



Frequently Asked Questions

For client claim submissions, what needs to be included for a claim to be reimbursed in a timely manner?

- Ensure you are using the correct claim form and that forms are complete, accurate and legible.
- Submit your claim through the Client Portal, or by mailing it to:

National Reimbursement Centre,
PO Box 6700, Moncton, NB
E1C 0T8

For **Treatment Benefit** Claims:

- Ensure you are using the proper Treatment Benefits Reimbursement Claim Form and that forms are complete, accurate and legible
- Submit a detailed receipt/invoice with the following information:
 - The provider's information,
 - Description of product/service,
 - Date of purchase/service
 - Proof of payment
 - Coordination of benefits (if applicable)
- If your claim requires a medical rationale, please ensure it is included when submitting for payment
- If a prescription is required for a product or service, please ensure it is included with your claim submission.
 - A review may be required to see if the prescription meets [Policy Guidelines](#). If it does not, the claim may be rejected
- Submit your claim through the Client Portal, or by mailing it to:

National Reimbursement Centre,
PO Box 6700, Moncton, NB
E1C 0T8

For **Health Related Travel** claims:

- Ensure you are using the correct Health Related Travel claim form and that forms are complete, accurate and legible
- Please include all required information on your claim form:

- name of health professional
- medical reason for visit
- mileage
- rationale if submitting for extended travel times
- Pre-authorization must be obtained before your travel date to claim the following expenses:
 - Travel that is further than the nearest treatment centre
 - Travel that requires an overnight stay
 - Travel by air, train or by bus
 - Escort fees
 - Any expenses related to accessing a rehabilitation service.
- You can request pre-authorization by contacting Medavie Blue Cross at 1-866-522-2122, or from your VAC area office (for rehab-related expenses). Health Related Travel claims may be rejected if pre-authorization was not obtained.
- Submit your claim through the Client Portal or by mailing it to:

National Reimbursement Centre,
PO Box 6700, Moncton, NB
E1C 0T8

For Veteran's Independence Program (VIP) claims

- Ensure you are using the proper Veteran's Independence Program Reimbursement Claim Form and that forms are complete, accurate, legible and signed.
 - For VIP Access to Nutrition claims, include the number of meals when submitting your claim for reimbursement.
 - For claims regarding stays at a long-term care facility, include the invoice from the facility itself.
- Submit your claim through the Client Portal or by mailing it to:

National Reimbursement Centre,
PO Box 6700, Moncton, NB
E1C 0T8

Where can I see the status of my claim submission?

- You can see the status of your claim submission on the [Claims and Payments](#) page of your Client Portal.

Commented [LL1]: For better flow, I would suggest moving this to the first bullet.

Commented [BM2R1]:

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Does my provider need to be registered with Medavie Blue Cross for my claim to be reimbursed?

- You may utilize the services of your provider of choice. Most registered providers can submit claims on your behalf, limiting your out-of-pocket expenses. If you use a non-registered provider, you must pay the provider directly and submit a claim for reimbursement. However, for certain services (such as but not limited to: massage therapy, osteopathy, foot care, in home blood collection), you must choose a provider that is registered with Medavie Blue Cross to provide services to Veterans in order for your claim to be considered for reimbursement.
 - If you are unsure whether your provider must be registered with Medavie for VAC clients and/or to confirm if your provider is registered with Medavie for VAC clients, you may contact us at 1-866-522-2122 or your provider can contact the Medical Authorization Centre on your behalf.
 - If the provider is ineligible, the claim may be rejected.

Who can provide me with a prescription for a product or service?

- To see which medical professionals can prescribe a certain product or service, please see the [Benefit Grid](#).

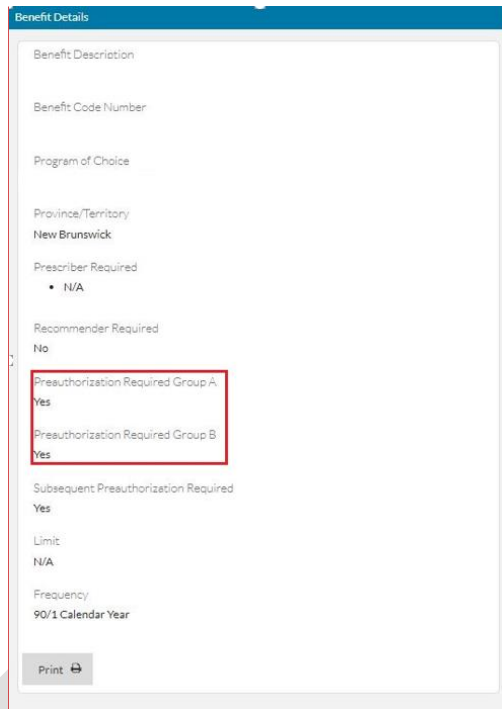
How long is my prescription or valid for?

- Prescriptions are valid for 1 year.

Do I need to obtain prior approval for a product or service?

- In some cases, VAC must approve certain treatment benefits or services before you receive them. This is known as “pre-authorization.” This is indicated in the “Pre-authorization” column on the [Benefit Grid](#).

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Benefit Details

Benefit Description

Benefit Code Number

Program of Choice

Province/Territory
New Brunswick

Prescriber Required
• N/A

Recommender Required
No

Preauthorization Required Group A
Yes

Preauthorization Required Group B
Yes

Subsequent Preauthorization Required
Yes

Limit
N/A

Frequency
90/1 Calendar Year

Print ↗

- Your provider can call the Medical Authorization Centre to request pre-authorization on your behalf. Obtaining a benefit without pre-authorization does not guarantee reimbursement.

Commented [LL5]: I would suggest re-wording as it may not be an actual *purchase* of a *product*. It could also be receiving a *service* (i.e. physio, massage, etc.)

How can I find out if I have been approved for a specific product or service?

- You may check your Client/Member Portal "[My Correspondence](#)" section for decision letters.
- You may also check with your provider.

How can I find out if I am eligible for a specific product or service?

- Your provider can contact the Medical Authorization Centre on your behalf to verify your eligibility for a specific product or service.

- Because certain products or services may not be considered eligible benefits, it is recommended to confirm eligibility prior to purchasing a product or obtaining a service.
- You may contact us at 1-866-522-2122 if you have any questions on the specific product or service. Please note: Our agents cannot make decisions or provide approvals on benefits, only give general requirements and information.

Where can I find additional information on my coverage?

- Additional information on A and B line coverage can be found in your [VAC Client Booklet](#). An electronic version of this booklet is also located under the Forms and Documents section of your Client Portal home page.

What can I do if I lose or need a new VAC Health Care Identification Card?

- You can request a new card on the [Home Page](#) of your Client Portal or by contacting Medavie Blue Cross at 1-866-522-2122

How can I contact Medavie Blue Cross

- By phone at 1-866-522-2122
- By submitting a secure message through the [Contact Us](#) page on your Client Portal

Index

Claim Status	3
Claim Submissions	2
Health Related Travel Claims.....	2
Health Related Travel Pre-Authorization.....	3
Treatment Benefit Claims.....	2
Veteran's Independence Program Claims.....	3
Coverage Information	6
Eligibility	5
Health Related Travel claims	2
Pre-authorization	
How do I find out if I have been approved.....	5
Will I need to obtain pre-authorization.....	4
Prescriptions	
How long is my prescription valid?.....	4
Who can provide a prescription.....	4
Choosing a Provider	4
Treatment Benefit Claims	2
VAC Health Care Identification Card	6
Veteran's Independence Program	3