



HOW TO ACCESS MEDICAL TRANSPORTATION, FOR ELIGIBLE WAHA CLIENTS

The Non-Insured Health Benefits (NIHB) Program of Health Canada assists with non-emergency medical transportation to the nearest appropriate health facility when the required health services are not available in your home community and there is no other funding source available.

What types of medical services can I access using NIHB medical transportation?

- Provincial/territorial insured medical services (examples: Doctor's appointments, hospital care, health programs provided to all provincial residents)
- Eligible approved benefits under the NIHB program, such as vision, dental and mental health counseling
- Approved alcohol, solvent, drug abuse and detox programs

Prior approval from Health Canada is needed to access any medical transportation benefits under the NIHB program.

Travel to access appointments not included in this list may be possible when coordinated with other eligible NIHB trips.

What modes of medical transportation are eligible under the NIHB Program?

Transportation arrangements are made using the most economical mode of transport based on the client's medical condition. The different modes of transportation include: ground, air and water.

Accommodation and meals can be approved if there is a need to stay out of the community.

Who is eligible to receive transportation benefits?

Whether you live on or off reserve you must be a resident of Canada, as well as one of the following:

- A registered Indian according to the Indian Act; or
- An Inuk recognized by one of the Inuit Land Claim organizations; or
- An infant less than one year of age whose parent is an eligible recipient

Please be sure to register children with AANDC as quickly as possible after birth. If you need help please contact your Band Office.

How is medical transportation provided?

When your doctor has referred you out of your community for health care you must obtain prior approval from Health Canada for your transportation benefits. Based upon your doctor referral, a Weeneebayko Patient Services (WPS) staff member will schedule your medical appointment. You will be contacted regarding your availability to travel. Based upon the Health Canada prior approval, WAHA will book your travel arrangements. A travel package with important information will be provided to you after the transportation details have been finalized. The travel pack will provide:

- An itinerary
- Details of travel
- Copies of Health Canada Travel Warrants
- A Confirmation of Attendance (COA) document to be signed/stamped by the medical facility and provided back to Health Canada by Toll-free Fax at (855) 535-7292.



Although provided by WAHA in the past, cash advances cannot be provided by Health Canada.

In emergency situations, when prior approval has not been obtained, expenses may be reimbursed, on exception, when appropriate medical justification is provided.

What if I am unable to travel?

If you are unable to travel contact Weeneebayko Patient Services at (855) 544-3400 ext. 3071 so that your prior approval for travel benefits can be updated.

“No shows” at medical appointments may impact your eligibility for future NIHB travel benefits.

What is the Confirmation of Attendance (COA)?

You will receive a COA form with your travel documents. It is to be signed/stamped by the medical facility to confirm that you attended your appointment. It is very important that the COA is returned to Health Canada by Toll-free fax at (855) 535-7292.

Should you not return the signed COA to Health Canada it may impact your eligibility for future NIHB travel benefits, or you may be responsible for some of the costs for your next medical travel.

Will I be eligible for an Escort to travel with me?

The NIHB Program will cover eligible travel costs for approved escorts when a Health Professional states:

- The patient has a physical or mental disability such that they cannot travel without help.
- The patient is medically incapacitated.
- The patient is a minor and needs to be accompanied.
- The patient needs legal consent by a parent or guardian.

- The patient needs translation if this service is not otherwise available.
- There are instructions for after care procedures that cannot be given to the client.
- The patient has been deemed mentally incompetent by a court.

It is important that you choose your escort carefully. They need to have the time and the ability to commit to providing you with assistance throughout the course of your trip/treatment. NIHB will not pay to return or replace an escort who has not fulfilled their duties. Things to consider when choosing an escort:

- A family member who is able to sign consent forms and knows the patient’s history.
- A reliable member of the community.
- Someone who is physically capable of taking care of themselves as well as you.
- Someone who can provide translation.
- Someone who is able to share personal space in order to support you.
- Someone who cares for your well-being and safety.

Meals and Accommodation

Based on the duration of your medical trip, Health Canada will prior approve accommodation and meals. If you have been approved for an escort they will receive the same coverage. These details will be included in the travel documents you receive.

If you choose to make your own travel arrangements you may claim eligible expenses by using the NIHB Client Reimbursement Form. You will be reimbursed using the approved regional rates so you may be responsible for some of the costs. Conditions that may apply:



- Meals will be provided based on the amount of time spent away from home.
- Overnight accommodations (including at a private home) may be provided on a case by case basis.
- When travelling you are responsible for expenses not covered on your Health Canada Travel Warrant. Examples include: security deposits where applicable, room service, phone/internet/television charges, damages, lost key/lost key deposits, tips and gratuities.

What can I do if my request for transportation has been denied?

When coverage has been denied individuals have the right to appeal the decision. There are three levels of appeal. To file an appeal, a letter from the client, parent or guardian for whom the benefit was denied is required as well as any supporting medical information including:

- The health condition for which the benefit is being requested.
- The prognosis including other treatment alternatives.
- Relevant diagnostic tests.
- Justification for the proposed treatment and any other supporting documentation.

Please mark your level 1 appeal “Appeals – Confidential” and mail it to:

Health Canada
First Nations and Inuit Health Branch
Ontario Region
1547 Merivale Road, 3rd Floor
Address Locator 6103A
Nepean, ON K1A 0L3

The outcome of your appeal will be provided to you in writing. For more information on the three levels of appeal you can access the NIHB Website at <http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/index-eng.php> or call the Ontario Region NIHB Client Information Line at (800) 640-0642.

Important Things to Remember

- **You must have prior approval in advance of travelling.**
- **Only in exceptional circumstances, if you have not been able to obtain prior approval, can your expenses be considered.**
- **You must provide Health Canada the signed COA after attending your appointment.**
- **If you are unable to travel or attend the scheduled appointment you must advise Weeneebayko Patient Services with an acceptable explanation. Failure to do so may impact eligibility for future medical transportation benefits.**
- **Please ensure children are registered with AANDC to ensure eligibility for NIHB’s.**
- **Please choose escorts carefully.**
- **Remember to take your medications with you as well as your Ontario Health Insurance Plan (OHIP) card.**



Who can I call if I need help?

Weeneebayko Patient Services - Kingston

166 Brock Street
Kingston, ON K7L 5G2
(613) 544-3310 or (613) 544-3400 ext. 3071
Toll-Free Patient Line: (855) 544-3400 ext. 3071

WAHA NIHB - Moosonee

Weeneebayko Area Health Authority
P.O. Box 34
Moose Factory, ON P0L 1W0
(705) 336-2947

Geaganano Residence

176 Johnston Street
Kingston, ON
(613) 547-5877

Boreal Hostel

5 Bay Road
Moosonee, ON
(705) 336-1160

Kapashewekamik Hostel

3255 Airport Road
Timmins, ON P4N 7C3
(705) 264-4661

Health Canada

First Nations and Inuit Health Branch, ON Region
1547 Merivale Road, 3rd floor
Address Locator 6103A
Nepean, ON K1A 0L3
(800) 881-3921 Option 5 – WAHA

Ontario Region Client Information Line,

for general information on all NIHB's
(800) 640-0642