



Bigstone Health Benefits

 **Bigstone Health Commission**



16310 100 Avenue NW
Edmonton, AB T5P 4X5
www.bigstonehealth.ca

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16310 100 Avenue
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Office: (780) 341-2777
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Vision Statement:

To revive, strengthen and protect members' treaty rights to health and to enhance the quality of life of members and others living in Bigstone Traditional lands.

Mission Statement:

To develop full capacity within Bigstone Communities to effectively and efficiently develop, administer and control programs and services that will achieve the vision.

Bigstone Health Benefits are an inherent right for registered Treaty Status individuals as defined by the Indian Act and are constitutionally protected. The benefits are to be comprehensive, accessible and provided as needed in a timely manner to all registered treaty status Bigstone Cree Nation members and clients living on reserve and off reserve and who are ordinarily resident in Canada.

The Goals and Objectives of Bigstone Health Benefits are to provide benefits to registered Bigstone Cree Nation members and clients in a manner that:

- Is appropriate to unique health needs;
- Contributes to the achievement of an overall health status that is comparable to that of the Canadian population as a whole;
- Is sustainable from a fiscal and benefit management perspective; and
- Will maintain health, prevent disease, facilitate early detection of disease, and management of illness, injury or disability.

How to Appeal a Decision

When you have been advised, in writing, that coverage for a benefit through Bigstone Health Benefits has been denied, you may appeal the decision.

Appeals must be submitted by the client, parent, legal guardian, or legal representative of the client following the Appeal Procedure Instructions.

Level 1 Appeal

To be submitted to the Bigstone Health Benefits Manager.

Level 2 Appeal

If you do not agree with the result of your Level 1 Appeal, you can proceed to Level 2 which is to the Chief Executive Officer .

Level 3 Appeal

If you do not agree with the result of your Level 2 Appeal, you can proceed to the final level which is to Board of Directors of Bigstone Health Commission.

Program Consent Form

All individuals registered in the Bigstone Health Benefits Program are required to provide consent by completing the consent form. All personal information is kept CONFIDENTIAL. The consent form can be accessed by downloading it from our website, picked up at our office, or by contacting our office.

Register for Health Benefits

Once you receive your status number, please contact our office.

What Is Covered?

Vision Direct Line: 780-341-2780

Eye examinations

- Children 0-17 years old eligible every 1 year
- Adults 18 to 64 years old eligible every 2 years
- Elders 65 years and older eligible every 1 year
- Individuals diagnosed with diabetes are eligible for an eye examination every 1 year

Eye wear

Eligible eyewear coverage amount depends on the prescription. Amount can be used towards either glasses and/or contact lenses.

- Children 0-17 years old eligible every 1 year
- Adults 18 years and older eligible every 2 years

Lens replacement

Eligible if prescription changes by + or -0.50 diopters or more. Eligible lens replacement coverage amount depends on the prescription.

- Children 0-17 years eligible every 1 year
- Adults 18 to 64 years eligible every 2 years
- Individuals diagnosed with diabetes are eligible for replacement lenses if prescription has changed by + or -0.50 diopters or more.

Repairs

- One major and one minor per frame purchase (1 or 2 years).



Pharmacy Direct Line: 780-341-2776

Includes coverage for a range of items in the following categories:

- Prescription medications;
- Over-the-counter medications;
- Diabetic supplies;
- Injectable medications;
- Extemporaneous (compounded) mixtures;
- Medication delivery devices;
- Recognized non-oral contraceptive devices;
- Therapeutic vitamins and minerals;
- Medically necessary nutrition products;
- Opioid dependency treatment; and
- Special formularies for; chronic renal failure, palliative, and clients in active cancer treatment.



Items covered are divided into the following categories;

- Open benefit – these items do not require a prior approval.
- Limited use benefits – these items have established criteria and require prior approval. Information will be requested from the prescriber to determine if criteria is met.

Mental Health Counselling

Every 12 months, clients can receive up to 22 hours of counselling performed by one enrolled provider, at a time, on a fee-for-service basis. If required, additional hours may be approved.

Counselling sessions may include:

- Individual, Family, or Group

Direct Line: 780-341-2784

The Indian Residential Schools Resolution Health Support Program provides mental health coverage to eligible former Indian Residential School students and their families (including Bigstone Cree Nation clients). For more information please call Indigenous Services Canada 1-800-232-7301.

For addictions treatment centre inquires contact the Alberta Regional Referral Coordinator at (780) 495-2345 or toll free 1-866-495-2345.



Medical Supplies & Equipment

Direct Line: 780-341-2776

- Audiology
 - hearing assessment,
 - hearing aids/devices,
 - batteries,
 - repairs
- Limb and body orthotics (braces for all areas of body)
- Custom-made footwear and custom-made foot orthotics
- Oxygen equipment and supplies
- Pressure garments and devices
- Prosthetics
- Respiratory equipment and supplies (CPAP, BiPAP)
- Self-care equipment
 - Bathing and toileting aids
 - Cushions and protective aids
 - Dressing aids
 - Feeding aids
 - Lifting and transfer aids
 - Gender identity
 - Lifting and transfer aids
- Low vision equipment
- Mobility equipment
 - Seating devices
 - Standing devices
 - Walking aids
 - Medical strollers
 - Wheelchairs (manual, power)
- Communication equipment
 - Voice restoration
 - Augmentative and alternative communication
 - Laryngectomy supplies
- Medical surgical equipment
 - Incontinence
 - Ostomy
 - Wound care



Dental Direct Line: 780-481-4261

Includes coverage for a range of dental services and procedures in the following categories:

- Diagnostic (exams & x-rays)
 - Complete
 - New patient limited
 - Recall
 - Emergency
 - Specific
- Preventive (cleanings)
 - Scaling
 - Polish and Fluoride
- Restorative (fillings)
- Endodontic (root canals)
- Periodontal (deep cleanings)
- Prosthodontic (removable dentures)
- Oral surgery (extractions)
- Adjunctive (general anesthetic, sedation)
- Orthodontic (braces)



Dental services and procedures are divided into 2 schedules:

- Schedule A – these are categories of dental procedures that do not require prior approval but have frequency limitations.
- Schedule B – these are categories of dental procedures that require prior approval.

Hours of Operation

Monday to Friday Closed statutory holidays
Vision 9:00am to 5:00pm
Pharmacy, Medical Supplies & Equipment, and
Dental 8:30am to 5:00pm
Mental Health 8:30am to 4:30pm

Health benefit providers must be enrolled in the program to direct bill. Please visit our website for an interactive map of all our enrolled providers across Canada or contact our office.