

# Media Report 24 Sept 2021

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. Have you made an application for disability benefits from Veterans Affairs Canada and received a decision? If you disagree with that decision, you have the right to review or appeal

## [Find out what's new this month!](#)

### **Each month, Salute! provides news about:**

- benefits and services available to Veterans and their families and tips on accessing them;
- remembrance and commemoration activities in Canada and abroad; and
- other events, including public consultations.

You will also see stories about today's Veterans, their challenges and successes, and how they contribute to their communities after leaving the military.

In this edition:

- [Support for Veterans struggling with events in Afghanistan](#)
- [Shortening processing times for benefits decisions](#)
- [You are not alone: World Suicide Prevention Day is September 10](#)
- [The Shining Light of HOPE marks 15 years](#)
- [Online engagement: 2,700 Veterans have their say](#)
- [Virtual discussion series on military sexual trauma: September 16](#)
- [Anniversary of the Battle of Britain](#)
- [Merchant Navy Veterans Day](#)
- [A celebration of life: BGen \(Ret\) Sheila Anne Hellstrom](#)

Please share Salute! with your friends and contacts so they can keep up on issues that matter to Veterans and their families.

Let us know what you think about the new Salute! by emailing [consultation-consultation@veterans.gc.ca](mailto:consultation-consultation@veterans.gc.ca).

Learn more [here](#).

## **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](#)
  - [List of VAC-approved Health Professionals](#)
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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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## **I am about to release from military service, how do I ensure my health services will continue after my release date?**

If you are receiving health benefits from the Canadian Armed Forces and you currently have a VAC disability benefit, you can request a review of your CAF health services to determine which benefits can be covered by VAC after your release. This review will also save you any unnecessary paperwork to continue your benefits. [Learn more](#).

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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](#).

## **Ontario's vaccine passport: What you need to know**

CBC/Radio-Canada 29 mins ago

New provincial vaccine passports; climate and the election: In The News for...

Malaysia, Thailand and Vietnam are leaving behind zero-Covid but they aren't...

©Evan Mitsui/CBC Ontario's new vaccine passport system applies to the indoor areas of restaurants, bars, gyms, cinemas and many other venues. Provincial ministry of health figures show more than 10.3 million people have had two doses of vaccine, which...

A COVID-19 vaccine passport system kicks in Wednesday in Ontario, requiring people to show proof of vaccination for entry into thousands of non-essential venues across the province.

Restaurants, bars, sports venues, gyms, theatres, cinemas and casinos are among the locations where staff must ask patrons to show certification that they received two doses of an approved vaccine at least two weeks before, along with identification that matches their vaccination document.

Here's what you need to know about how Ontario's vaccine passport system will work:

## **Proof of vaccination document**

Ontarians can download their proof of vaccination from [this provincial government website](#). You need your OHIP card to log in to the site. Once you download the certificate showing you've had two doses of vaccine, you can either print a hard copy or store the PDF on your phone.

Vaccination receipts from jurisdictions outside Ontario are accepted, provided that the vaccines doses received meet the province's definition of fully vaccinated. If any of the doses received were not among Health Canada's four approved vaccines (Pfizer-BioNtech, Moderna, AstraZeneca/COVISHIELD or Janssen/Johnson & Johnson), Ontario requires three doses to be considered fully vaccinated, or a follow-up with one dose of either the Pfizer or Moderna mRNA vaccines.

## **Identification**

Along with the paper or digital copy of your vaccination certificate, you are required to show government-issued identification with your name and date of birth, matching what's on the proof of vaccination document. It does not have to be photo ID.

You can use your OHIP card as identification but the venue staff do not have the right to demand to see your health card as part of your proof of vaccination.

## **Locations**

You must show your identification and proof of being fully vaccinated against COVID-19 to enter the following locations:

- Indoor areas of restaurants and bars, as well as both indoor and outdoor areas of nightclubs.
- Indoor areas of concert venues, theatres, cinemas, casinos, bingo halls, and other gaming establishments.
- Indoor areas of sport and recreational facilities, such as gyms, fitness centres, swimming pools, water parks and indoor spectator areas of sports venues.
- Indoor areas of meeting and event spaces, such as banquet halls, conference and convention centres.
- Indoor areas of horse racing or car racing tracks.
- Indoor areas of strip clubs, bathhouses and sex clubs.



## **Exceptions and exemptions**

Children under 12 are not subject to Ontario's vaccine passport system as they are currently not eligible for vaccination.

To be exempt from Ontario's COVID-19 vaccination requirements, anyone age 12 and up must provide a written document from a physician or a nurse practitioner on official letterhead stating that there is a medical reason for the exemption.

Public health doctors have said medical exemptions are rare and are primarily limited to having a life-threatening allergy to an ingredient in the vaccine, or having had an adverse reaction to a first dose.

There are also a few specific exceptions to the vaccination requirement for the venues listed above:

- People entering the indoor area of a restaurant or bar only to get takeout, to pay or to use a washroom.
- Kids under 18 entering a sports or recreational facility for active participation in an organized sport, such as a league or classes, including dance, martial arts or swimming.
- People entering a meeting or event facility solely to attend a wedding ceremony or funeral service. The exception does not apply to a reception or social gathering associated with the wedding or funeral. However, until Oct. 13, a non-vaccinated person can attend such a social gathering by producing a negative COVID-19 test administered within the previous 48 hours.

## **Digital vaccine passport: Oct. 22**

Provincial officials say Ontario will move to a digital proof of vaccination system a month from now. People who've been vaccinated will be able to download a QR code to their phone, which can be read by a free smartphone app to be made available ahead of the Oct. 22 start date.

## **IN THE NEWS**

[CER Museum now official!39](#)

[The Bailey Bridge](#)

[9/11, 20 years later: A timeline of Edmonton-based military casualties in the Afghanistan war](#)

[Canadian veterans the focus of Tourism Jasper welcome this year, the 100th anniversary of Remembrance Day](#)

[Repenser le combat contre le terrorisme](#)

[Military veterans help fill tech jobs](#)

[Canadian Armed Forces hosts allies for training exercise off the coast of Halifax](#)

[Le combat clandestin des vétérans de la mission canadienne en Afghanistan](#)

[Video: Floating bridge built in Louisiana to deliver aid following Hurricane Ida](#)

[Breakthrough could allow soldiers to charge equipment with any heat source](#)

[L'Aviation royale canadienne entame pour une 6e fois sa mission de police aérienne renforcée en Roumanie](#)

[UK industry team demos new counter-missile protection for armored vehicles](#)