

MODIFICATION:		
Board of Directors	Resolution: 1996-24	BOD- August, 1996
Date of adoption and effective date	On August 15, 1996	
Board of Directors	Resolution: 2004-30	BOD-June, 2004
Date of adoption and effective date	On June 22, 2004	
Board of Directors	Resolution:2013-11	BOD- February, 2013
Date of adoption and effective date	February 28, 2013	
Board of Directors	Resolution: 2018-03	BOD-February, 2018
Date of adoption and effective date	On February 28, 2018	
Board of Directors	Resolution:2019-16	BOD-February, 2019
Date of adoption and effective date	On February 21, 2019	
Board of Directors	Resolution: 2023-30	BOD-June, 2023
Date of adoption	On June 13, 2023	
Effective date	On April 1 st , 2023	

Content

1	Preamble	6
2	Legal Foundations	6
3	Basic Principles	6
4	General Provisions.....	7
4.1	Definitions.....	7
4.1.1	Escort	7
4.1.2	Medical Escort	7
4.1.3	Beneficiaries	7
4.1.4	Non-Eligible Persons with Regard to the NIHB Program	7
4.1.5	Referral Institution	8
4.1.6	Travel Expenses	8
4.1.7	Residence	8
4.1.8	User	8
4.1.9	Admitted User.....	8
4.1.10	Registered User.....	8
4.1.11	Transit Residences for Beneficiaries	9
4.1.12	Emergency Evacuation	9
4.1.13	Elective Transportation.....	9
4.1.14	RUISSS McGill	9
4.1.15	Individual Care Plan (ICP).....	9
5	User Transportation	9
5.1	Elective Transportation	9
5.1.1	Objective	9
5.1.2	Eligibility Criteria	9
5.1.3	Administrative Guidelines	10
5.2	Resources for Medical Appointments in Montreal	11
5.3	Emergency Evacuation.....	11
5.3.1	Objective	11
5.3.2	Eligibility Criteria	11

5.3.3	Administrative Guidelines	11
5.4	Air Ambulance (EVAQ)	12
5.4.1	Objective	12
5.4.2	Administrative Guidelines	12
6	Lodging Services for Short Stays	13
6.1	Lodging in a Transit Residence (Including Ullivik)	13
6.1.1	Objective	13
6.1.2	Eligibility Criteria	13
6.1.3	Administrative Procedures.....	13
6.1.4	Reimbursement of Expenses.....	14
6.2	Lodging at Friends, Family or Hotel.....	14
6.2.1	Objective	14
6.2.2	Eligibility Criteria	14
6.2.3	Administrative Procedures.....	14
6.2.4	Reimbursement of Expenses.....	15
7	Lodging Services Based on an Individual Care Plan (ICP).....	15
7.1.1	Objective	15
7.1.2	Eligibility Criteria	16
7.1.3	Administrative Procedures.....	16
7.1.4	Reimbursement of Expenses.....	16
8	Financial Support for Long-Term stay	16
8.1.1	Objective	16
8.1.2	Eligibility Criteria	16
8.1.3	Administrative Procedures.....	17
8.1.4	Reimbursement of Expenses.....	17
9	Travel Expenses for Family Members.....	17
10	User's Eligibility to Have an Escort	17
10.1	Objective	17
10.1.1	Escort for Users Under 18 Years of Age	19
10.1.2	Escort During an Air-Ambulance Evacuation (EVAQ)	19
11	Escort's Eligibility	19

11.1.1	Administrative Procedures.....	19
11.1.2	Reimbursement of Expenses.....	20
11.1.3	Responsibility for Payment.....	20
12	Application of the Policy	20
13	Appeal Procedure.....	20
APPENDIX 1 – User Agreement Form		21
APPENDIX 2 – Escort Agreement Form		22
APPENDIX 3 – Reimbursement of Expenses		23
APPENDIX 4 – For Adults - User's Eligibility to Have an Escort.....		24
APPENDIX 5 – For Minors - User's Eligibility to Have an Escort.....		25

program (SAAQ, CNESST, etc.) or private insurance plan. The Non-Insured Health Benefits program must be the payer of last resort.

4 General Provisions

4.1 Definitions

The following definitions apply to the entire policy.

The following terms, definitions and abbreviations will be used at all times when managing, implementing or writing correspondence about the policy.

4.1.1 Escort

Authorized person whose role is to guide and assist the user during the stay outside their place of residence.

4.1.2 Medical Escort

Health professional designated by the institution whose role is to guide, monitor, safeguard and provide care for the user during an emergency evacuation.

4.1.3 Beneficiaries

NIHB program beneficiaries are persons who are registered or eligible for the provincial health insurance program and who meet one of the following criteria:

- a) Are beneficiaries under the JBNQA whose permanent residence is in the region;
- b) Are beneficiaries under the JBNQA who are living outside of the region, but on a temporary basis (e.g. students, inmates or users transported outside of the region to receive medical treatment);
- c) Are beneficiaries under the JBNQA who have elected domicile outside of the region for less than ten (10) consecutive years;
- d) Are beneficiaries under the JBNQA who have elected domicile outside of the region for ten (10) consecutive years or more for educational, health or employment purposes with an organization devoted to promoting the well-being of the Inuit;
- e) Are Cree beneficiaries of the JBNQA or Naskapi beneficiaries of the Northeastern Québec Agreement who live in the region.

4.1.4 Non-Eligible Persons with Regard to the NIHB Program

The following persons are not eligible for the program but are eligible for ISC NIHB:

- a) Beneficiaries under the JBNQA who have elected domicile outside of the region for more than ten (10) consecutive years, for purposes other than education, health or employment with an organization devoted to promoting the well-being of the Inuit;
- b) Non-beneficiary Inuit under the JBNQA who live in the region;

4.1.5 Referral Institution

Outside Nunavik: Service corridors established with the RUISSS McGill or designated by a Nunavik institution or a request authorized by an NIHB agent.

In Nunavik: Ungava Tulattavik Health Centre, Inuulitsivik Health Centre, CLSC in Nunavik or a request authorized by an NIHB agent, as the case may be.

4.1.6 Travel Expenses

Includes lodging, meals and transportation expenses.

4.1.7 Residence

In accordance with section 338 of the regulation respecting the application of the Act respecting health services and social services, residence is established on the basis of physical presence without regard to intention.

4.1.8 User

Any beneficiary* provided with health services by an institution (*as defined on 4.1.3).

4.1.9 Admitted User

A person is admitted to a health-network institution:

- when his condition requires hospitalization
- when the applicable formalities have been completed
- when he occupies a bed considered among those listed on the institution's permit

4.1.10 Registered User

A beneficiary is considered registered in a health-network institution:

- when he receives services that do not require him to be hospitalized or admitted

- pledge to abide by the obligations and responsibilities as well as the rules and procedures during travel and stay at the transit residence described in the agreement form (Appendix 1).

Upon arrival at the transit residence, the user must:

- check-in at the Lodging Management Services;
- sign-in the Admission Client Directives

6.1.4 Reimbursement of Expenses

Since the lodging, meals and local transportation are provided by the transit residence, the beneficiary and their authorized escort are not eligible for reimbursement of expenses for the duration of a stay in a transit residence.

6.2 Lodging at Friends, Family or Hotel.

6.2.1 Objective

The objective is to respect the choice of a beneficiary who would prefer staying at friends, family or a hotel during a short stay for a medical reason and to provide financial compensation.

6.2.2 Eligibility Criteria

Be a beneficiary or an authorized escort and the referral institution's physician has prescribed the service and transportation has been approved by a person designated by the Executive Director or NIHB agent who gave an authorization.

6.2.3 Administrative Procedures

The assigned personnel in the user's referral institution will inform the user of their obligations and responsibilities and the rules and procedures in effect.

Before the departure from home, the user and/or their authorized escort:

- complete the agreement form (Appendix 1);
- pledge to abide by the obligations and responsibilities as well as the rules and procedures during travel and stay at the transit residence describe in the agreement form (Appendix 1);
- provide the place where they will reside during their stay as well as the contact details to reach them in case of change to their medical appointment.

During the stay, the user and/or their authorized escort:

- inform the liaison nurse when receiving instructions from health professionals and specialists concerning appointments, travel, follow-up or future examinations;
- request to their physician's team a proof of attendance to their appointment(s).

6.2.4 Reimbursement of Expenses

Users who choose to lodge with friends, family or hotel are entitled to receive a flat rate for:

- Lodging & Ground transportation to the medical appointments
- Meals
- Transportation from the airport to the lodging and back to the airport

If the user is travelling in the company of an authorized escort, the escort must share the room of the person they are escorting. The escort is entitled to receive a flat rate for:

- Meals
- Financial compensation for escort's function if applicable

The user is fully responsible for the payment of all their expenses including the payment of their lodging, ground transportation and meals.

In order to receive the authorized lump-sum allowance, the user must submit a request to the referring institution for consultation duly signed by the physician who made the request.

The referral must indicate:

1. the location
2. the date
3. the summary of care or services and proof of attendance at the required treatments as well as the social or family worker, to be approved.

If the stay follows a confirmation letter provided by the NIHB Program, the client must submit a copy of the confirmation letter with their claim.

All reimbursements are made by direct deposit at the end of the stay or once a week for longer stays.

7 Lodging Services Based on an Individual Care Plan (ICP)

7.1.1 Objective

The objective is to identify culturally suitable and safe access to lodging, meals and local transportation to medical appointments based on the Individualized Care Plan (ICP).

The Executive Director of the IHC and the UTHC or their representative request and obtain an authorization from the Regional Committee on Out-of-Region Services (RCORS).

8.1.3 Administrative Procedures

The procedure for the long-term stay is applicable.

8.1.4 Reimbursement of Expenses

Reimbursement of expenses will be made based on the applicable rates appearing in Appendix 3.

9 Travel Expenses for Family Members

Funding of the NIHB program does not permit covering travel expenses for family members visiting a patient or for an accompanying person in the case of a user in the terminal phase or for visits during an extended stay. Compassionate reasons are among the exclusions covered in terms of transportation for medical reasons.

However, with appropriate medical justification, prior authorization must be obtained before a decision is made to authorize a medically or legally required escort. Only one person may be authorized as an escort, among other reasons to be at the bedside of an individual in a terminal phase.

10 User's Eligibility to Have an Escort

10.1 Objective

The escort is to ensure constant care and presence with the user who is receiving care outside of their community of residence when there is a legal, social or medical requirement that results in the client being unable to travel alone.

The authorized escort will have to share the lodging with the user.

Coverage for one non-medical escort may be approved when there is a legal, social or medical requirement that results in the user being unable to travel alone, such as where the user:

- is a minor;
- is suffering from a serious or acute health condition;
- is in imminent danger of dying;
- is a pregnant woman whose trip is for the purpose of pregnancy follow-up or childbirth;
- is breastfeeding with a child under 12 months old;

