



Orientation to Ontario

INTERIM FEDERAL HEALTH PROGRAM (IFH)

The IFH program provides limited, temporary health insurance for specific groups of people in Canada. 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

- Refugee claimants
- Resettled refugees
- Persons detained under the Immigration and Refugee Protection Act.

For more information, visit Immigration, Refugees and Citizenship Canada at canada.ca

ACCESS

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

For a list of registered health care professionals in your area, visit ifhp-pfsi.ca

DOCUMENTS NEEDED

When you go to a health care provider, you must show them your IFH eligibility documents:

- Refugee Protection Claimant Documents or
- Interim Health Program Certificate

PROCESS

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.

WHAT IF AN IFH CERTIFICATE IS LOST?

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

1-855-626-0002

<https://settlement.org/o2o>



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