

Frequently Asked Questions

February 2023

Helping evacuees, refugees and any international visitors who seek our help under crisis has always been fundamental to how AHS operates, and the situation in Ukraine is no different. We are here to help.

NOTE: This is a living document. As more information is available, we will continue to update this document. We appreciate your patience.

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General

1. How can I support evacuees from Ukraine?

- Please review the [Government of Canada website](#) that provides information about how you can help during a disaster abroad or donate to the [Red Cross](#).
- Visit the [Ukrainian Canadian Congress](#) (UCC) website to [register to become a host](#) for Ukrainian evacuees. The UCC brings together under one umbrella all the national, provincial and local Ukrainian Canadian organizations.
- Many organizations across communities in Alberta are offering support for Ukraine. If you are interested in getting involved, we encourage you to reach out to organizations in your community to find out more.

2. How is the Government of Alberta and Government of Canada supporting evacuees?

- To support evacuees from Ukraine arriving in our province, the Government of Alberta is working closely with the federal government, business community, the Ukrainian-Canadian community and settlement organizations to ensure they have access to information and supports that will help them settle and integrate into our communities.
- Visit the Government of Alberta's website to learn more about their [response](#) to support Ukrainians.
- The [Canada-Ukraine Authorization for Emergency Travel \(CUAET\)](#) is one of the many special measures the Government of Canada has introduced to support the people of Ukraine. It offers Ukrainians and their family members free, extended temporary status and allows them to work, study, and stay in Canada until it is safe to return to Ukraine.

Patient identification and billing

3. What documentation/identification should I bring to receive care in an AHS facility?

- You should identify yourself as an evacuee from Ukrainian when you access any medical healthcare resource. We encourage evacuees to bring their ID and/or passport and their CUAET visa to reduce any confusion regarding billing.
- If you have questions, please email evacueehealthregistration@gov.ab.ca.

4. Will I be billed for any healthcare services provided to me?

- No. All physicians within AHS facilities as well as community-based (family doctors) have been requested by the Government of Alberta to [accept all requests for insured services under AHCIIP](#), and not provide a bill at the point of service, as long as they are eligible for Alberta's Ukrainian Evacuee Temporary Health Benefits Program (UETHBP).
- Evacuees who are enrolled and/or have applied to [Alberta's evacuee health program](#) will not be required to pay out of pocket for medically required medical and hospital services and supplemental benefits provided under that program while they are waiting for their health card to arrive in the mail.

5. What is the Ukrainian Temporary Health Benefits Program?

- Evacuees from Ukraine (Ukrainian citizens and permanent residents of Ukraine) who reside in Alberta and arrived in Canada through the CUAET program are eligible to apply to the Ukrainian Evacuee Temporary Health Benefits Program.
- This program provides health insurance coverage to evacuees from Ukraine while they are living in Alberta. Health insurance coverage is provided for the duration of the evacuee's CUAET visa.
- For additional inquiries regarding the Ukrainian Evacuee Temporary Health Benefits Program, please email EvacueeHealthRegistration@gov.ab.ca.

6. What services are covered under the Ukrainian Temporary Health Benefits Program?

- The program provides full coverage for medically necessary physician services. The physician determines what insured services are considered medically necessary. A list of insured health services in Alberta can be found at: alberta.ca/ahcip-what-is-covered.aspx.

7. How do I apply for an Alberta Health card?

- Once you have identification, please complete the [application form](#).
- Evacuees will be given the opportunity to apply for eligibility to the Ukrainian Evacuee Temporary Health Benefit Program (UETHBP). This program will issue a card that needs to be shown to health care providers so that they are aware evacuees have health insurance coverage up to the date on their CUAET visa.
- Evacuees can submit applications for the program at participating [Alberta registries](#).
- If you have questions or need more support, please email EvacueeHealthRegistration@gov.ab.ca.

8. What is the Alberta Adult Health Benefit (Ukrainian Evacuee) Program?

- The Alberta Adult Health Benefit (AAHB) (Ukrainian Evacuee) program provides evacuees from Ukraine, who are enrolled in the Ukrainian Evacuee Temporary Health Benefits Program, with coverage for dental care, prescription drugs, eye exams and glasses, essential diabetes supplies, emergency ambulance services, and essential over-the-counter medications. Additional information on what is covered can be found [here](#).
- To be eligible for the Alberta Adult Health Benefit (Ukrainian Evacuee) program, evacuees must first be enrolled in the Ukrainian Evacuee Temporary Health Benefits Program.
- An application form for this program will be included in the Alberta Health insurance cards package that is mailed to evacuees when their Ukrainian Evacuee Temporary Health Benefits Program applications are processed.
- Evacuees need to fill out the application form and send it back to the address or fax indicated on the second page of the form. If an evacuee did not receive a copy of the form or needs a new copy, please email EvacueeHealthRegistration@gov.ab.ca.
- For additional questions about this program, evacuees can contact the Health Benefits Contact Centre at 1-877-644-9992.

Health Assessment and Fees

9. Do I have to complete medical testing to stay in Alberta?

- Yes. Evacuees who choose to stay in Canada for longer than six months must complete an [Immigration Medical Examination](#) (IME) as part of the routine health assessment process

required by the Government of Canada's [Immigration, Refugees and Citizenship Canada](#) (IRCC) in order to complete VISA applications to live or work in Canada.

- Evacuees must have started the IME process within 90 days of arrival.
- There are three parts to complete an IME:
 - Assessment and health history review performed by a IRCC approved panel physician
 - Blood work
 - A chest x-ray is required for everyone 11 years of age or older and assesses for pulmonary issues but particularly for active cases of Tuberculosis (TB)

10. Is an IME required if an evacuee is not intending to stay longer than six months?

- No. Evacuees who choose not to stay longer than 180 days (6 months), are not required by the federal government to complete an IME, however they are still encouraged to complete the chest x-ray to assess for active cases of TB.

11. Who performs the testing to complete an Immigration Medical Examination?

- All IME assessments for evacuees who wish to stay longer than 6 months or apply for a work VISA, must be performed by a panel physician.
- These physicians are specially trained healthcare providers that interview an evacuee about their health history and gather data to share back with the IRCC.

Chest x-ray:

- There are specific facilities approved by the IRCC to perform the chest x-ray as required to complete the IME. The list of facilities is available in the [chest x-ray letter](#).

12. Who covers the cost of the assessment and testing required to complete an IME?

- The assessment by a panel physician and the ordered blood work are costs that must be paid by the evacuee.
- However, the IRCC and Alberta Health have granted permission for the cost of the chest x-ray, when performed by an approved IRCC radiology clinic, to be covered by the [Ukrainian Evacuee Temporary Health Benefits Program card](#), meaning there is no fee to the evacuee.
- At the first visit to a family physician, evacuees/patients should bring the [chest x-ray letter](#) with them and ask to be referred to one of the IRCC approved facilities to complete the x-ray at no cost.

13. Are there other health assessments I should complete?

- Evacuees should attend their local public health clinic where a public health nurse will review the evacuee's immunization records, offer to immunize them against vaccine-preventable diseases they are not currently immunized against and complete a skin test for latent TB. This skin test is in addition to the chest x-ray.
- Visits to public health clinics to complete this assessment do not require a physician's referral.

14. I was charged for an x-ray at an IRCC approved Radiology clinic. Can I be reimbursed?

- If an individual from Ukraine is seen at an IRCC approved Radiology clinic, and is charged for the Chest X-Ray, they would be eligible for reimbursement in full by the provider.
- Once the patient's personal health number (PHN) is given to the provider, a claim may be submitted to the ministry for payment.
- Instances where a patient is direct billed by an authorized IRCC service provider for the Chest X-ray can be forwarded, along with copies of any invoices/receipts if available, to the Health

Insurance Programs Branch's Claims Specialist Team at Health.HCIPAClaimsSpecialistTeam@gov.ab.ca.

- A Claims Specialist will follow-up with the service provider to confirm the billing of the patient, request reimbursement to the patient and provide guidance to the service provider on how to submit a claim for payment to Alberta Health.

15. I experienced a medical emergency and required ambulance services. Are fees for ambulance transport covered under the Ukrainian Temporary Health Benefits Program?

- Ambulance services are not covered under the [Alberta Health Care Insurance Program](#).
- However, ambulance benefits are provided by the Alberta Adult Health Benefits (Ukrainian Evacuee) program. Additional information on what is covered can be found [here](#).

16. I require emergency dental care. Is there coverage for dental fees?

Emergency Dental Care

- Ukrainian evacuees are eligible for emergency health benefits including emergency dental services through the Alberta Supports Contact Center or the 24-hour Emergency Income Support Contact Center.
- Evacuees who require emergency dental services will need to inform the contact centre which dental provider would be providing the services. A specific health benefit dental voucher will be faxed to the dental provider, who will then complete the required dental services.
- The dental provider would then submit the voucher to the Alberta Dental Services Corporation for reimbursement.
- More information can be found on the Government of Alberta website, [here](#).

Non-Emergency Dental Care

- Alberta Health Services has two dental clinics in Calgary that provide dental services, free of charge, to patients in need. Please call the location nearest you to speak with a receptionist to schedule an appointment or ask questions.
 - Sheldon Chumir Dental Clinic, located at 1213 4th Street SW. Phone 403-955-6888.
 - Sunridge Medical Gallery, located at 2580 32 Street NE. Phone 403-944-9999.

Healthcare Supports And Resources

NOTE: Many of the resources identified below have been translated and are available in Ukrainian and Russian. Please visit [AHS Support for Ukraine](#) to access the translated versions.

17. I only speak Ukrainian/Russian. How do I request a professional medical interpreter to support communication?

- AHS staff and Primary Care Network physicians have access to interpretation and translation services for patients who speak limited English or are deaf and hard of hearing.
- On-demand over-the-phone professional medical interpretation is available 24/7 in 240 languages across all AHS sites and programs.
- Speak with your nurse or unit clerk to request the support of a medical translator.

18. Where can I find more information on healthcare supports in Ukrainian or Russian?

- [AHS Support for Ukraine](#) hosts many resources and supports that have been translated into [Ukrainian and Russian](#) including specific information on [healthcare options in Alberta](#),

[prescription coverage](#), [COVID-19 information](#) and community-based resources such as dental care.

19. I have substance use and/or mental health issues. Where can I get help?

- This [resource](#) provides contact information for several addictions and mental health helplines that have translation services available such as Health Link/811 or the Mental Health Helpline and Addictions Helpline. It also highlights some online supports like the Distress Centre which provides social and community services, crisis counselling and teen support.

20. I'm hosting a family from Ukraine. Is there information about health services that I can access to help me support them?

- We have developed a Host Home [resource package](#) available in [English](#), [Ukrainian](#) and [Russian](#) languages, with information about healthcare options including details about helplines, online supports, government resources and dental services.

21. How do I find a family doctor?

- [Find a Doctor](#) is available to the public and has two different resources to help you find a physician in your area. Both websites listed below can sort physicians by language and gender.
- The College of Physicians and Surgeons [Find a Physician](#) tool can search for physicians in your area by discipline/practice type, or location.
 - The [Find a Family Doctor](#) tool can identify family physicians within the Primary Care Network (PCN) who are accepting new patients in your area. All PCN members and physicians can access a Ukrainian or Russian professional medical interpreter at no cost by calling: **1-833-955-2171**.
- AHS provides interpretation and translation services to patients receiving care within our facilities, meaning that translation services at family physician or community-based clinics may not be available.

Mental Health And Wellness Support

22. Where can I get help to deal with my feelings in response to the crisis in Ukraine?

- We have resources that have been developed to help you find support when dealing with the difficult feelings around this crisis including:
 - [Addiction & Mental Health Supports](#)
 - [Your Healthcare Options in Alberta](#)
 - [Resources for Host Families of Ukrainian Evacuees](#)
 - [Talking to Children about War](#) – available in English and Ukrainian