

Federal Health Claims Processing Services (FHCPS) Industry Day Presentation



November 2021



Public Services and
Procurement Canada

Services publics et
Approvisionnement Canada

Canada 



AGENDA

Item	Speaker
Opening Remarks	Janine Donovan
PSPC Presentation	Janine Donovan
VAC Contract Administration Unit Presentation	Basil Andrew
VAC Program Presentation	Allan MacKinnon
RCMP Presentation	Amy Moser
CAF Presentation	Col. Craig Smith
Break	
Question and Answer	All



FEDERAL HEALTH CLAIMS PROCESSING SERVICES REQUIREMENT

Veterans Affairs Canada (VAC), Canadian Armed Forces (CAF) and the Royal Canadian Mounted Police (RCMP) require the services of a Contractor to deliver on their behalf, Federal Health Claims Processing Services which includes providing services and systems, for authorizing and processing health claims, and to ensure compliance with applicable and specified program policies and legislation including audit, reporting and financial control practices.



RULES OF ENGAGEMENT

Government of Canada commitment:

- ▶ All documentation presented during the engagement will be available to all participants in English or French.
- ▶ All interested participants will be given an opportunity to provide feedback on the requirement. This opportunity will be ongoing.



RULES OF ENGAGEMENT

Industry commitment:

- ▶ Participants are expected to discuss their views concerning the procurement project and to provide feedback and/or solutions when requested. Everyone will have an opportunity to share their ideas and suggestions.



DISCLAIMER

- ▶ This presentation contains a draft procurement strategy and requirements that are provided to industry at this time for information only to enable them to provide comments and feedback.
- ▶ Nothing should be construed as being a preference, a commitment or a final decision by Canada regarding the Federal Health Claims Processing Services requirement. Final decisions will only be provided in the final Request for Proposal documents. Industry participants relying on anything stated at this time do so at their own risk, and Canada will not be responsible for any loss as a result of changes in the Request for Proposal documentation.



GENERAL OBJECTIVES OF INDUSTRY ENGAGEMENT

- ▶ Assess the level of interest from industry in providing a solution for the requirement;
- ▶ To facilitate the opportunity for suppliers to provide comments on the process and identify any issues of concern; and
- ▶ To provide an overview and expected outcomes for the requirement.



REQUIREMENT SPECIFIC OBJECTIVES OF INDUSTRY ENGAGEMENT

- ▶ To determine how the work could be structured and if it is feasible to provide services under one contract or several contracts;
- ▶ To determine the ability and proposed approaches of the industry to provide the services required;
- ▶ To validate VAC's, RCMP's and CAF's Program requirements against available industry offerings; and
- ▶ To obtain input from the industry in shaping the Request for Proposal including the Evaluation Criteria and the Statement of Work.



PROCUREMENT APPROACH

- ▶ Virtual Industry Day: November 2, 2021
- ▶ Further feedback will be requested: November 2021 to June 2022
- ▶ Anticipated posting of Draft Request for Proposal: July 2022
- ▶ Anticipated posting of Final RFP: November 2022
- ▶ Target Award Date: February 2024



FAIRNESS MONITOR

The role of the Fairness Monitor is to provide an attestation of assurance on the fairness, openness and transparency of the monitored activities.

Some of the Fairness Monitor's responsibilities will include:

- ▶ Review any documentation provided including Letter of Interest (LOIs), Request for Information (RFIs), RFPs etc.
- ▶ Attend meetings or events such as industry day
- ▶ Be present during the evaluation
- ▶ Monitor the actions and decisions of the procurement team and determine if these are consistent with the principles of fairness, openness and transparency

Note that for the purpose of carrying out its obligations, the Fairness Monitor will be granted access to industry responses and related correspondence received by Canada as a result of this RFI and may act as an observer at potential follow-up clarification or contracting activities.



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KEY CONTACT

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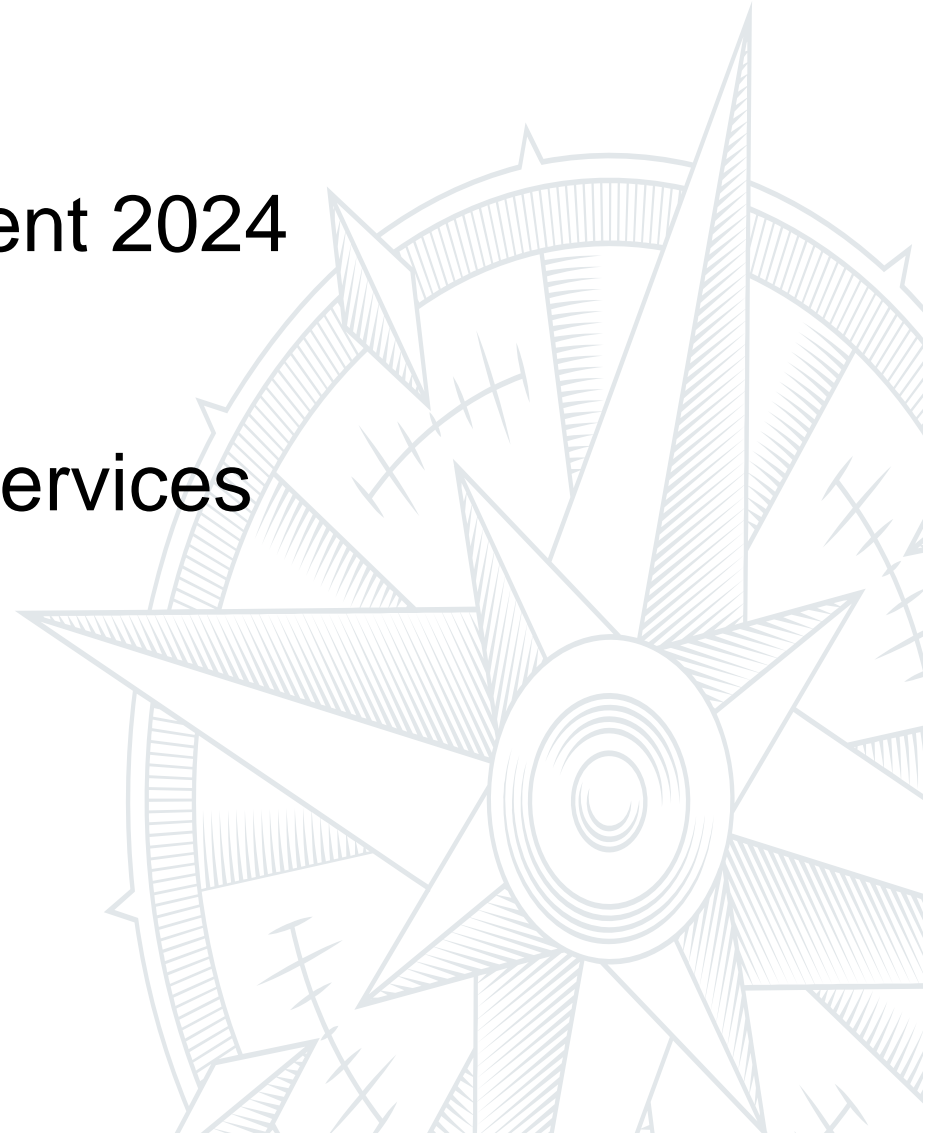
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Contract – Common Services

November 2021



Healthcare Provider Registration/Administration

- Claim submission agreement
- Confirm providers meet eligibility requirements
- Provider payment
- Provider communication and education
- Liaise with professional colleges/associations
- Respond to provider inquiries
- On-line provider registry



Client/Member Communications

- Registration kit:
 - Program benefits
 - Healthcare Identification Card
- Claim statements
- Client letters
- Client inquiries



Health Services Authorization

- Client/member eligibility based on legislation
- VAC, CAF and RCMP provide business rules to contractor
- Benefit grids define benefits requiring authorization
- Healthcare professionals review complex cases
- Decision communicated to healthcare provider and client/member



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Health Claims Processing

- Provider claims
- Client/member claims
- Claim types:
 - Electronic
 - Non-electronic



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Provider Audit

- Annual provider audit plan
- Confirmation clients and members have received benefits
- Mail and on-site audits
- Audit recoveries
- Recommendations for program improvement



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Performance and Reporting

- Operational and management reporting:
 - Contract operations
 - Financial
- Departmental program reporting
- Service standards reporting
- Quality Assurance reporting
- Ad hoc reporting



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Web Portals

- Client/member
- Provider
- Departmental (VAC, CAF and RCMP)
- User support and training

Change Management

- System management and maintenance
- Business process changes
- Support implementation of new initiatives/programs
- Operations management
- Innovation



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Overview of VAC Programs

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About VAC

- Mandate: supports the well-being of Veterans and their families, and promotes recognition and remembrance of the achievements and sacrifices of those who served Canada in times of war, military conflict and peace.
- The Department offers a wide range of health care programs, benefits and services to qualified individuals through the Health Care Benefits Program, the Veterans Independence Program, and the Long Term Care Program.

Treatment Benefits Program

- Provides eligible Veterans and other qualified recipients with funding for necessary Treatment benefits.
- Comprised of fourteen categories of benefits and services (called Programs of Choice), which include hundreds of benefits/services, to meet a variety of needs. This includes reimbursement for Cannabis for Medical Purposes (CMP).
- Examples of benefits and services include aids, equipment and devices such as hearing aids, prosthetics, medical equipment; prescriptions; services including, home health or hospital services, nursing services; and appointments with specialists (such as physiotherapists, audiologists, and mental health providers).
- Managed by the Treatment Benefits Program Management Unit, administered by Field Office staff and a third-party health care processor, with support from numerous areas within VAC.
- Program expenditures were \$390 million with 70,697 recipients, last fiscal year (2020-21).

Health Care Benefits Program Cannabis for Medical Purposes (CMP)

- The CMP reimbursement policy was introduced in 2016, which took into account existing CMP research and input received from Veterans, their advocates, stakeholders, and medical experts.
- VAC reimburses up to three grams per day to a maximum rate of \$8.50 per gram. There is an exceptional approval process for consideration of requests for reimbursement over three grams per day.
- CMP may be reimbursed for a variety of health conditions.
- Claims from Federal Licensed Sellers are currently submitted to the FHCPS claims processor. Plans are in place to use Point of Sale technology for these claims.
- Recognizing that the use of CMP continues to be an emerging practice, VAC will continue to monitor developments in research, and medical practice and experience, and adjust the policy and/or business processes as may be required.
- Expenditures were \$119 million with 15,369 recipients, last fiscal year (2020-21).

Veterans Independence Program (VIP)

- VAC's national home and community care based program which assists eligible Veterans, and their primary caregivers and survivors, to remain in their homes and communities as long as possible by providing funding towards services to support their independence.
- Includes services such as grounds maintenance, housekeeping, personal care, access to nutrition, as well as other health and support services.
- Provides funding for assistance with intermediate care in a community facility when remaining at home is no longer possible.
- Eligibility is always subject to a needs assessment.
- Expenditures were \$339 million with 81,709 recipients last fiscal year (2020-21).

Long Term Care (LTC) Program

- Provides financial assistance towards the cost of long term care for qualifying Veterans
- Veterans are supported in two types of long-term care settings. Community facilities with beds that are open to Veterans as well as other provincial residents (**community beds**); and community facilities with **contract beds** designated through contractual arrangements for priority access for Second World War and Korean War Veterans
- The type of setting in which Veterans can receive departmental support varies depending on type and location of military service, income, health care need, and whether their need for long-term care is linked to a service-related disability or illness
- With some exceptions (Veterans in LTC as a result of service related injury/illness, seriously disabled Veterans, etc.), Veterans in long-term care are required to contribute to the cost of their accommodation and meals, up to a maximum monthly amount. The maximum amount (currently \$1,038/month) is standard across the country
- To be eligible, Veterans must be assessed as needing long-term care by a health care professional as well as meet service eligibility requirements
- Program expenditures were \$15.1 million with 1,100 recipients last fiscal year (2020-21)



RCMP·GRC



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RCMP Health Care Benefits

*Presented by the RCMP Health Benefits Program, Member Benefits,
Occupational Health and Safety Branch*



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1. RCMP Organizational Overview

ABOUT THE RCMP

- Royal Canadian Mounted Police (RCMP) is Canada's national police service with national, federal, provincial, and municipal policing mandates, from coast to coast to coast, at the community, provincial/territorial and federal levels.
- There is more than 20,000 RCMP members, supported by nearly 7, 500 public service employees in over 700 detachments in communities across the country.
- RCMP operational priorities are Serious and Organized Crime, National Security, Youth, Indigenous Communities, and Economic Integrity.
- The RCMP 150th Anniversary is in 2023.

MODERNIZING THE RCMP - VISION 150

- Vision 150 plan is centred on four themes, each focused on a key area where we see opportunities to modernize and transform the way we work.



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VISION

PEOPLE FIRST | POLICING EXCELLENCE | A SAFER CANADA

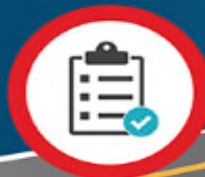
OUR PEOPLE



OUR CULTURE



OUR STEWARDSHIP



OUR POLICE SERVICES



OUR
RCMP



WE
ARE

kind & compassionate
healthy & supportive
diverse & inclusive
modern & innovative
trusted & respected

...A SOURCE OF PRIDE FOR CANADA



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2. RCMP Members Health Benefits – Authority and Program Management

- The Commissioner has the authority to establish medical and dental treatment programs pursuant to RCMP Regulations.
- RCMP Health Benefits Program is managed in accordance to RCMP Regulations, RCMP Policy - Administration Manual XIV.1. Health Care Entitlements and Benefits Programs, and the RCMP Benefit Grid requirements.
- Program management is enabled through a collaboration with divisional Occupational Health Services (OHS), International Health and Wellness Protection (IHWP) unit, national policy programs, and HR Finance Management - Financial Advisory Services.





3. RCMP Serving Members' Health Care Benefits – Eligibility and Entitlements

**strength data as of April 1, 2019*

	Regular Member 18,986*	Special Constable Member 112*	Civilian Member 3,403*
Basic Health Care Benefits	Provincial/ Territorial Health Care Insurance Plan	Provincial/ Territorial Health Care Insurance Plan	Provincial/ Territorial Health Care Insurance Plan
Supplemental Health Care Benefits	RCMP Policy - Health Care Entitlements and Benefits Programs ← FHCPs	RCMP Policy - Health Care Entitlements and Benefits Programs ← FHCPs	Public Service Health Care Plan / Public Service Dental Care Plan
Occupational Health Care Benefits	RCMP Policy - Health Care Entitlements and Benefits Programs ← FHCPs	RCMP Policy - Health Care Entitlements and Benefits Programs ← FHCPs	RCMP Policy - Health Care Entitlements and Benefits Programs



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4. RCMP Supplemental Health Care (SHC) Benefits:

- Available to **Regular Members and Special Constable Members** at no cost on an as-needed basis with limitations as outlined in the RCMP Policy and the Benefit Grid;
- Represents the type of health care benefits normally available to members of other police services and federal employees, generally through health benefit insurance plans;
- Entitlements are subject to collective agreements between the Treasury Board Secretariat and the bargaining agent for Regular Members and Special Constable Members;
- Example of eligible SHC benefits coverage: aids for daily living, audio (hearing services), dental services, medical services, prescription drugs, medical equipment, etc.





5. RCMP Occupational Health Care Benefits:

- May be available to **Regular Members; Special Constable Members; and Civilian Members injured in performance of their duty in the RCMP;**
- Represents an extra level of health care benefits coverage which the RCMP may provide to minimize limitations and restrictions that affect a member's fitness for duty and to maximize employability;
- This level of coverage must be pre-authorized before commencement of health care treatment or service;

NOTE: Determination of a claim work-relatedness is administered internally by the RCMP.





6. Health Benefit Programs Expenditure/Utilization

- FHCPS claims processed during the fiscal year period - April 1st to March 31st

Fiscal Year	Expenditure	Member Count
2019/2020	\$76.7 M	19,644
2020/2021	\$75.6 M	19,127





National
Défence

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Nationale

CANADIAN FORCES HEALTH SERVICES GROUP

GROUPE DES SERVICES DE SANTÉ DES FORCES CANADIENNES



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Presenter: Colonel Craig Smith
Director of Health Services Delivery
November 2021

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Canadian Armed Forces Overview

- The Canadian Armed Forces (CAF) has more than 65,000 Regular Force Members and over 25,000 Reserve Force members
- CAF Members are stationed in all Provinces and Territories across the country and are deployed on overseas operations
- CAF Members are excluded from the *Canada Health Act*



Canadian Forces Health Services

- CAF have a responsibility to provide healthcare
 - On-site by CAF medical and dental clinics
 - Off-site via external providers
- Occupational requirement to restore health to deployable standard
- Health Services Modernization - enhance efficiency, quality and stewardship of healthcare.



Eligibility

- **Regular Force Member-** access to full spectrum of care
- **Reserve Force Members**
 - Class A and Class B less than 180 days contract.
 - Emergency care only.
 - Care originating from a service related injury.
 - Class B (greater than 180 days) and Class C
 - Access to full Spectrum of Care
- **Cadets:** care for cadet activity related injuries
- **Foreign Services Member and Dependents-** access to Full Spectrum of Care



CAF Spectrum of Care

- Funded health services include:
 - Coverage similar to provincial healthcare plans
 - Coverage similar to Employer health benefit plans
 - Coverage for Occupational health requirements
- Not a list of entitlements and benefits
 - Access is based on clinical need.



Comprehensive Medical Care

- Physician Services
- Hospital Services
- Ambulance Services
- Addiction Counseling and Treatment
- Social Work Services
- Out-Patient Diagnostic Services
- Rehabilitation Care
- Home Care
- Assistive Devices and Adaptive Equipment
- Bariatric Surgery
- Corneal Cross-Linking (CXL)
- Long Term Care Facilities- nursing homes, chronic care.
- Health Practitioner Benefits- Physiotherapy, speech-language, dietician, psychologist, chiropractor etc.



Supplemental Health Care

- CAF Drug Benefits
- Vision Care Benefits
- Miscellaneous Expense Benefits (footwear, orthotics, braces, hearing aids etc.)



Comprehensive Dental Care

Eligible dental services include:

- Diagnostic Services
- Preventive Services
- Periodontal Services
- Restorative Services - Minor
- Restorative Services - Major
- Prosthodontic Services - Minor
- Prosthodontic Services - Major
- Orthodontic Services - Minor
- Orthodontic Services - Major
- Endodontic Services
- Surgical Services
- Adjunctive General Services



CAF Pharmaceutical System

- No dispensing fees
- Can override any of the Drug Utilization Evaluation responses.
- CAF Drug Exception Centre
- Controlled access to external services, for after hours requirements.
- All drug claims (dispensing) data is integrated into the CAF Electronic Health Record.