

Quebec

Source: <http://www.ramq.gouv.qc.ca/en/Pages/home.aspx>

For More Information:

Régie de l'assurance maladie Québec

Telephone	Québec: 418-646-4636 Montréal: 514-864-3411 Toll-free: 1-800-561-9749
E-mail	Link to e-mail form available at http://www.ramq.gouv.qc.ca/en/contact-us/citizens/Pages/contact-us.aspx
Mail or in-person	1125, Grande Allée Ouest Québec, QC G1S 1E7 Case postale 6600 Québec, QC G1K 7T3 425, boulevard de Maisonneuve Ouest 3e étage, bureau 300 Montréal, QC H3A 3G5

Out-of-Province / Out-of-Country

The Health Insurance Plan covers a wide range of essential medical services. However, in exceptional cases, some services may not be available in Québec. In such cases, and as a last resort, it is possible to request the Régie's authorization to receive healthcare outside Québec.

How to proceed

The Régie must be provided with the following:

- a brief description of the medical care required
- a written request, signed by 2 Québec medical specialists having recognized expertise in the disease that affects the insured person suffers, that attests that the services required are not available in Québec
- the name and address of the hospital recommended for the hospitalization
- a summary of the person's medical record.

The Régie's decision

The Régie will evaluate the request and inform the insured person and that person's medical specialists of its decision.

If the Régie grants an authorization, it will pay the full cost of:

- hospital services (services related to a hospital stay, such as nursing care and accommodation)
- professional services rendered in a hospital setting (such as the services of a doctor).

Application for Review

If you disagree with the decision of the Régie you can apply for a review. You have six months, from the date the Régie's letter of decision is deposited in your mailbox or handed to you in person, to apply for a review of your file. Under the Health Insurance Act, the Régie has 90 days to render its decision following an application for review. If, after you've filed your application, you wish to provide supporting documents or comments, the 90-day time limit will run from the date the Régie receives the documents. Moreover, if the Régie deems that it needs additional documents or information, it may extend the time limit by another 90 days. Finally, if the Régie does not meet the deadlines, you may wait for its new decision, or contest the previous decision before the Tribunal administratif du Québec (TAQ).

If you believe that the decision rendered in follow-up to your application for review does not respect your rights, you have 60 days (from the date the decision is delivered to your address) to contest it before the Tribunal administratif du Québec.

For more information on the review process:

<http://www.ramq.gouv.qc.ca/en/regie/Pages/application-for-review.aspx>

Online application for review form:

<http://www.ramq.gouv.qc.ca/SiteCollectionDocuments/citoyens/en/formulaires/form-demande-revision-4185-en.pdf>