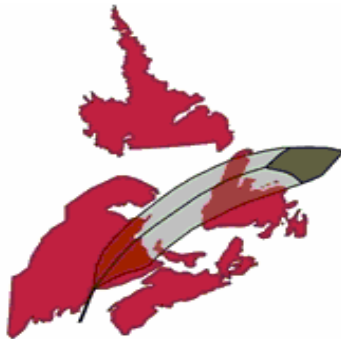


2012-2013



THE ATLANTIC POLICY CONGRESS
OF FIRST NATIONS CHIEFS SECRETARIAT
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**NON-INSURED HEALTH BENEFIT
NAVIGATOR
ANNUAL REPORT 2012-2013**

Non-Insured Health Benefit Navigator Annual Report 2012-2013

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1.0 Monthly Reports

April 2012

**APC NIHB Report
Non-insured Health Benefits Navigator – Paula Robinson
April 2nd – April 30th, 2012**

Date	Place	
02/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers • Health Staff Meeting
03/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
04/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers • Health Staff Meeting
05/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
06/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
09/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
10/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
11/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers • Health Staff Meeting
12/04/12	On the road	<ul style="list-style-type: none"> • Travel to Lennox Island
13/04/12	Lennox Island	<ul style="list-style-type: none"> • Presentation to the Partnering and Capacity Building group.
16/04/12	Out of Office	<ul style="list-style-type: none"> • Vacation
17/04/12	Out of Office	<ul style="list-style-type: none"> • Vacation
18/04/12	Out of Office	<ul style="list-style-type: none"> • Vacation
19/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers • Health Staff Meeting
20/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
23/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
24/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
25/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with

Date	Place	
		clients/health providers <ul style="list-style-type: none"> • Health Staff Meeting
26/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers • Health Staff Meeting
27/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
30/04/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers • Month End Report
Summary		
<p>April, like other months, has been steady with calls from many Communities. I believe the awareness that there is a NIHB navigator here at APC that will help people with their issues and needs, is spreading more widely as I am receiving calls from different areas. I have been invited to give presentations, briefings about the program and information sessions at a variety of conferences, meetings, etc. most recently I did a small presentation in Lennox Island for the 'Partnering and Capacity Building' group.</p>		

May 2011

**APC NIHB Report
Non-insured Health Benefits Navigator – Paula Robinson
May 1st – May 31st 2012**

Date	Place	
01/05/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers • Health Staff Meeting
02/05/12	APC Office am Appointment pm	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
03/05/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
04/05/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
07/05/12	APC Office am Travel to PEI pm	<ul style="list-style-type: none"> • Health Staff Meeting • Incoming/outgoing calls with clients/health providers
08/05/12	MCPEI	<ul style="list-style-type: none"> • PHC Committee Meeting
09/05/12	APC Office am OT pm	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
10/05/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers • Annual Report submitted
11/05/12	Vacation	<ul style="list-style-type: none"> • Calls directed to Health Canada
14/05/12	Vacation	<ul style="list-style-type: none"> • Calls directed to Health Canada
15/05/12	Vacation	<ul style="list-style-type: none"> • Calls directed to Health Canada
16/05/12	Vacation	<ul style="list-style-type: none"> • Calls directed to Health Canada
17/05/12	Vacation	<ul style="list-style-type: none"> • Calls directed to Health Canada
18/05/12	Vacation	<ul style="list-style-type: none"> • Calls directed to Health Canada
21/05/12	Holiday	Victoria Day
22/05/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
23/05/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers

Date	Place	
24/05/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
25/05/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
28/05/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
29/05/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
30/05/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
31/05/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers

Summary

In the month of May we have had some changes to the coverage of some drugs. These changes have been sent out to communities and health providers and I have contacted any of our clients that would be directly affected by it. With the most recent news relating to negotiations with the Pharmacy Association of Nova Scotia regarding dispensing fees we are worried how this is going to impact our First Nation people. We are expecting higher than usual call volumes once this takes place July 1st, 2012. It is our hope that a solution to this issue is resolved as it will greatly impact the health and welfare of our First Nation people.

June 2012

**APC NIHB Report
Non-insured Health Benefits Navigator – Paula Robinson
June 1st – June 30th 2012**

Date	Place	
01/06/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
04/06/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
05/06/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
06/06/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
07/06/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
08/06/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
11/06/12	Sick	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers • Health Staff Meeting
12/06/12	Sick	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
13/06/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
14/06/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
15/06/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
18/06/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers • Health Staff Meeting
19/06/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
20/06/12	Vacation	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
21/06/12	Holiday	National Aboriginal Day
22/06/12	Vacation	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
25/06/12	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers • Health Staff Meeting

Date	Place	
26/06/12	APC Office	<ul style="list-style-type: none"> <li data-bbox="683 233 1341 306">• Incoming/outgoing calls with clients/health providers
27/06/12	Sick	<ul style="list-style-type: none"> <li data-bbox="683 312 1341 386">• Incoming/outgoing calls with clients/health providers
28/06/12	Sick	<ul style="list-style-type: none"> <li data-bbox="683 392 1341 466">• Incoming/outgoing calls with clients/health providers
29/06/12	Sick	<ul style="list-style-type: none"> <li data-bbox="683 472 1341 546">• Incoming/outgoing calls with clients/health providers
Summary		
<p data-bbox="186 590 1341 854">June has been a steady month with calls from communities, health providers and our First Nations people seeking information and/or help on a variety of different health topics and issues. We are receiving more calls from the new Qualipu band members, especially those located in the Halifax/Dartmouth area. Our All Chiefs meeting took place this month and we were able to sit on a portion of the meeting regarding health. We continue to strive to help our First Nations people with any problems they may have in obtaining drugs, medical equipment, etc.</p>		

July 2012

**APC NIHB Report
Non-insured Health Benefits Navigator – Paula Robinson
July 1st – July 30th 2012**

Date	Place	
03/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
04/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
05/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
06/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
09/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
10/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
11/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
12/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
13/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
16/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
17/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
18/07/2012	Sick	<ul style="list-style-type: none">• Calls directed to Health Canada
19/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
20/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
23/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
24/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers• Health Staff Meeting
25/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health providers
26/07/2012	APC Office	<ul style="list-style-type: none">• Incoming/outgoing calls with clients/health

Date	Place	
		providers
27/07/2012	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
30/07/2012	Sick	<ul style="list-style-type: none"> • Calls directed to Health Canada
Summary		
<p>July seems to be a slow month with less calls than usual. We are still working on the same issues with dental etc. We are also helping to keep communities informed of the changes to NIHB as they come in. I am assisting with the planning for the Atlantic First Nations Health Conference as well and participate in the teleconferences. I also have started working on the Elder Care Working Group with FNIHB as the First Nations Co-chair.</p>		

August 2012

APC NIHB Report Non-insured Health Benefits Navigator – Paula Robinson August 1st – August 31th 2012

Date	Place	
01/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers
02/08/2012	Sick	<ul style="list-style-type: none"> Calls directed to Health Canada
03/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers
06/08/2012	Holiday	<ul style="list-style-type: none"> Office closed
07/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers
08/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers
09/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers
10/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers
13/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers
14/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers
15/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers
16/08/2012	Sick	<ul style="list-style-type: none"> Calls directed to Health Canada
17/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers
20/08/2012	Sick	<ul style="list-style-type: none"> Calls directed to Health Canada
21/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers
22/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers Health Staff Meeting
23/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers
24/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers
27/08/2012	APC Office	<ul style="list-style-type: none"> Incoming/outgoing calls with clients/health providers

Date	Place	
28/08/2012	APC Office	<ul style="list-style-type: none"> • Calls directed to Health Canada
29/08/2012	APC Office	<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
30/08/2012		<ul style="list-style-type: none"> • Incoming/outgoing calls with clients/health providers
31/08/2012	Sick	<ul style="list-style-type: none"> • Calls Directed to Health Canada
Summary		
<p>August, like July is a bit slow. I am working on organizing the files for the NIHB positions as I am leaving APC at the end of the month. I need to ensure that there is the proper hand over of all files and documentation for the next Navigator.</p>		



ATLANTIC POLICY CONGRESS OF FIRST NATIONS CHIEFS SECRETARIAT

The position of NIHB Navigator was vacant the month of September and half of October 2012. The Senior Policy Analysts fielded important calls during that time. The Senior Policy Analyst also initiated the development of the NIHB Database to more accurately track NIHB client calls and allow for better policy decisions.

POSITION TITLE: Patricia Saulis, NIHB Navigator
DATE: October 2012
DEPARTMENT: Health
SUBMITTED BY: Patricia Saulis

ACTIVITY	DATE	DESCRIPTION
Start Date: NIHB Navigator Position at APC Office, Cole Harbour, NS	October 17, 2012	Orientation on Position; Began to service First Nation communities in the Atlantic Region on accessing NIHB services and responding to inquiries. Review background information package on health.
	October 18, 2012	Prepare NIHB information materials for APC information booth at the CANDO National Conference, Membertou, NS; answer calls re: NIHB; brief introduction to MMAHB members
	October 19, 2012	Review Elder Care Banner for Elder Care Working Group; answer calls re: NIHB
	October 22, 2012	Review Elder Care Working Group materials; answer

ACTIVITY	DATE	DESCRIPTION
		calls re: NIHB
	October 23, 2012	Review AFN NIHB Leadership action plan; answer calls re: NIHB
	October 24, 2012	Answer calls re: NIHB; reviewing materials
	October 25, 2012	Review NIHB database format; review Elder Care Working Group Strategic Plan; set up time and date for NIHB orientation at FNIHB; confirm Elder Care Working Group meeting; answer calls re: NIHB
	October 26, 2012	Review Elder Care Working Group documents for meeting in Moncton, Nov. 4 and 5, answer calls re: NIHB
	October 29, 2012	Prepare and send Bio for NIHB Navigator article in MMNN; review Elder Care Working Group documents; answer calls re: NIHB
	October 30, 2012	Review NIHB database draft format; request Microsoft Access programming; answer calls re: NIHB
	October 31, 2012	Confirm participation at Elder Care Working Group meeting; review materials; answer calls re: NIHB

NIHB Navigator General Activities for October 2012:

- Assisting the clientele to access NIHB benefits and to responding to inquiries on NIHB;
- Familiarizing and becoming oriented on NIHB position;

- Assuming responsibilities on APC Co-Chair responsibilities for the Elder Care Working Group;
- Providing feedback on materials and resources
- Other duties as directed.



ATLANTIC POLICY CONGRESS
OF FIRST NATIONS CHIEFS SECRETARIAT

POSITION TITLE: Patricia Saulis, NIHB Navigator
DATE: November 2012
DEPARTMENT: Health
SUBMITTED BY: Patricia Saulis

ACTIVITY	DATE	DESCRIPTION
NIHB Navigator Position at APC Office, Cole Harbour, NS	November 1, 2012	Review Dental Appeal Process for client; answer calls re: NIHB.
	November 2, 2012	Post to website dental predetermination information; discussion with Krista Brookes re: APC privacy policy draft for NIHB database; review privacy documents for revision; answer calls re: NIHB.
	November 5, 2012	Review documentation received for dental appeal for client; attend Elder Care Working Group Teleconference; answer calls re: NIHB.
	November 6, 2012	Attend NIHB orientation session at FNIHB, Halifax.
	November 7, 2012	Update Amanda Peters re: Elder Care Working Group Teleconference; proceed on outstanding business from Call; revising APC draft NIHB privacy document; reviewing APC draft NIHB Consent form; draft Elder Care Working Group Proposal for APC Health Conference booth

ACTIVITY	DATE	DESCRIPTION
		presentation; answer calls re: NIHB.
	November 8, 2012	Contact AFN NIHB Analyst re: Meeting in February; prepare materials for Health Conference booth for Elder Care Working Group; answer calls re: NIHB.
	November 9, 2012	Final changes to the Draft Proposal for the Elder Care Working Group Booth Presentation; Continue revising of draft APC NIHB privacy document; answer calls re: NIHB.
	November 12, 2012	Remembrance Day Holiday
	November 13, 2012	Contact Hotel for prices on food for Elder Care Working Group reception during the APC Health Conference and set up venue; finalize logistics for Elder participation; answer calls re: NIHB
	November 14, 2012	Prepare draft proposal for the Elder Care Working Group face to face meeting in January at APC offices in Cole Harbour, NS; make revisions; answer calls re: NIHB.
	November 15, 2012	Working on preparations for the APC Health Conference; answer calls re: NIHB.
	November 16, 2012	Confirm travel advances for Elders; prepare and load materials for NIHB materials for the NIHB booth at the APC Health Conference, Moncton, NB; assist with last minute agenda changes; answer calls re: NIHB.
	November 18, 2012	Travel to Moncton, NB for

ACTIVITY	DATE	DESCRIPTION
		the APC Health Conference
	November 19, 2012	Attend APC Health Conference, Moncton, NB at the NIHB Information Booth.
	November 20, 2012	Attend APC Health Conference, Moncton, NB at the NIHB Information Booth.
	November 21, 2012	Attend APC Health Conference, Moncton, NB at the NIHB Information Booth.
	November 22, 2012	Provide NIHB contact information to Krista Brookes for the Social Development Coordinators in communities; answer calls re: NIHB
	November 23, 2012	Final draft of Proposal for Elder Care Working Group face to face meeting for January; answer calls re: NIHB
	November 26, 2012	Sick Day
	November 27, 2012	Finalizing logistics for the Elder Care Working Group meeting in January; reviewing NIHB Committee agenda; answering calls re: NIHB.
	November 28, 2012	Reviewing Dental Appeal documents; preparation for NIHB Committee meeting; answer calls re: NIHB.
	November 29, 2012	Review AFN NIHB Leadership Action Plan from Peter Birney; assist with NIHB Committee preparation; answer calls re: NIHB.
	November 30, 2012	Follow up from NIHB orientation session; answer calls re: NIHB.

NIHB Navigator General Activities for November 2012:

- Assisting the clientele to access NIHB benefits and to responding to inquiries on NIHB;
- Familiarizing and becoming proficient on NIHB position and processes;
- Participating or contributing to information presentations for NIHB Navigator services;
- Performing APC Co-Chair responsibilities for the Elder Care Working Group;
- Providing feedback on materials and resources
- Other duties as directed.



ATLANTIC POLICY CONGRESS
OF FIRST NATIONS CHIEFS SECRETARIAT

POSITION TITLE: Patricia Saulis, NIHB Navigator
DATE: December 2012
DEPARTMENT: Health
SUBMITTED BY: Patricia Saulis

ACTIVITY	DATE	DESCRIPTION
NIHB Navigator Position at APC Office, Cole Harbour, NS	December 3, 2012	Review documents from Robyn Boychuk on Elder Care Working Group Strategic Plan; review Strategic Plan for Home Care from Susan Ross; review Dental Appeal Process for client; answer calls re: NIHB.
	December 4, 2012	Attend NIHB Committee orientation, FNIHB, Halifax.
	December 5, 2012	Attend NIHB Committee orientation, FNIHB, Halifax.
	December 6, 2012	Answer calls re: NIHB.
	December 7, 2012	Preparing proposal for Heritage Canada re: Aboriginal Peoples Program; answer calls re: NIHB.
	December 10, 2012	Continue to prepare proposal for Heritage Canada re: Aboriginal Peoples Program; answer calls re: NIHB.
	December 11, 2012	Continue to prepare and finalize proposal for Heritage Canada re: Aboriginal Peoples Program; answer calls re: NIHB.

ACTIVITY	DATE	DESCRIPTION
	December 12, 2012	Dealing with NIHB service disruption; answering calls re: NIHB.
	December 13, 2012	Follow up on dental provider misinformation situation; answering calls re: NIHB.
	December 14, 2012	Answer calls re: NIHB.
	December 17, 2012	Working on Monthly reports; answer calls re: NIHB.
	December 18, 2012	Assist with information for processing of Elders Travel Claims; working on monthly reports; answer calls re: NIHB.
	December 19, 2012	Finalizing Elder Care Working Group logistics for January meeting; answer calls re: NIHB.
	December 20, 2012	Attend Staff meeting; answer calls re: NIHB.
	December 21, 2012 – January 7, 2013	Office closed for Holidays.

NIHB Navigator General Activities for December 2012:

- Assisting the clientele to access NIHB benefits and to responding to inquiries on NIHB;
- Familiarizing and becoming proficient on NIHB position and processes;
- Participating or contributing to information presentations for NIHB Navigator services;
- Performing APC Co-Chair responsibilities for the Elder Care Working Group;
- Writing Proposals as required;
- Providing feedback on materials and resources;
- Other duties as directed.



ATLANTIC POLICY CONGRESS
OF FIRST NATIONS CHIEFS SECRETARIAT

POSITION TITLE: Patricia Saulis, NIHB Navigator
DATE: January 2013
DEPARTMENT: Health
SUBMITTED BY: Patricia Saulis

ACTIVITY	DATE	DESCRIPTION
NIHB Navigator Position at APC Office, Cole Harbour, NS	January 7, 2013	Review documents for the meeting of the Elder Care Working Group (ECWG); answer calls re: NIHB.
	January 8, 2013	Finalize Draft Agenda for the ECWG meeting; answer calls re: NIHB.
	January 9, 2013	Confirm catering for ECWG meeting at Cole Harbour and prepare meeting binders; answer calls re: NIHB.
	January 10, 2013	Co-Chair ECWG meeting at Cole Harbour office; answer calls re: NIHB.
	January 11, 2013	Co-Chair ECWG meeting; answer calls re: NIHB.
	January 14, 2013	Review notes from ECWG meeting; note actions and follow up; answer calls re: NIHB.
	January 15, 2013	Work on draft mission statement and theme for potential Elders Gathering as per notes from ECWG meeting; seek follow up from MMAHB meeting; answer calls re: NIHB.
	January 16, 2013	Final draft of Elders

ACTIVITY	DATE	DESCRIPTION
		Gathering Proposal for review; answering calls re: NIHB.
	January 17, 2013	Performance review preparation; answering calls re: NIHB.
	January 18, 2013	Sick
	January 21, 2013	NIHB Committee follow up; Review AAEDIRP invite and materials; answer calls re: NIHB.
	January 22, 2013	Assist with information for processing of Elders Travel Claims; answer calls re: NIHB.
	January 23, 2013	Follow up for the Heritage Canada Proposal; answer calls re: NIHB.
	January 24, 2013	Follow up with the Access software for database; answer calls re: NIHB.
	January 25, 2013	Answer calls re: NIHB.
	January 28, 2013	Attend community action in Halifax for input on issues that may be related to NIHB; answer calls re: NIHB.
	January 29, 2013	Prepare newsletter report; answer calls re: NIHB.
	January 30, 2013	Revision to Elders Gathering Proposal sent for approval; answer calls re: NIHB.
	February 1, 2013	Leave

NIHB Navigator General Activities for January 2013:

- Assisting the clientele to access NIHB benefits and to responding to inquiries on NIHB;
- Becoming proficient on NIHB position and processes;
- Participating or contributing to information presentations for NIHB Navigator services;
- Performing APC Co-Chair responsibilities for the Elder Care Working Group;

- Writing Proposals as required;
- Providing feedback on materials and resources;
- Other duties as directed.



ATLANTIC POLICY CONGRESS
OF FIRST NATIONS CHIEFS SECRETARIAT

POSITION TITLE: Patricia Saulis, NIHB Navigator
DATE: February 2013
DEPARTMENT: Health
SUBMITTED BY: Patricia Saulis

ACTIVITY	DATE	DESCRIPTION
NIHB Navigator Position at APC Office, Cole Harbour, NS	February 4, 2013	Travel to Millbrook for the Regional Home Care Workers meeting; answer calls re: NIHB.
	February 5, 2013	Attend Regional Home Care Workers meeting, Millbrook.
	February 6, 2013	Attend Regional Home Care Workers meeting, Millbrook; return travel to Cole Harbour; attend AAEDIRP meeting, Halifax.
	February 7, 2013	Attend AAEDIRP meeting, Halifax.
	February 8, 2013	Answer calls re: NIHB.
	February 10, 2013	Review materials for Health Directors meeting; answer calls re: NIHB.
	February 11, 2013	Travel to Moncton for the Health Directors meeting; answer calls re: NIHB.
	February 12, 2013	Attend Health Directors meeting.
	February 13, 2013	Attend Health Directors meeting; travel to Listigujj for a meeting at the Health Center.
	February 14, 2013	Return travel to Cole Harbour; visit Health Centers en route.

ACTIVITY	DATE	DESCRIPTION
	February 15, 2013	Answer calls re: NIHB.
	February 18, 2013	Review NIHB Caucus materials, prepare information as per request; answer calls re: NIHB.
	February 19, 2013	Provider listing sent out; answer calls re: NIHB.
	February 20, 2013	Follow up with information from meetings attended; ECWG follow up; answer calls re: NIHB.
	February 21, 2013	Final revised proposal to AANDC for Elders Gathering; answer calls re: NIHB.
	February 22, 2013	Travel to Fredericton for the Maliseet meeting; answer calls re: NIHB.
	February 25, 2013	Travel to Membertou for the Home and Community Care Nurses meeting; answer calls re: NIHB.
	February 26, 2013	Attend and present at the Home and Community Care Nurses meeting; present at the Disabilities Forum on NIHB Navigator role.
	February 27, 2013	Answer calls re: NIHB.
	February 28, 2013	Prepare materials for the Elder Care Planning sub-Committee meeting for the Elders Gathering, Moncton; travel to Tobique for a meeting at the health center.
	March 1, 2013	Attend meeting in Tobique.

NIHB Navigator General Activities for February 2013:

- Assisting the clientele to access NIHB benefits and to responding to inquiries on NIHB;
- Becoming proficient on NIHB position and processes;

- Participating or contributing to information presentations for NIHB Navigator services;
- Performing APC Co-Chair responsibilities for the Elder Care Working Group;
- Travelling as required;
- Writing Proposals as required;
- Providing feedback on materials and resources;
- Other duties as directed.



ATLANTIC POLICY CONGRESS
OF FIRST NATIONS CHIEFS SECRETARIAT

POSITION TITLE: Patricia Saulis, NIHB Navigator
DATE: March 2013
DEPARTMENT: Health
SUBMITTED BY: Patricia Saulis

ACTIVITY	DATE	DESCRIPTION
NIHB Navigator Position at APC Office, Cole Harbour, NS	March 4, 2013	Travel to Moncton for the ECWG Planning sub-Committee meeting; answer calls re: NIHB.
	March 5, 2013	Attend ECWG Planning sub-Committee meeting.
	March 6, 2013	Answer calls re: NIHB.
	March 7, 2013	Follow up on NIHB Committee workplan; answer calls re: NIHB.
	March 8, 2013	Follow up on NIHB Committee work; answer calls re: NIHB.
	March 11 – 15, 2013	Leave
	March 18, 2013	Prepare for and attend the ECWG Conference call; answer calls re: NIHB.
	March 19, 2013	Conference call with Maureen Carroll for the Elders Gathering; answer calls re: NIHB.
	March 20, 2013	Review draft NIHB Committee workplan and Agenda for meeting in April; answer calls re: NIHB answer calls re: NIHB
	March 21, 2013	Review materials for Elders Gathering; answer calls re: NIHB.

ACTIVITY	DATE	DESCRIPTION
	March 22, 2013	Answer calls re: NIHB.
	March 25, 2013	Review Home and Community Care Regional Nurses meeting materials; answer calls re: NIHB.
	March 26, 2013	Attend Home and Community Care Nurses Regional meeting, Dartmouth.
	March 27, 2013	Follow up on Elders Gathering details; answer calls re: NIHB.
	March 28, 2013	Follow up on Elders Gathering details; answer calls re: NIHB.
	March 29, 2013	Review materials for the NIHB Committee meeting; answer calls re: NIHB.

NIHB Navigator General Activities for March 2013:

- Assisting the clientele to access NIHB benefits and to responding to inquiries on NIHB;
- Becoming proficient on NIHB position and processes;
- Participating or contributing to information presentations for NIHB Navigator services;
- Performing APC Co-Chair responsibilities for the Elder Care Working Group;
- Travelling as required;
- Writing Proposals as required;
- Providing feedback on materials and resources;
- Other duties as directed.



ATLANTIC POLICY CONGRESS OF FIRST NATIONS CHIEFS SECRETARIAT

POSITION DESCRIPTION

Position Title:	Non-Insured Health Benefits (NIHB) Navigator – Patricia Saulis
Department:	Health
Salary:	
Term:	April 1st, 2013 – March 31st, 2014
Location:	APC Head Office, Dartmouth, Nova Scotia
Position Reports to:	Amanda Peters , Senior Health Policy Analyst
Positions Supervised:	N/A

Objective

The NIHB Navigator is responsible for advocating on behalf of and supporting Atlantic First Nations clients, communities and organizations to resolve Non-Insured Health Benefits (NIHB) and other health related issues

Position Overview

The NIHB navigator will be responsible for implementing a client base assistance program for First Nation Clients to access Non Insured health Benefit Services from health Canada. This is a position that requires flexibility, confidentiality, travel and professionalism with strong knowledge in First Nation Inuit Health Branch Directives/Frameworks/Approvals Process and Appeal process.

Essential Functions and Duties

Main function is to advocate on behalf of FN clients and provide support for Atlantic FN communities on the exception process for prescription drugs and assist FN clients with the NIHB appeal process; in addition,

1. Educate and inform community personnel on the NIHB appeals and drug exception process;
2. Liaise with health professionals who serve First Nations peoples in the Atlantic region on the significant cultural differences between the First Nations and the effect that these differences have on patients and communities;

3. Communicate effectively with clients and organizations to identify problems/issues and advocate on behalf of clients for resolution of problems and issues with FNIH officials;
4. Participate in training, orientation sessions, conferences and meetings as required with FNIH officials to develop and maintain a comprehensive understanding of FNIHB policies;
5. Provide briefing to Mi'kmaq Maliseet Atlantic Health Board, ~~Primary & Public Health Committee~~ NIHB Committee and APC Atlantic Chiefs to seek political support and interventions on policy and service delivery concerns;
6. Develop and maintain the APC Navigation Database;
7. Develop communication updates including information for community newsletters, reports and other documents as required;
8. Other duties requested by supervisor;
9. Ensure that Sharepoint and webpage are up to date as requested by supervisor.
10. Provide policy support on areas related to Non-Insured Health Benefits (NIHB)

Performance Measurements

- Monthly and quarterly status reports are completed with accuracy, quality and are timely;
- Monthly and quarterly status reports are completed with accuracy, quality and are timely
- Ensuring that all incoming correspondence (calls/emails) are documented, assessed and dealt with in a timely fashion;
- Facilitate teamwork and collaboration with Community Members & FN health Staff, FNIH (NIHB staff & Pharmacist) and staff at APC ;
- Monthly and quarterly status reports are completed with accuracy, quality and are timely
- Compilation of APC NIHB Client Data Base. (Services Requested/Resolution/Demographics);
- Monthly and quarterly status reports are completed with accuracy, quality and are timely
- Ability and willingness to assist other Health staff when requested.
- All information is uploaded to Sharepoint and the website in a timely and accurate manner.
- Ability and willingness to assist in various projects and files traditionally not within the role of NIHB Navigator

Qualifications

Education/Certification:

- Preference will be given to candidates who hold a pharmacy technician Diploma or certificate from a recognized post-secondary institution in Canada.

Required Knowledge:

- Candidates must have a comprehensive knowledge and understanding of First Nation health issues and in depth knowledge of approval processes for a number of insurance plans, in particular NIHB

Experience Required:

- Candidates must have at least 1-3 years' experience working with First Nations in the area of NIHB or health related issues
- The candidates should also have demonstrated experience in developing and implementing work plans

Skills/Abilities

- Must have a demonstrated ability to work independently as well as part of a team;
- Excellent verbal and written communication & presentation skills, as well as a strong ability to manage multiple projects and priorities;
- Highly organized and able to work with minimal supervision to meet deadlines;
- Possess excellent interpersonal skills, strong conflict resolution and decision-making abilities;
- The ability to think and interact strategically and innovatively while exercising sound judgment;
- Have the ability to network, build effective relationship, communicate appropriately and represent the APC at meetings and other gatherings;
- Professionally represent the APC at meetings and other gathering;
- Demonstrate extensive knowledge of Mi'kmaq, Maliseet and Innu communities, organizations, cultural and traditions;
- Demonstrate a superior level of computer literacy (word, excel, powerpoint, internet/email);
- Possess a valid driver's license, reliable vehicle and be willing to travel periodically, if required; and;
- Understanding or working knowledge of the Mi'kmaq, Maliseet or Innu languages are considered an asset.

Position Requirements

Have a valid driver's license, willingness to travel and have own vehicle. If all qualifications are equal, preference will be given to persons of Aboriginal ancestry.

Annual Performance Review

Continued employment is also contingent upon your satisfactory performance. To assess your performance, you will be subject to a review in accordance with the APC Human Resources Policy.

ACKNOWLEDGEMENT

I have read the terms and conditions of employment as outlined in this agreement and attached hereto and I accept and agree to such terms and conditions.

_____ Date: _____
Patricia Saulis, NIHB Navigator

_____ Date: _____
Amanda Peters, Senior Health Policy Analyst

_____ Date: _____
Shawn Holte, Director of Operations

_____ Date: _____
John Paul, Executive Director

Appendix NIHB Navigator Work Plan

APC Health Non-Insured Health Benefits (NIHB) Individual Work Plan 2010-2015

GOAL	ACTIVITIES	TIME FRAME	ANTICIPATED RESULTS
1.0 Community Advocacy	1.1.0 Establish contact with communities, organizations, and individuals requesting support and advocacy on NIHB and health issues by way of advertising, referral, or organized meeting. 1.1.1 Communicate effectively with clients and organizations to identify problem/issue 1.1.2 Review policies 1.1.3 Review FNIHB decisions 1.1.4 Identify and carry out strategies to support clients and organizations. ie. Meeting with HC, Appeals application etc. 1.1.5 Negotiate resolution of problems and issues with FNIHB officials.	Immediately (per client) Report in data base Ongoing Immediately 3 day timeframe 1 day timeframe 1 day timeframe/ongoing 2 day timeframe	Database updated on an ongoing basis, daily-weekly-monthly Would like customized database for clients which records number of hits and types of advocacy sought, benefits, etc. Researching other software on suitability. Finding Excel limited in its capacity as clientele builds. Will also explore Access' capacity to work for report generating
2.0 Knowledge of insurance policies	2.1.0 In-depth knowledge of approval process for NIHB and Atlantic provincial drug formularies 2.1.1 Communicate effectively with clients as to coverage 2.1.2 knowledge of appeals process	Ongoing Ongoing Ongoing	Up to date knowledge to ensure clients are aware of the program Researching other insurance providers comparing standards
3.0.0 Education/training At the client or community level	3.1.0 Participate in community meetings to discuss navigator duties, appeals, and coverage's 3.1.1 Educate/assist clients with NIHB and	As requested by community or by APC and FNIH	Would like to increase this area by attending other health related conferences, and networking with other agencies,

GOAL	ACTIVITIES	TIME FRAME	ANTICIPATED RESULTS
	complete follow up with necessary paperwork	Ongoing	i.e. (hostels or homeless shelters, treatment centers, universities, and target off reserve status Indians in urban areas.)
4.0.0 Inform pharmacists and health care professionals	4.1.0 Healthcare professionals that are identified by clients and request help or information 4.1.1 Contact them and offer some advice and assistance 4.1.2 provide material and access to information regarding questions 4.1.3 inform pharmacists and physicians on the cultural differences on first nations people and the effects they have on the patients and communities	As required As required As required As required As required	Recording list of Pharmacies who are not entirely familiar with NIHB & wish to receive info. Mail out as per request. Drafting a third party consent form for Navigator Client permission to advocate when experiencing difficulty with pharmacy's or other agencies discussing clients.
5.0.0 APC Navigation data base	5.1.0 developed the data base in conjunction with APC technical staff 5.1.2 manage and update data base as required	Ongoing As required	Exploring other services and have assistance from technical staff
6.0.0 Promotion of position and duties	6.1.0 Encourage Atlantic First Nation communities to identify their issues and concerns 6.1.1 development of promotional material for use at community/client/pharmacy level 6.1.2 promotion of navigator in various print media, community newsletters and publications 6.1.3 information booths at various conferences and community health fairs	Ongoing Ongoing Ongoing As required	Go to Health directors meetings, Health conferences, other related conferences Send posters with tear off sheets to communities by Jan. 2010, new posters being developed
7.0.0 Liaison	7.1.0 liaison with FNIH ie: pharmacists, dental analysts, medical transportation analysts, NIHB analyst, Drug exception center, orthodontic review center,	Ongoing, as required Ongoing as required	

GOAL	ACTIVITIES	TIME FRAME	ANTICIPATED RESULTS
	7.1.1 liaison as per specific client request and requirements; for example physicians, optometrist, specialist, pharmacist etc.		
8.0.0 reports, summaries and briefing notes	8.1.0 provide updates to various committees for APC and FNIH for information purposes 8.1.1 provide briefings to these committees and APC Atlantic chiefs to seek political support and interventions 8.1.2 provide support to policy analysts on health issues as required 8.1.3 provide regular reports to APC describing work accomplished and reports done and including recommendations for critical issues	Ongoing Ongoing, as required Ongoing, as required Ongoing, as required	Statistics, annual report, detailed community reports, database updated ongoing, monthly reports
9.0.0 Training and orientation sessions with FNIH	9.1.0 Where possible participate in training and orientation sessions to have an understanding of FNIH policies and procedures 9.1.1 Attend conferences and meeting with health care professionals to develop a network of contacts to assist clients in accessing services if requested.	As required Ongoing	