency** because he was in the process of getting status, which was subsequently confirmed one day later when his Acknowledgement of Claim document was issued. In addition, Mr. Santo continued to face unreasonable, unjustified, and disproportionate hardship in his home country based on his LGBTQ+ status.
- 2) **Mr. Santo required immediate and urgent medical attention** due to unanticipated, life-threatening appendicitis. An appendectomy was considered necessary and essential to sustain Mr. Santo's life and could be fatal if left untreated.
- 3) **Mr. Santo was a low-income refugee claimant** who could not afford to pay the associated invoices based on financial hardship. Forcing him to do so would further plunge him into poverty.

# IFHP CONTACT INFORMATION



- General Inquiries: 1-888-614-1880 (in Canada)
- International Calls: 1-800-633-2843
- Fax: 1-506-867-3841.
- TTY (for hearing impaired): 1-800-855-0511 (Voice to TTY), 711 (TTY to Voice), 1-800-855-1155 (TTY to TTY).
- Secure Provider Web Portal:  
<https://www.medaviebc.ca/en/health-professionals/federal-administered-program-providers/ifhp-login>
- Email: [CIC\\_Inquiry@medavie.bluecross.ca](mailto:CIC_Inquiry@medavie.bluecross.ca).

# SCENARIOS

While on vacation in Canada, Ellen heard that her family in Cameroon had been attacked so she decided to make an inland refugee claim. She submitted her Basis of Claim form with her IRCC portal, but it took three days for her to receive her Acknowledgement of Claim form and her IFHP Certificate. During those three days, she was involved in a car accident and broke her leg. She was taken to the hospital and received medical care. Was Ellen covered by IFHP?

# SCENARIOS

Katya received a positive decision on her refugee claim two weeks ago, so her immigration status in Canada is now that of a Protected Person. She is currently in the hospital giving birth to her first child. Is Katya covered by IFHP?

# SCENARIOS

Nour has a valid Temporary Resident Permit based on being a victim of domestic violence. She goes to see a doctor who tells her that her medical care service is only partially covered by IFHP and she will have to pay the remainder. What are Nour's options?

# SCENARIOS

Amy's refugee claim was rejected, so her lawyer recommended that she submit an application for permanent residence on humanitarian and compassionate grounds. Amy is suffering from severe depression and wants to see a therapist. Would Amy's therapy be covered by IFHP?

# SCENARIOS

Kelvin made a refugee claim in Canada. It's been a few years since he's a dentist, so he makes an appointment for a check-up and a tooth cleaning. Will the dentist check-up be covered by IFHP?

# QUESTIONS?



# CONNECTING OTTAWA – CONTACT INFORMATION

- To visit Connecting Ottawa's website: <https://connectingottawa.com/>
- To email Connecting Ottawa: [info@connectingottawa.com](mailto:info@connectingottawa.com)
- To request a consultation: <https://connectingottawa.com/request-for-information-consultation/>
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