

**This weeks media reports will cover and answer great questions veterans are still asking such as Frequently asked questions regarding COVID-19 in Ottawa. Due to ongoing and evolving COVID-19 pandemic, callers may experience increased wait times when calling the Government of Canada Pension Center. Callers may also experience dropped calls, as all telecommunication networks across Canada are presently facing capacity challenges. and local Media Articles and An illness or injury can have an impact on your ability to adjust to life after service. We all need healthcare services. The Treatment benefits program provides coverage for a variety of benefits and services to help you get—and stay healthy**

## Treatment benefits

About this program

If you qualify for the Treatment Benefits program, you will receive a VAC healthcare card.

This healthcare card provides coverage for such things as home health or hospital services, nursing services, appointments with specialists (such as physiotherapists, audiologists, and mental health providers), medical equipment, prosthetics, and prescriptions.

The extent of your coverage will depend on a number of factors, including how you qualified, your health needs and your individual circumstances.

During the COVID-19 pandemic, we have made temporary changes to the Treatment Benefits program to ensure you receive the treatment and services you need. [Learn more](#).

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### Do I qualify?

You will qualify for healthcare coverage and receive a VAC healthcare card if you qualify for:

- a [disability benefit](#),
  - the [Veterans Independence Program](#),
  - the [War Veterans Allowance](#), or
  - financial assistance from VAC for [long-term care](#).
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## How to apply

You do not need to apply for the treatment benefits program or for a VAC healthcare card. A card will be sent directly to you after you have received one of the benefits listed above.

If you are a still-serving member of the Canadian Armed Forces or the Royal Canadian Mounted Police, you will typically receive your card after you release from service as [these benefits will be provided by your home organization](#), not by VAC.

## Get help

If you have questions about your health coverage or about VAC's treatment benefits program, visit any [VAC office](#) or call us at 1-866-522-2122. You can also contact [Medavie Blue Cross](#).

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## Additional information

### Quick links

- [How to use your VAC healthcare card](#)
  - [Reimbursement](#)
  - [Coverage details](#)
  - [Frequencies and dollar limits](#)
  - [Medavie Blue Cross online](#)
  - [Health-related travel](#)
  - [Currently serving in the military or RCMP?](#)
  - [Related programs](#)
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## How to use your VAC healthcare card

Often, you only need to show your VAC card to the provider of your choice to receive health benefits or services.

The provider may also need to see your prescription from your doctor or health professional and receive pre-authorization from VAC before they can provide the benefit or service to you.

- Prescription – A prescription is valid for one year from the date on it. It confirms you are under the care of a health care professional and details their recommended therapy for your health need. To learn who can provide a prescription, see the section – Prescriber Required – in that benefit's details of the [Benefit Grid](#).
- Pre-Authorization - To find if pre-authorization is needed, see the section – Pre-authorization Required – in that benefit's details found in the Benefit

Grid. Your provider can [contact us](#) (or Medavie Blue Cross at 1-866-811-6060) for pre-authorization. Most services will only need pre-authorization once.

Using a registered provider – A registered provider can bill Veterans Affairs Canada (VAC) directly so you do not need to pay out of pocket. To find registered providers in your area, please [contact us](#) or use your [Medavie Blue Cross account](#).

Using any other provider – You may have to pay this provider for their services and then seek reimbursement from VAC.

Please note: we may not be able to reimburse the cost of services you purchased prior to having pre-authorization.

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## Reimbursement

To receive reimbursement, you need to send your request within 18 months from the date you received the treatment benefit or service. The provider must be:

- licensed or certified by your province or territory; or
- where no provincial or territorial regulations exist, they must meet requirements set by VAC.

To receive reimbursement, you will need to submit your proof of payment (original receipt or invoice) that shows:

- the date you received the benefit or service;
- the name of the benefit or service;
- the amount you paid; and,
- the name and address of the provider.

You can submit your request through your secure account at [www.medavie.bluecross.ca/MyInfo](http://www.medavie.bluecross.ca/MyInfo) or [download the form](#) and mail it to:

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

Sign up for [Direct Deposit](#) to receive your reimbursements directly into your bank account.

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## Coverage details

### Programs of Choice

Read the overview of each of the fourteen (14) health care benefits programs, known as the [programs of choice](#), provided by Veterans Affairs Canada

## **Benefit grids**

The [Benefit Grids](#) are a resource for both providers and recipients. This national database shows the requirements for benefits and services available within the fourteen (14) programs of choice, except for dental (POC 4), medical (POC 6) and prescription drugs (POC 10).

Dental and medical professionals can contact Medavie Blue Cross whenever they have questions about coverage.

The [drug formulary](#) is a database of prescription medicines (POC 10) covered by Veterans Affairs Canada.

## **Frequencies and dollar limits**

There are frequency and dollar limits for most benefits. To determine if your benefit has any, view that benefit's details in the [Benefit Grid](#).

You, your doctor or your health professional should [contact us](#) if your prescribed treatment will exceed these limits.

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## **Medavie Blue Cross online**

Through your secure account at [www.medavie.bluecross.ca/MyInfo](http://www.medavie.bluecross.ca/MyInfo), you can:

- Find a list of registered providers;
  - Find claim forms and other documents;
  - View your claim status, explanations, and claims archive;
  - Find your coverage details; and
  - Request a replacement card (or print a temporary card).
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## **Health-related travel**

Your VAC health card is valid everywhere in Canada. However, before traveling to another province, we recommend that you [call us](#) for advice on how to get services outside of your home province. If the provider in that province will not accept your card as payment, you may have to pay for the benefit and then request reimbursement from VAC.

Please note: if you are traveling outside of Canada, health providers in other countries will not accept your card as payment.

## **Reimbursement**

We can cover eligible travel expenses to receive benefits or services in Canada. Learn more about reimbursement for [health-related travel](#).

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## Find out more

### Currently serving in the military or RCMP?

If you have qualified for a disability benefit, your health services will be provided by your home organization until you release from service, except for Class A or Class B (180 days or less) Reservists whose health services will be provided by VAC.

### What to do when you are releasing:

- Canadian Armed Forces members – please ensure your discharge documents have been provided to your Health Services Centre (CF H Svcs C). Incorrect release date information can delay your access to VAC's treatment benefits.
- RCMP members – please [contact us](#) to provide your discharge date.

Note: If you are a member of the RCMP, with prior service in the Canadian Armed Forces, and receive a disability benefit related to your CAF service, your health coverage for that condition will be provided by VAC, not the RCMP. Please contact us if you experience any difficulty accessing your coverage.

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### Related programs

[Disability benefits](#): compensation to recognize that your injury or illness is a result of your service.

[Veterans Independence Program](#): Payments for home and health care services that you need to remain independent at home.

[Long-term care](#): Monthly payments to cover the cost of your long-term care.

[War Veterans allowance](#): Monthly payments if you have a low household income.

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### Frequently asked questions

#### Can I appeal any decision VAC makes about my treatment benefits?

Yes. If you are not satisfied with the decision, you have the right to request a review. There are two levels of review.

- First Level Review – The decision letter (or your explanation of benefits document) indicates how to submit a request for a first level review.
  - Final Review – The decision letter for your first level review will indicate how to request a final (known as a second level) review.
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## **Does my provider need to call VAC for pre-authorization each year, even if I am requesting the same benefit or service?**

For most benefits and services, VAC only requires pre-authorization the first time you obtain a benefit or service. However, certain benefits require pre-authorization each time you request the benefit. The [Benefit Grid](#) can help your provider determine which requirements apply to their service.

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## **Can I choose any supplier or provider of treatment benefits and services?**

You may obtain treatment benefits and services from a supplier or provider of your choice who meets VAC provider requirements. [Contact us](#) or Medavie Blue Cross if you have any questions regarding these provider requirements.

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## **Are there policies for this program?**

Yes. Read more about the [policies for Veterans](#).

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- [IN THE NEWS](#)

Retirement of Gen. Jonathan Vance is big loss for Canada on international stage  
<https://www.msn.com/en-ca/news/newspolitics/commentary-retirement-of-gen-jonathan-vance-is-big-loss-for-canada-on-international-stage/ar-BB178Col?li=AAggNb9>

[City of London creates list to track homeless veterans](#)

[La lieutenant-général Christine Whitecross cède le commandement du Collège de défense de l'OTAN](#)

[Veterans building models and sharing stories](#)

[Duck Boat: The World War II DUKW still has some quack \(they helped beat Hitler\)](#)

[Sappers integral to rural bridge building project](#)

[Canadian military issues new orders in effort to crack down on 'hateful conduct'](#)

[La vie après la guerre : l'histoire d'Hélène Le Scelleur](#)