

UPDATED USER TRANSPORTATION POLICY COMES INTO EFFECT

Baie-Comeau, January 6, 2023 – The Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord would like to inform the public that the updated version of the User Transportation Policy came into effect on January 1, 2023.

This policy provides financial support to users whose health condition meets the criteria for elective cases, i.e., diagnostic services and treatments required and prescribed by a physician but which are not available in the region. To be eligible, the travel distance must be at least 200 km from the user's home.

The main changes are as follows:

- The per-kilometre rate has been increased to \$0.20/km from \$0.13/km (reimbursed on a round-trip basis less the 200 km deductible).
- Living expenses of \$108 per night, up from \$75 (supporting documents such as hotel receipts are required).
- In the absence of hotel accommodation, a round-trip flat rate of \$46.25 plus mileage.
- In the event of an extended stay, payment of two nights (\$216/week) or reimbursement of the invoice if the stay is in a recognized establishment (hostel or other).
- Lump sum of \$216/week of hospitalization for the escort of a minor or an incapacitated adult or reimbursement of the invoice if the stay is in a recognized establishment (e.g.: Ronald McDonald House).
- Policy eligibility for the following:
 - Victims of domestic and/or sexual violence
 - Users requiring admission to a crisis or mental health bed
 - Users requiring rehabilitation services with accommodation
 - Users who are homeless and receiving services of a recognized organization.

The changes made are based on the new circular of the ministère de la Santé et des Services sociaux (MSSS) updated in 2021. Moreover, the new rates for the mileage allowance and living expenses have already been implemented in the region since this update.

The working committee that drafted the new version of the regional policy consulted various sources including the regional users' committee, a committee representing the users of the Lower North Shore, a partner user and the Service Quality and Complaints Commissioner.

For more information on the application of the policy and to obtain the transportation allowance form, please go to: <https://www.ciasss-cotenord.gouv.qc.ca/soins-et-services/transport-et-deplacement-des-usagers/transport-des-usagers/> or call 1-833-838-0001 (Monday to Friday from 8 a.m. to 4 p.m.).

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