

Tseshah Patient Travel - Client Responsibility

Clients that receive medical transportation benefits for FNHC or a First Nations Band or Organization, should adhere to certain responsibilities, including the following:

- A) When possible, Clients should give at least five (5) days' notice prior to travelling to access medically necessary services to allow time for travel arrangements to be made. Without enough notice, Clients may have to reschedule their appointment, or pay for their travel up front and seek reimbursement later.
- B) Clients should get prior approval from FNHB of the responsible First Nations Band or Organization for all non-emergency trips.
- C) Clients should attend medical appointments as scheduled. Clients who do not attend medical appointments may be required to pay back any benefits they have received and pay for their travel costs on subsequent medical travel.
- D) Clients should get a signed or stamped confirmation from the health professional or facility that they attended their appointment and provide it to FNHB of the appropriate First Nations Band or Organization.
- E) Clients should protect all original warrants or vouchers given to them for their medical trip because they won't be replaced if lost or stolen.
- F) Clients should give as much notice as possible when cancelling an appointment, and at least 24-hour notice when cancelling hotel or flight arrangements.
- G) Clients need to keep all their original receipts for payments made during their medical travel so that they can be submitted for reimbursement.
- H) Original ferry receipts must be provided to patient travel clerk upon return from medical appointment or clients will pay for subsequent travel upfront and request reimbursement later.
- I) Threatening or verbally abusive language used towards patient travel clerks of Providers will not be tolerated and may result in Clients being asked to pay for their travel upfront and request reimbursement later.