



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.





National Navigators Network

- 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.





More Information

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