

# Regional Policy Framework for the Nunavik Non-Insured Health Benefits (NIHB) Program

**POLICY : NRBHSS – RFP-01**

|                        |                      |                      |
|------------------------|----------------------|----------------------|
| <b>ADOPTION :</b>      |                      |                      |
| Board of Directors     | Resolution : 2022-14 | BOD – March 22, 2022 |
| Date :                 | March 2022           |                      |
| <b>EFFECTIVE DATE:</b> | March 22, 2022       |                      |

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| <b>SUBJECT :</b><br>Regional Policy Framework for the Nunavik Non-Insured Health Benefits (NIHB) Program    | <b>POLICY NO.</b><br>NRBHSS – RFP-01 |
| <b>TO:</b><br>Executive Directors of the Inuulitsivik Health Centre and the Ungava Tulattavik Health Centre |                                      |
| <b>UNDER THE RESPONSIBILITY OF:</b><br>NRBHSS Department of Out-of-Region Services                          |                                      |

## BACKGROUND OF POLICY

|  |                      |                      |
|--|----------------------|----------------------|
| <b>TITLE :</b><br>Regional Policy Framework for the Nunavik Non-Insured Health Benefits (NIHB) Program |                      |                      |
| <b>ADOPTION :</b>  |                      |                      |
| Board of Directors   | Resolution : 2022-14 | BOD – March 22, 2022 |
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| <b>MODIFICATION:</b> |              |       |
| Board of Directors   | Resolution : | BOD - |
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| Effective date       |              |       |



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## 4 Non-insured health benefits

### 4.1 Definition

The NIHB stem from rights ensured under constitutional treaties guaranteed by section 35 of the *Constitutional Act* of 1982 and various obligations of the Government of Québec and the Government of Canada. These must be interpreted with due consideration to Section 15 of the JBNQA.

The NIHB are goods and services in the health sector that are not provided to beneficiaries by other agencies (RAMQ, CNESST, OPHQ, SAAQ).

Those expenditures not eligible under the NIHB program shall not be reimbursed and may not be the subject of an appeal.

### 4.2 Eligible expenses

- a) Prescription and over-the-counter (OTC) drugs
- b) Purchased services - dentistry
- c) Dental supplies
- d) Specialized services – denturology - orthodonty
- e) Purchased services, contingent on meeting certain conditions
- f) Specialized services - optometry
- g) Vision tests
- h) Glasses
- i) Braces and prostheses
- j) Hearing aids
- k) Special equipment rentals
- l) Medical supplies
- m) Transportation (of patients and escorts, the latter when eligible)
- n) Repatriation of corpses
- o) Accommodations for patients and escorts in the villages transits or when travelling
- p) Accommodations for patients and escorts once in Montréal

The above list was drafted with a view to including all of the items, supplies, services and treatments provided to other Aboriginals residing in Québec under the ISC NIHB program.

An Inuit applicant will also notably be entitled to benefit from, and considered eligible to, a service that is not on the federal NIHB list but is, in similar circumstances, made available to Québec residents. Situations of this kind should be reported to the NRBHSS' Direction des services hors région, which will need to subsequently advise the MSSS.

#### 4.3 Non-eligible expenses

- a) Transportation and accommodations for non-eligible escorts
- b) Muscle stimulator
- c) Enuresis device
- d) Insurance documents
- e) Disintoxication sessions in private centres in or outside of Québec
- f) Protective headgear for use with recreational vehicles
- g) Private or semi-private room
- h) Endoscopy
- i) Diet/Nutrition
- j) Request for an autopsy from a family member rather than the attending physician
- k) Surgery or other care provided for purely aesthetic reasons
- l) Pharmaceutical, diet or cosmetic products that are not covered by the Québec prescription drug insurance plan (RAMQ), or which are not included on the list of acknowledged services under the NIHB program (Québec region)
- m) Treatment for which the patient is sent outside of the country, and this without prior authorization from the RAMQ
- n) Artificial and in vitro insemination



## 6 Dentistry

### 6.1 Eligible expenses

- a) Dental supplies purchased by establishments on the territory.

**or**

- b) Dental services provided by a dentist outside of the territory, hence requiring that the beneficiary travel.

### 6.2 Non-eligible expenses

- a) Salaries and other benefits associated with dental services usually provided by personnel from establishments on the territory.
- b) Expenses, fees and accommodation expenses of professionals on the territory.









## 10 Hearing aids

### 10.1 Eligible expenses

- Professional services performed and received as per the criteria applied by Indigenous Services Canada on the territory.

For the organization of services in the region, the travel expenses, fees and accommodation costs of professionals and the associated personnel are eligible, conditional on their being accounted for separately and a distinct comparative cumulative report being prepared each year.

**or**

- Professional services performed and received as per the criteria applied by Indigenous Services Canada and requiring that the beneficiary travel outside of the territory.

In both cases, eligible services notably include:

- a) Second hearing aid (digitally programmable) identical to the one paid by the RAMQ (analog or analog with digital controls) when considered necessary by a professional.

### 10.2 Non-eligible expenses

- a) Second hearing aid with no recommendation from a professional.
- b) Surgical implants (internal devices for surgical implants and bone anchored hearing systems [BAHS]).
- c) Ear protection for use in the workplace.
- d) Therapeutic treatment (e.g., speech language pathology).



## 12 Medical supplies

The Regional Non-Insured Health Benefits Policy on Medical Supplies and Equipment<sup>6</sup> governs the medical supplies covered under the program. In the event of a discrepancy between the framework policy and the Regional Non-Insured Health Benefits Policy on Medical Supplies and Equipment, the latter shall prevail.

### 12.1 Eligible expenses

- a) Purchase of the medical supplies used and distributed by the territory's establishments.
- b) Reimbursing beneficiaries for the medical supplies required through a prescription, according to Indigenous Services Canada criteria.

### 12.2 Non-eligible expenses

- a) Medical supplies purchased without a medical prescription.
- b) Medical supplies that fail to comply with the criteria established by Indigenous Services Canada.

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<sup>6</sup>Policy: NRBHSS RP-03, came into force on February 9, 2021.

## 13 Transportation of patients, attendants (escorts) and medical escorts

The Regional users transportation policy for the Nunavik region<sup>7</sup> governs the transportation expenses covered by the program. In the event of a discrepancy between the framework policy and the regional policy on the transportation of users from the Nunavik region, the latter shall prevail.

### 13.1 Eligible expenses

- a) Travel expenses of patients, attendants and escorts required to ensure health services delivery.
- b) Transportation expenses, contingent on these having been approved by competent authorities prior to the travel taking place.

### 13.2 Non-eligible expenses

- a) Travel for the purpose of applying social and youth protection programs.
- b) Travel by family members for the purpose of visiting a patient.
- c) Salaries and other benefits of the employees who manage the transportation services provided.

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<sup>7</sup>Policy: NRBHSS RP-01, most recent revision, on February 21, 2021.



## 15 Accommodations for patients in Montréal

The Regional users transportation policy for the Nunavik region<sup>9</sup> governs the accommodation expenses covered by the program. In the event of a discrepancy between the framework policy and the Regional policy on the transportation of users from the Nunavik region, the latter shall prevail.

### 15.1 Eligible expenses

- a) Expenses associated with accommodations for beneficiaries, attendants (escorts) and medical escorts by the competent authorities and as required when travelling to Montréal for medical purposes, as well as fees for related services (e.g., interpretation services).
- b) Salary expenditures for personnel assigned to the management of transportation and intake services for beneficiaries.
- c) Salary expenditures for personnel, including interpreters, assigned to liaison services and the cultural safety of beneficiaries.
- d) Operating budget (operations) of the intake service for beneficiaries (Ullivik).

### 15.2 Non-eligible expenditures

- a) Salary and benefit expenditures for other support departments, such as social services offered to beneficiaries when housed (e.g., midwives, social workers, etc.).

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<sup>9</sup>Policy: NRBHSS RP-01, came into force on February 21, 2021.



## 16 Mental health counselling services

### 16.1 Eligible expenses

- a) Individual counselling sessions
- b) Telehealth counselling services
- c) Group counselling
- d) Family counselling

For every 12-month period, coverage equal to a maximum of 22 hours of counselling provided by an eligible supplier, and including the initial assessment (maximum of 2 hours) and up to 20 additional hours of counselling (individual, group, family).

With the exception of the initial assessment, which is considered pre-approved, all counselling hours must have prior approval. An approval can be provided for all of the required counselling, based on the criteria noted above, but disbursements shall only be made for the services actually delivered.

A referral from a physician is considered as an approval. In the absence of a medical referral, the Department of out of region services can grant its approval, within the above-described limits.

Services must be provided by an eligible supplier.

### 16.2 Non-eligible expenses

- a) Accommodation expenses and fees for treatment in addiction treatment centres.
- b) All services provided by a non-eligible supplier.
- c) Services other than those in the area of mental health counselling (e.g., psychoeducational assessments, academic and career counselling, life skills training, real-life mentoring, sex therapy, etc.).
- d) Telehealth services offered by e-mail or text messaging.







This level does not apply to beneficiaries living outside of the region, who must turn to a level 2 appeal.

### **Level 2 appeal**

Should a beneficiary disagree with the ruling in a level 1 appeal, he may turn to a level 2 appeal, which is heard by the execution direction of the NRBHSS.

### **Level 3 appeal**

Should a beneficiary disagree with the ruling in a level 2 appeal, he may turn to a level 3 appeal, which is heard by the Board of Directors of the NRBHSS.

The beneficiary must be provided with a written explanation of the decision rendered, and this at all levels of the appeal procedure.

## Appendices

### Appendix 1 – Drugs: eligible expenses

|   |
|---|
| <p><b>Regional policy on drugs and non-insured health benefits</b> (Politique régionale sur les services de santé non assurés)<br/> <b>NRBHSS RP-04, came into force on February 9, 2021.</b></p>   |
| <p><b>Eligible expenses</b></p>   |
| <p>Drugs purchased by establishments on the territory and distributed to beneficiaries.</p>   |
| <p>Drugs on the list of RAMQ drugs or on the NIHB program list and for which there are no eligibility criteria.</p>   |
| <p>Limited use drugs, deemed useful in some cases, if their utilisation is authorized by the persons in charge of the NIHB program.</p>   |
| <p><b>Non-eligible expenses</b></p>   |
| <p>Drugs that are not covered by the Québec drug insurance plan or not included on the list of acknowledged services under the NIHB program and not eligible under the regional policy on drugs and non-insured health benefits (<i>Politique régionale sur les services de santé non assurés : médicaments</i>).</p> |
| <p>Drugs that meet very specific eligibility criteria but which have not received the prior authorization from the persons in charge of the NIHB program.</p>   |

#### Updated list of drugs covered by the RAMQ

<https://www.ramq.gouv.qc.ca/fr/professionnels/professionnels/Pages/liste-medicaments.aspx#assure>  
 (in French only)

#### Updated list of drugs covered by the NIHB program

<https://nihb-ssna.express-scripts.ca/fr/0205140506092019/16/160407>

#### List of non-eligible products under the NIHB program

- Products to combat obesity
- Personal products (regular soaps and shampoo)
- Cosmetic products
- Products offered by practitioners of alternative medicine (e.g., glucosamine and evening primrose oil)
- Megavitamins
- Drugs (experimental) still undergoing clinical trials
- Vaccines (not included in Nunavik's vaccination schedule)
- Drugs associated with foreign travel
- Hair growth stimulants
- Infertility or impotency treatments
- Certain OTC products
- Cough syrups containing opiates

## Appendix 2 – Dentistry: eligible expenses

| No regional policy in force  |
|--|
| <b>Eligible expenses</b>   |
| Dental services purchased by establishments on the territory.  |
| Dental supplies purchased by establishments on the territory.  |
| Dental services provided by a dentist outside of the territory, hence requiring that the beneficiary travel.   |
| <b>Non-eligible expenses</b>   |
| Dental services usually provided on the territory by personnel from territory establishments, except in the case of authorized eligible persons who reside outside of the territory. |

### Updated list of dental services covered by the NIHB program

<https://nihb-ssna.express-scripts.ca/fr/0205140506092019/04/0407>

## Appendix 3 – Denturology: eligible expenses

| No regional policy in force  |
|--|
| <b>Eligible expenses</b>   |
| Dental devices and the purchase of replacement devices.  |
| Dental services provided by a denturologist outside of the territory, hence requiring that the beneficiary travel.                                       |
| Denturology services received that meet the criteria applied by Indigenous Services Canada when beneficiaries receive services outside of the territory. |
| <b>Non-eligible expenses</b>   |
| Fixed dental prostheses.   |
| Dental implants and all associated procedures.   |
| Cosmetic services.   |

### Updated list of dental services covered by the NIHB program

<https://nihb-ssna.express-scripts.ca/fr/0205140506092019/04/0407>

## Appendix 4 – Orthodontics : eligible expenses

| Regional policy to follow  |
|--|
| <b>Eligible expenses</b>   |
| Orthodontic treatment for beneficiaries under 18 years of age.   |
| Orthodontic services on the territory.   |
| Orthodontal services provided by a denturologist outside of the territory, hence requiring that the beneficiary travel to benefit from “major” work. |
| <b>Non-eligible expenses</b>   |
| Treatment for beneficiaries 18 years or age or more.   |
| Treatment that was not previously authorized.  |

### Updated list of dental services covered by the NIHB program

<https://nihb-ssna.express-scripts.ca/fr/0205140506092019/04/0407>

*Eligibility is determined on a case by case basis, by a committee comprised of a dentist and a senior executive of the establishment. This committee evaluates each case to determine the merit of the request for financial assistance to cover the cost of treatment.*

## Appendix 5 - Vision care: eligible expenses

| No regional policy in force  |
|--|
| <b>Eligible expenses</b>   |
| Optometry services received on the territory.  |
| Optometry services performed as per the criteria applied by Indigenous Services Canada and provided by an optometrist outside of the territory, hence requiring that the beneficiary travel. |
| Glasses, including UV protection.  |
| Corneal lenses when necessary from a medical perspective.  |
| <b>Non-eligible expenses</b>   |
| Soft corneal lenses, if not covered by the RAMQ and if for aesthetic purposes only.  |
| Corrective eye surgery, including refractive surgery and laser eye surgery.  |
| Replacement of glasses or lenses due to neglect or improper use.   |

### Updated list of vision care covered by the NIHB program

<https://nihb-ssna.express-scripts.ca/fr/0205140506092019/22/2207>

## Appendix 6 - Hearing aids: eligible expenses

| No regional policy in force  |
|--|
| <b>Eligible expenses</b>   |
| Professional services performed and received as per the criteria applied by Indigenous Services Canada and requiring that the beneficiary travel outside of the territory. |
| Second hearing aid (digitally programmable) identical to the one paid by the RAMQ (analog or analog with digital controls) when considered necessary by a professional.    |
| <b>Non-eligible expenses</b>   |
| Second hearing aid with no recommendation from a professional.   |
| Surgical implants (internal devices for surgical implants and bone anchored hearing systems [BAHS]).   |
| Ear protection for use in the workplace.   |
| Therapeutic treatment (e.g., speech language pathology).   |

### Updated lists of audiology devices and supplies covered by the NIHB program

<https://www.sac-isc.gc.ca/eng/1585321635593/1585321656771>

## Appendix 7 - Special equipment rentals: eligible expenses

| <i>The regional policy on drugs and non-insured health benefits (Politique régionale sur les services de santé non assurés (SSNA) sur les fournitures médicales et les équipements médicaux)</i><br>NRBHSS RP-03, came into force on February 9, 2021 |
|---|
| <b>Eligible expenses</b>  |
| Rental of equipment prescribed by a physician and compliant with the criteria applied by Indigenous Services Canada.  |
| <b>Non-eligible expenses</b>  |
| Rental of equipment for services provided on the territory by the establishments responsible for providing home care.   |
| Salaries and other benefits of the establishment personnel responsible for the management and rental of equipment for the services provided on the territory by the establishments concerned.   |
| The travel expenses, fees and accommodation costs of the professionals who deliver the services provided on the territory by the establishments concerned.  |

### Updated lists of medical supplies covered by the NIHB program

<https://www.sac-isc.gc.ca/eng/1585320116553/1585320137871>





## Appendix 10 - Mental health counselling services: eligible expenses

|   |
|---|
| <b>Regional policy on the transportation of users from the Nunavik region (Politique régionale sur le transport des usagers de la région du Nunavik)</b><br><b>NRBHSS RP-01, came into force on February 21, 2021</b>                               |
| <b>Eligible expenses</b>  |
| Individual counselling sessions.  |
| Telehealth counselling services.  |
| Group counselling.  |
| Family counselling.   |
| <b>Non-eligible expenses</b>  |
| Accommodation expenses and fees for treatment in addiction treatment centres.   |
| All services provided by a non-eligible supplier.   |
| Services other than those in the area of mental health counselling (e.g., psychoeducational assessments, academic and career counselling, life skills training, real-life mentoring, early intervention or development program, sex therapy, etc.). |
| Telehealth services offered by e-mail or text messaging.  |

### Updated lists of mental health counselling fees and eligible counselling suppliers covered by the NIHB program

<https://www.sac-isc.gc.ca/eng/1576093404318/1579114266033>

### Updated list of maximum hourly fees eligible under the NIHB program

<https://nihb-ssna.express-scripts.ca/fr/0205140506092019/03/0307>

