



First Nations and Inuit Health Branch, Alberta Region
Suite 730, 9700 Jasper Avenue
Edmonton, Alberta T5J 4C3

July 20, 2018

Vision Care Providers via email/fax notification

Dear Providers:

First Nations and Inuit Health Branch sent a Memorandum dated November 2017, advising the Alberta Optometrist and Opticians associations that we were experiencing IT system difficulties. This issue was impacting the release of glasses to clients in a timely manner. To help alleviate the delay in providing services to our clients, a temporary solution was initiated which had providers submit email requests into FNIHB to see if the release of glasses could be performed without a pre-approval. This temporary solution provided positive outcomes for our clients.

We are pleased to say that after July 23, 2018, the temporary solution of emailing for release of glasses will no longer be needed. The vision system is working and the approval backlog has been eliminated. We are now approving within our service standards.

Please continue to fax your requests and wait for your approvals before releasing glasses to your clients. We appreciate your partnership with NIHB, and we look forward to meeting our service standards for our clients and vendors alike.

Sincerely,

Kimberley Loh

Manager/ Gestionnaire

Non Insured Health Benefits, Direction des services de santé non assurés

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Cc Jack Kennedy, Director of Non Insured Health Benefits
Brian Wik, Chief Executive Officer of Alberta Association of Optometrists