



**NIHB Subcommittee Meeting
October 28, 2021, via Zoom**

Co-Chairs:

Jack Kennedy, FNIHB Co-chair
Kash Shade, First Nation Co-chair (BFC)

HCoM:

Debra Loyie, Admin Assistant (recorder)

Members:

Lillian Noskiye, Treaty 8

Tessy Big Plume, Treaty 7 (SNTT)

Presenters:

Keith Pink, FNIHB
Cory Leyte, FNIHB

Liaisons:

Anne Bird, YTC/Treaty 6
Kavita Prasad, Treaty 7 (SNTT)

Observers:

Candice Bird, CT6FN
Amber Hamilton, Bigstone Cree Nation
Deborah Hardy, ECN
Tina Apsassin, CT6FN
Nathalie Lachance, FNIHB

Regrets:

Colleen McDonald, Treaty 6 (ECN)

1. Meeting called to order

1:09pm

2. Non-Insured Health Benefits Update (deck circulated via email)

FNIHB

General Update/Policy Updates:

- Jaqueline Ming shared NIHB over counter products no longer require a physician/MP to write prescription, can be recommended by pharmacist, let clients know and pharmacy
- Discussion regarding exception process and requirements **Suggested Region provide any additional information in simple form how to support clients accessing benefits and services for the pharmacies**
- Discussion during COVID heightened need for more supports by Navigators would like to see more diligence from NIHB getting info out in real time to pharmacy's
- Jaqueline will work with pharmacy association to ensure published from their end
- Observer Candice Bird inquired if NIHB can provided orientation process for Pharmacist/Pharmacy to educate them on NIHB processes i.e., Appeal process and next steps feels lack of communication may eliminate barriers clients face trying to get prescriptions filled
- Jaqueline Ming shared understands challenges, billing issues not taught in school must learn on spot; is trying to work and provide education to UofA pharmacist students but hard to reach all pharmacist currently practicing
- Discussion Pharmacist responsible to read notice, might be good idea to have orientation to help improve awareness, Navigators aware of pharmacy in their location and could help guide process
- Discussion Jacqueline Ming presentation used for UofA pharmacist students could be adapted could be used to help guide, generic presentation NIHB has to guide Navigators could rollout frontline
- Discussion Navigators can identify most utilized pharmacies in surrounding areas and recommendations to HQs should be listened and supported during COVID should be strengthened collaboratively is big need to educate pharmacy area; too many clients fell through cracks during COVID, miss communication with pharmacy's

Action Item 2.1: Jack Kennedy will commit to bring topic of challenges with pharmacies to HQ

NIHB Updates: Medical Transportation/QACC

- Discussion MTRS NIHB shorthanded behind data, late reports, extension given no impacts



- Discussion NIHB Reminder communicated 17/09/21 to HD and MT Coordinators important to get information to NIHB has emailed/telephoned communities NIHB will be sending additional notices next couple weeks
- Discussion NIHB sent *Reminder* that all AB MTRS users must receive two days of training from the regional trainer. Training for new staff and refresher training is provided by the QACC unit

NIHB Special Topics Updates

- Discussion Medical Transportation & Proof of Vaccination, policies, Navigator shared heavy for communities curious if traditional healer experience utilizing MT requests has NIHB received or heard challenges and/or successes. NIHB shared not federal order nor NIHB order NIHB has no input into provincial orders, acknowledged discussion will be issue for clients wanted to get message out to clients to mitigate impacts
- Discussion National Vaccine Mandate for Federally regulated transportation (air, rail, and marine transportation sectors) Corey Leyte shared may be more information, will find way to share information as unfolds, NIHB referenced at the current time, NIHB will provide support for Medically necessary trips only. As of October 26th, the understanding is that clients traveling to 'gateway' e.g., Fort McMurray to Edmonton airports will only need to test for the return trip. The test will be supplied on site at no cost; NIHB will send out information/updates on new information to T8FNA Navigator NIHB available for Q&As
- Discussion In-city MT Service... NIHB challenge putting data together (format) for today's meeting request table until next meeting NIHB apologized NIHB aware and will work on information for next Subcommittee meeting
- Discussion NIHB Urban Navigator position, currently vacant while Alison Tremblay on assignment. Share with Navigators temporary contact information; and should host regular Navigator meetings.
- NIHB shared Alison back end of January 2022; Navigators can reach out to Doris Shannon primary contact or Corey Leyte
- **Suggested NIHB share appropriate contact information for Urban Navigator with local hospitals/Treaty area Navigators**
- Discussion if Region can provide the Treaty area Navigators the Urban Navigator budget WAS FOLLOW UP ITEM FOR NIHB SUBCOMMITTEE feels Urban Navigator positions don't support treaty area navigators.
- Discussion how many positioned urban navigators NIHB looking at, position will require a lot of education and awareness of Treaties i.e., treaty rights portal, all Clinics need to be more involved
- NIHB shared that there is room for improvement working on material i.e., wallet cards to educate. NIHB shared only one (1) position for whole region do not have funding for more than one navigator; in terms of overlap can share Urban Navigator contact info; in terms of Navigator budget stalled with pandemic but intent to revisit from HQs
- Discussion common purpose and goals between Treaty area and Urban navigator to enhance access for NIHB; Urban Nab provide health care and EDUCATION TRAINING to support Treaty area Navigators NIHB shared temporary contact Doris Shannon or Corey Leyte email corey.leyte@canada.ca cell 587.930-5415
- Observer discussion in relation to navigator CA; MOP process that outlines budgets process for staff and Navigator said funding hasn't changed since 2010 concerned with high cost of living Navigator budget barely pays for salary and benefits **Suggested NIHB make submission to HQ for increase in budget is needed.**
- NIHB will flag and bring forward to HQ

NIHB Regional Finances Alberta Region / National Utilization Data by Benefit

- Any questions bring forward see contact information in deck

3. Navigator roundtable updates

Treaty Area Navigators

- Treaty 7 Navigator (Tessy) shared busy with increase NIHB and JPs requests, working closely with health providers regarding exceptions for clients that require special medication, received questions on referrals accommodations and dental questions for 18 and under. **Recommends NIHB Subcommittee have Jordan's Principle standing item next meeting.** Shared has reached out to Urban Navigator do need to centralize App



to strengthen new era what learned through COVID virtual world, ensue leave no one behind i.e., supporting elders on phone, new communication strategy; would like to support orientation/conference enhancing NIHB services i.e., dental policy changes, etc.

Action Item 3.1 – NIHB will invite Jordan’s Principal rep to next NIHB Subcommittee meeting

Action Item 3.2 – NIHB will reach out to HQs for rep to speak to dental for next quarterly NIHB Subcommittee meeting

Action Item 3.3 – HCoM Secretariat will circulate June 3, 2021, and October 28, 2021, meeting minutes and action items to Subcommittee members as soon as possible

- Treaty 6 Navigator (Candice) shared Treaty 6 dealing with a lot of denials, dishearten; challenges with appeal clients said no then no desire to use appeal process received comment from parent mentality issues which makes Navigating difficult would like to report more approvals than denials. Discussion regarding portability of treaty rights has case/client regarding vision care and eyeglasses would like to talk with Corey regarding region working out administration; regarding medical supplies essential services have concern regarding time-delay has client file open since February and activity getting info ready for approval only for it to be denied navigating cases in timely manner especially during COVID frustrating no response back from service vendors and knows client is being affected, no support; would be willing to host next Navigator Meeting
- Kash shared sees increase demand during COVID stressful over last year; likes focus to strengthen communication strategy has been longest standing item with Subcommittee to get awareness to providers and clients; likes recommendation to Alison Chair Navigator meetings good resource to have hope Alison could coordinate benefit reps for JPs through Navigator meetings lean on her for coordination piece and allow Navigators to brainstorm solutions; expressed great idea with App strongly support recommendation, contacts with express scrips could adapt, could work towards advocacy in areas (pediatrists) have loop holes around community issues should be continued to be brought to NIHB Subcommittee table for support relating to services; would like better timeline for Subcommittee Meetings what dates work best , recommend NIHB Subcommittee meet early or mid-Jan 2022 fits well with Alison returning to role and coordinate Navigators Meetings
- NIHB agreed and recommend Navigator meeting be scheduled prior to NIHB Subcommittee meeting, Corey said Alison scheduled to be back Jan 5th unsure if extended, mindful could change; recommend John Cristea step in for Navigator Meeting to be scheduled January 17th to identify priorities, and have NIHB Subcommittee meeting to be scheduled the following week
- CT6FN willing to host next Navigator meeting whatever date identified; Tessy open to date
Recommendation that HCoM Secretariat send out zoom link for Navigator Meeting to Corey Leyte

Action Item 3.4: HCoM Secretariat will provide Corey Leyte zoom link for January 17, 2022, Navigator meeting to send out to Treaty area Navigators

4. Adjourn

3:42pm