

# Your VAC Coverage Checklist:

## What to Do, How Long It Takes, and How to Avoid Delays

Use this checklist to understand exactly what's needed, what happens next, and where delays can occur—so you can get started as quickly as possible.

### Quick Overview:



#### STEP 1

Registration



#### STEP 2

Medical Document



#### STEP 3

GFC (Optional)



#### STEP 4

VAC Decision



#### STEP 5

Ordering

## STEP 1: Register Online

### What You Need To Do:

- Complete our online registration form and include your Medavie Blue Cross K-number

**OR**

- Ask your healthcare provider to complete this registration form on your behalf and send it to us by secure fax, along with your medical document

### Timeline:

- Registration takes a few minutes
- Can be completed at any time

### Common Delays:

- Incomplete registration (e.g., missing K-number, incorrect date of birth, signed date, incomplete address, etc.)

### How To Avoid Delays:

- Ensure all required fields are completed before submitting
- If you're unsure about any part of the form, contact our Patient Support Team for assistance



## STEP 2: Get Your Medical Document

### What You Need To Do:

- Book an appointment with your healthcare provider (HCP) to obtain a medical document
- Have your HCP send your medical document to us via secure fax
- Ensure the VAC-required diagnosis is indicated on the medical document

### If You Do Not Have A HCP, You Can:

- Visit <https://mymedi.ca/get-started/#medical-documents> to book an appointment with one of our partnered clinics
- OR**
- Contact our Patient Support Team for assistance in booking an appointment

### Timeline:

- Timing depends on your healthcare provider's availability
- Once received, we will process your medical document within a few business days

### Common Delays:

- Missing or incorrect information on the medical document
- VAC-required diagnosis not listed
- Medical document not received by us

### What You Can Do If Delayed:

- Contact your HCP and ask them to securely fax or re-fax the document
- If corrections to the medical document are needed, follow up with your HCP to ensure the necessary changes are made and re-faxed
- Call our Patient Support Team to confirm receipt and request to expedite processing



## STEP 3: Apply for Good Faith Coverage (GFC) - Optional

### What You Need To Provide:

- Summary of Assessment or Disability Benefits Decision Letter  
**Note: the specified condition(s) must match the diagnosis indicated on your medical document**
- Confirmation of your last medical cannabis order date covered by VAC (or confirmation that you've never ordered before)
- Medical document that includes the VAC-required diagnosis (provided by HCP from Step 2)

### What is Good Faith Coverage (GFC)?

- GFC allows you to order without having to pay out-of-pocket while waiting for VAC's coverage decision  
**Note: If VAC does not approve coverage, you will be responsible for the costs of any orders placed through GFC.**
- GFC helps prevent any gaps in access during the typical 4–6 week VAC review period.

### Timeline:

- Once your registration is complete and medical document is approved, we assess eligibility for GFC within 1–2 business days.
- If eligible and all required information is received, GFC approval typically occurs within the same timeframe
- You may begin ordering once you receive your GFC confirmation email

### Common GFC delays:

- VAC-required diagnosis missing on the medical document (requires HCP update)
- Missing Summary of Assessment or Disability Benefits Decision Letter with matching condition to diagnosis on medical document
- Missing confirmation of last order date

### How To Avoid Delays:

- Submit all GFC documents as early as possible
- Double-check that your medical document includes the VAC-required diagnosis
- Respond promptly if we contact you for clarification



## STEP 4: VAC Coverage Decision

### What Happens:

Once your medical document is approved, we submit your coverage request to VAC for review.

### Timeline:

VAC decisions can take up to 4–6 weeks  
**Note: This timeline is based on Medavie Blue Cross (MBC) processing times and is outside of our control**

### Your Options While Waiting:

While VAC reviews your coverage request, you may choose to:

- Wait for VAC's decision, which may take up to 4-6 weeks
- Use Good Faith Coverage (GFC) to order without waiting for the VAC decision. If you prefer not to use GFC and would like to expedite processing, you may request expedited review after your coverage request has been submitted by contacting MBC through their General Client Line at 1-888-261-4033

## STEP 5: Ordering Your Medication

### When You Can Order:

You can place an order as soon as you receive an email or call from us confirming either:

- GFC approval
- OR**
- VAC coverage approval

### Coverage Reassurance:

- VAC reimburses up to **\$6.00 per gram**
- We absorb the difference above this amount for eligible veterans
- Orders are directly billed to **Medavie Blue Cross**

### What To Do If Something Feels Delayed:

If you're unsure where things stand, help is always available.

#### You can:

- Call or email our Patient Support Team at any stage of the process
  - Choose Option 3 to speak directly with a Veteran Specialist to request a status update or help expedite GFC

#### If you want to order quickly without GFC

- Once your coverage request is submitted to Medavie Blue Cross, call their General Client Line to request an expedited decision at 1-888-261-4033.



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### STEP 3: Apply for Good Faith Coverage (GFC) - Optional

#### What You Need To Provide:

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**Note: the specified condition(s) must match the diagnosis indicated on your medical document**
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- Medical document that includes the VAC-required diagnosis (provided by HCP from Step 2)

### STEP 4: VAC Coverage Decision

- Get GFC or VAC Approval

### STEP 5: Ordering Your Medication

- Place Your Order