National Navigators Network

Presentation for Jordan’s Principle
Service Coordinators Gathering
Presented By Colleen Seary
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What is a Navigator?

• Help eligible First Nations and Inuit clients access the Non-Insured Health Benefits program.

• Work closely with community health workers, service providers and regional policy analysts to provide expert knowledge on NIHB benefits.
Navigators Cont’d

• Navigators are mandated by their regional health organizations.

• While Navigator positions are funded by NIHB, they are directly employed through First Nations organizations across the country.

• There are currently 18 Navigators across Canada.
Why Use a Navigator?

- Provide support on benefit denials and ways clients can appeal program decisions.
- Provide connections and information to provincial/territorial programs.
- Provide information on all benefit areas.
- Can support clients in choosing appropriate providers to suit their needs, e.g. those who direct bill to NIHB.
- Guidance on what clients are eligible for under all benefit areas.
• In 2014, the NIHB Navigators Network was created.
• The National Navigator Network (NNN) utilizes their expertise and knowledge of community level health issues to make recommendations on the NIHB program.
• The Navigators share NIHB related information and issues within the network and support other Navigators.
NIHB Navigators JRSC

• Through the NNN, they provide input into recommendations and work of the Joint Review.

• Two Navigators sit on the Joint Review Steering Committee.

• Navigators provide input into the client experience and ways to improve NIHB on the ground level.
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