



First Nations Health Authority
Health through wellness

JOURNEYS

Welcome! Wytkp! Gilakas'la! Shhweenustham!

We hope you enjoyed the [July issue](#) of the Journeys bulletin. Thank you for your readership as we strive to provide helpful content and updates for your community's Medical Transportation (MT) program. The First Nations Health Benefits and Services (FNHBS) team appreciates your partnership in delivering and transforming the MT benefit.

Watch our [YouTube video here](#) to learn more about the MT transformation journey.

***Kucén*: Transforming MT benefit administration**



Kucén

First Nations Health Authority
Medical Transportation

Patient Travel (PT) clerks can now experience enhanced benefit administration with [Kucén](#) (pronounced koo-hen), meaning "to wander/travel far away/abroad" in *Secwepemctsin*.

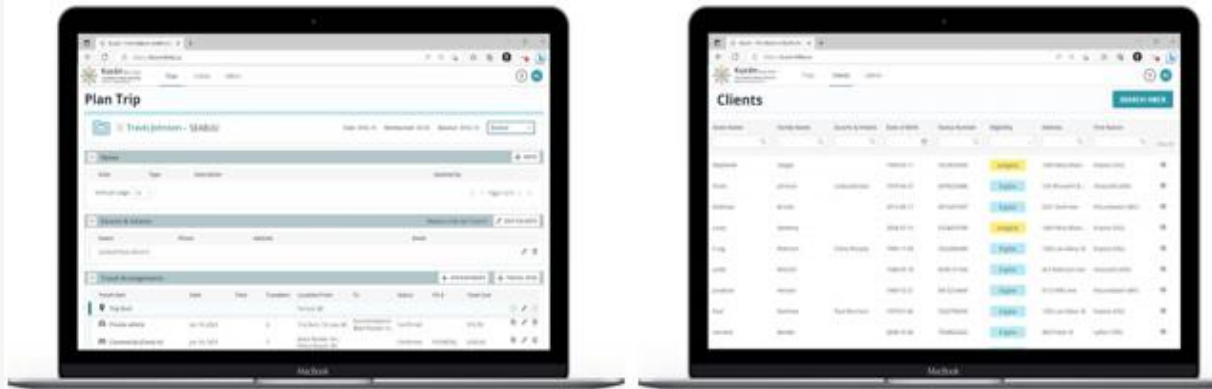
About Kucén:

- No cost to communities and organizations;
- Replaces all existing MT systems and logs;
- Provides lookup for medical and travel providers;
- Accessible from a web browser;
- Automates MT log submissions to FNHBS;
- Secure login for all users; and
- Generates reports on demand.

Kucén rollout:

The MT Operations team at FNHBS has been using *Kucén* to arrange trips for over a year. Thirteen additional communities and organizations are fully onboarded and actively using the system, while six more are undergoing initial system training with the MT Project Team. *Kucén's* ability to organize Client trips and automatically submit reports has streamlined the processing of over 10,500 MT requests for more than 3,500 clients since April 2023, establishing itself as a critical resource for MT Benefit Administrators.

Recent system updates:



The MT project team actively gathers feedback from existing users to enhance the overall *Kucén* experience. Recent system updates include:

- **Electronic submission of Exception requests:** Users can now submit Exception requests electronically within *Kucén* without having to fill in forms by hand and fax/email them.
- **Automated Client emails:** The system can now create automated emails for Clients that include trip status, itinerary and all necessary documentation.
- **Information pop-ups:** Users now receive helpful information pop-ups with relevant policies and guidelines when arranging trips.
- **Clone trips:** Users can easily clone or copy trips for Clients who frequently travel to see the same healthcare provider. With the click of a button, users can duplicate a trip with a new start date of their choosing, automatically including all relevant trip details, a significant time saver.

***Kucén* onboarding process:**

To minimize the impact of onboarding, the MT project team has established a three-step streamlined process with full support throughout:



If your community is interested in adopting the new system, please participate in our [Kucén survey](#) or contact us at mtproject@fnha.ca.

Kucén supports provided by FNHA:

- 24/7 access to the application
- Business hours support desk
- User guides & training
- Account management

Navigating Wildfires



With the summer season in full swing, it is crucial to prepare for the challenges caused by wildfires and their potential impact on travel routes.

Wildfires can disrupt travel routes and cause delays, so proactive measures are essential to minimize disruptions. Here are some resources that can help you navigate these difficult situations:

- **British Columbia Wildfires Map:** Stay updated on active wildfires, at-risk areas, and road closures. Visit the [Wildfire Map of BC](#) for real-time updates.
- **DriveBC:** Stay informed about BC's road conditions, closures, and traffic delays. [Drivebc.ca](#) will help you plan alternative routes and minimize travel disruptions.
- **Google Maps:** Get live updates on road closures, traffic delays, and wildfire boundaries. Check [Google Maps](#) for the latest information.

We recognize that these circumstances can be challenging, and our team is here to support you throughout the process. If you have any questions or require further assistance, don't hesitate to get in touch with MT Operations at 1-855-550-5454.

Reminder: April 1, 2024 MT Benefit enhancements

Thanks to the ongoing community engagement supported by the MT Transformation Project, we've gained invaluable insights into Clients' needs related to Medical Transportation. In response, FNHBS introduced significant changes to MT Benefits on April 1, 2024, including:

- Enhanced escort coverage;
- Increase in private accommodation coverage;
- Introduction of hospital parking supports; and
- Updates to mileage rates.

Please visit our [news post here](#) for further details on the policy changes mentioned above. We also encourage you to share the news post with all community members to ensure they are informed about the recent updates!

Training for PT clerks

The MT Operations team hosts regular training sessions throughout the year. If you or any member of your community would like to attend an MT training session, please contact transportation@fnha.ca to sign up. One of our team members will contact you about training dates and next steps.

Thank you