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Introduction

This guide is intended to provide information to clients and patients of the Northwest Territories (NWT) Health and Social Services System about the types of service fees charged for certain services. These fees apply to clients and patients regardless of which community the service is provided in.

The fees charged to clients and patients by the various NWT Health and Social Services Authorities are for services not covered by the NWT Health Care Plan, they are not considered “medically necessary”.

Examples of services that are not considered medically necessary include:

- *X-rays to determine the extent of an injury would be covered, however crutches to improve mobility while healing would not be covered,*
- *Vaccines required for international travel, or*
- *Medical exams required for a driver or pilot license.*

Fees related to a doctor’s visit or hospital stay may also be charged to individuals that do not have Canadian health care coverage, those from provinces that do not have an agreement for cross-jurisdiction billing or those that have allowed their health care coverage to lapse.



Question and Answers

What are Service Fees?

A Service Fee is a cost to be recovered for providing services that are not covered by the NWT Health Care Plan.

The practice of charging for services that are not covered by a health care plan is consistent across Canada.

What services are not covered by the NWT Health Care Plan?

Services provided are not covered by the NWT Health Care Plan if they are not considered to be “medically necessary”.

Examples of services incurring a fee:

- *If you require a medical examination for your driver’s or pilot’s license, there will be a fee for the exam.*
- *Vaccinations for travel purposes are not publicly funded, you will be charged a fee.*
- *Completion of Forms and doctor’s notes will incur a fee.*
- *Crutches, braces, and canes.*

People visiting the NWT from other jurisdictions, or countries, may need to see a doctor while in the NWT. These individuals will need to pay the Health and Social Services Authority a service fee if they do not have a valid Canadian Health Care Card. Additionally, individuals who are residents of Quebec may also be given an invoice for services as Quebec does not have cross-jurisdiction billing agreements in place. The individual can later seek reimbursement from their home province.

There may be fees charged for photocopies of medical records as outlined in the Health Information Act regulation or Access to Information Protection of Privacy regulations.



Why are we charging the service fees?

Charging fees for certain services was always a practice within the NWT health and social services system, consistent with other parts of Canada. The Northwest Territories (NWT) Health and Social Services System fees are standardized, disclosed, and updated each year. This approach ensures that all NWT residents pay the same fees for the same services, making fees consistent and fair across the NWT.

Charging for certain services contributes to the sustainability of our health and social services system, allowing the continued opportunity to access services that are not considered medically necessary.

How will residents know what the fees are?

Whenever possible, your health care provider or administration staff will let you know in advance if the service you need is not covered by the NWT Health Care Plan.

You can get information about fees from your health authority or online at www.nthssa.ca/fees. This guide also provides a comprehensive list of fees.

Will my employer, or third-party health care coverage pay reimburse the fees?

Maybe, it will depend on your coverage. For example if your employer requires that you have a valid driver's or pilot's license, your employer may cover the fee for the medical exam.

Alternatively, if you have additional medical coverage through your employer, or a privately secured plan, you may be able to submit the fee for reimbursement. You will need to inquire directly with them to learn more.



Why aren't these costs covered by the NWT Health Care Plan?

In the NWT, like other Canadian Territories and Provinces, the Health Care Plan only covers doctor and hospital services that are considered "medically necessary".

How do I pay for these services?

In some instances, you will be asked to pay at the time of the service, using a debit card or credit card.

Alternatively, you will receive an invoice later. There will be payment instructions on your invoice. You may pay your invoice in person at many Health and Social Services Authority locations, by mailing in payment or by calling credit card information to the number provided on your invoice.

Please inquire with your service provider for information on your options to pay any applicable fees.

What if I can't pay my fee?

The service fee policy includes waivers for individuals for three reasons:

- If paying the fee would be a financial hardship.
- If there are humanitarian grounds for waiving the fee; AND
- For reasons related to compassionate grounds.

For more information on who qualifies for fee waivers see the Service Fee Waiver Application <https://www.nthssa.ca/en/service-fees-waiver-application>



How are the fees determined?

Medical and hospital fees are based on the NWT Insured Services Tariff issued by the Department of Health and Social Services.

All fees are structured to reflect the actual cost of providing the service.

Schedule A: Doctor/Nurse Visits Not Covered by NWT Health Plan

Medical fees to be charged to clients/patients for services requiring an exam and/or review of patient's medical file for purposes that are not medically necessary (may include additional medical procedures to complete assessment such as blood and/or urine samples or ECG).

| Schedule A | | |
|--|--|---|
| <u>Name Of Service</u> | <u>Description of Service</u> | <u>Fee</u> |
| Medical Services - Single Service | First visit for general assessment of new illness: <ul style="list-style-type: none"> - Minimal medical exam - Giving samples (blood, urine, swabs, etc.) - Taking medication - Estimated time: 15 minutes | \$111.85 |
| Medical Services - Consultation | Major consultation at the request of another medical practitioner | \$140.60 |
| Medical Services - Basic Medical Exam | <p><u>Part 1 – Workup, such as:</u></p> <ul style="list-style-type: none"> - Blood pressure, Eyes, Height, Weight, Oxygen <p>Estimated time: 10 minutes</p> <p><u>Part 2 – Exam, such as:</u></p> <ul style="list-style-type: none"> - Review medical history, Head to toe assessment, Eyes, Airway, Chest, Reflexes <p>Estimated time: 20 minutes</p> <p>- - If hospital services are also required (lab, x-ray, hearing test, pulmonary test, etc.) it is charged separately (see below)</p> | <p>\$49.70</p> <p>\$87.01</p> |



Schedule A (continued)

| <u>Name Of Service</u> | <u>Description of Service</u> | <u>Fee</u> |
|--|--|-----------------|
| Medical Services | <u>Part 1 – Workup, such as:</u> - Same as basic medical PLUS may require ECG Estimated time: 20 minutes | \$87.01 |
| - Extensive Medical Exam | <u>Part 2 – Exam, such as:</u> - Same physical exam as the basic medical BUT the medical form is more detailed and requires significantly more questions to be asked. Estimated time: 40 minutes - If hospital services are also required (lab, x-ray, hearing test, pulmonary test, etc.) it is charged separately (see below) | \$174.01 |
| Provision of Medical Report | A doctor, nurse or other professional is writing a comprehensive report and/or reviewing a chart, when not part of a basic or extensive medical. | \$50.00 |
| Provision of Medical Note or Form | A doctor, nurse or other professional is signing a note/certificate or filling out a basic form, when not part of a basic or extensive medical. | \$23.00 |



Schedule B: Medical and Facility Fees

Fees to be charged when the services are medically required but the person does not have a valid provincial or territorial health care card, does not reside in Canada, or there is no reciprocal billing agreement with the province or territory where the individual resides. Medical (Physician) Fees are based on the NWT Insured Services Tariff issued by the Department of Health and Social Services, available online.

| Schedule B | | | |
|---|---|----------------------------------|--|
| Name of Service | Description of Service | Fees for Quebec Residents | Fees for Out of Country Residents or Canadians that do not have a valid Health Care Card |
| Medical Services- Also called Physician Fees | Medical Services provided and billed as per the current year NWT Insured Services Tariff. The tariff is updated every April 1. | Per NWT Insured Services Tariff | Per NWT Insured Services Tariff |
| Hospital Services - Standard Outpatient Visit - Also called Facility Fee | When individuals, as part of a medical exam, are also referred for something other than laboratory and/or radiology services. <i>NOTE: If the doctor's clinic is in the hospital and the patient does not use any other services of the hospital, this fee should NOT be applied. The regular fee for the medical, etc. is to be used.</i> | Per Reciprocal Billing Agreement | \$386.00 |



Schedule B (continued)

| Name of Service | Description of Service | Fees for Quebec Residents | Fees for Out of Country Residents or Canadians that do not have a valid Health Care Card |
|---|--|----------------------------------|---|
| Hospital Services - Outpatient Laboratory Also called Facility Fee | When individuals, as part of a medical exam, are referred for laboratory and/or radiology services. If done the same day, there is no extra fee for the lab/radiology. | Per Reciprocal Billing Agreement | \$179.00 |
| Hospital Services - Inpatient Ward Rate | Hospital Inpatient Services. | Per Reciprocal Billing Agreement | \$3,662 per day |
| NWT Hospital Services - Inpatient ICU Rate | Hospital Inpatient ICU Services. | Per Reciprocal Billing Agreement | \$12,152 per day |



Schedule C: Self Billing

These are prices for self-billing frequently sold items based on cost and admin fee of 15%. Fees for other self-billing can be obtained directly from the providers of the service (i.e. physiotherapy department).

Not applicable for Express Scripts or Blue Cross billing, as pricing for these are based on other agreements.

| Schedule C | |
|--|---------------------|
| <u>Stock Items</u> | <u>Price</u> |
| Crutch, Adult Tall-5ft 11in-6ft 6in | 28.00 |
| Crutch, Adult Tall-5ft 2in-5ft 10in | 28.00 |
| Crutch, Child, 4 FT-4 Ft 6 in (pair) | 23.00 |
| Canes (each) | 23.00 |
| Ice Picks for Crutches & Canes (each) | 11.00 |
| Zimmer Knee Brace -S/M/L (each) RIGHT | 40.00 |
| Zimmer Knee Brace -S/M/L (each) LEFT | 40.00 |
| Air Cast Walker Boot Casts(each) – S/M | 144.00 |
| Air Cast Walker Boot(each)- L | 145.00 |



Schedule D: Vaccines

Fees for vaccinations are to be charged when the vaccine is provided for travel, employment or other purposes not paid for by the NWT Health Care Plan. Fees are not to be charged to individuals with valid NWT Health Care Cards where the vaccines are Publicly Funded in the NWT and provided as part of the approved NWT Immunization Schedule.

| Schedule D | |
|---|------------------------------|
| <u>Vaccine</u> | <u>Fee (per dose)</u> |
| BCG (Bacillus Calmette-Guerin) | 11.00 |
| Chol-Ecol-O (Cholera and Enterotoxigenic Escherichia Coli) | 90.00 |
| DTaP-IPV-Hib (Diphtheria, tetanus, acellular pertussis, inactivated polio, Haemophilus influenzae* type b (pediatric)) | 19.00 |
| HA (Hepatitis A) Adult | 25.00 |
| HA (Hepatitis A) Pediatric | 16.00 |
| HAHB (Hepatitis A and B) Adult | 43.00 |
| HAHB (Hepatitis A and B) Pediatric | 22.00 |
| HB (Hepatitis B) Adult | 12.00 |
| HB (Hepatitis B) Adult dialysis formulation | 98.00 |
| HB (Hepatitis B) Pediatric | 9.00 |
| Hib (Haemophilus influenzae* type b) | 22.00 |
| HPV9(Human Papilomavirus) | 82.00 |
| IPV (Inactivated polio) | 31.00 |



| Schedule D (continued) | |
|--|------------------------------|
| <u>Vaccine</u> | <u>Fee (per dose)</u> |
| JE (Japanese encephalitis) | 204.00 |
| Men-C-ACYW (Quadrivalent conjugate meningococcal) | 33.00 |
| Men-C-C (Meningococcal conjugate type c) | 18.00 |
| 4CMenB (Serogroup B Meningococcal) | 37.00 |
| MMR (Live attenuated measles, mumps, rubella) | 10.00 |
| MMRV (Live attenuated measles, mumps, rubella, and varicella) | 50.00 |
| Pneu-C-13 (Pneumococcal conjugate 13-valent) | 82.00 |
| Pneu-P-23 (Pneumococcal polysaccharide 23-valent) | 15.00 |
| Rab (Rabies inactivated vaccine) | 185.00 |
| Rot-5 (Rotavirus vaccine) | 14.00 |
| Shingrix | 143.00 |
| Tdap (Tetanus, reduced diphtheria, reduced acellular pertussis) | 15.00 |
| TST (Tuberculosis Skin Test) | 19.00 |
| Typh-I (Typhoid) | 25.00 |
| Var (Varicella/chickenpox) | 37.00 |
| YF (Yellow fever) – This vaccine can only be accessed and administered at the Yellowknife Public Health Center ** | 131.00 |
| Consultation Fee – pro-rated per minute – Applicable to Out-of-country TRAVEL consultations only. | 60.00 per hour |

*** Note: Yellow fever vaccine can only be administered through a center approved by the Public Health Agency of Canada. In the NWT, the only approved center is Yellowknife Public Health.*



Schedule E: Health Information Requests

Fees outlined in Schedule E may be charged when records relating to an individual's personal health information or other non-health related personal information are provided to the individual. These fees are outlined in the regulations to the Health Information Act (HIA) HIA Regulations (for personal health information) and Access to Information and Protection of Privacy Act (ATIPP) ATIPP Regulations (for other non-health related personal information). More detail, including fees for researchers and requests for general information, can be found in the Regulations.

| Schedule E | | |
|---|---|---|
| <u>Service</u> | <u>Description</u> | <u>Fee</u> |
| Printing or Photocopying - Personal Health Information | May only charge when the total cost is greater than \$100 See note below | \$0.25 per page |
| Shipping - Personal Health Information | Shipping information by regular mail or courier | Actual cost of shipping |
| Storage Media - Personal Health Information | Providing records on an electronic storage device | Actual cost of the device |
| Printing or Photocopying - Other Personal Information | May only charge when the total cost is greater than \$25 See note below | \$0.25 per page |
| Shipping - Other Personal Information | Shipping information by regular mail or courier | Actual cost of shipping |
| Storage Media - Other Personal Information | Providing records on an electronic storage device | Actual cost of the device See ATIPP Regulations as fee depends on the type of device. |



Schedule E (continued)

Service

Description

Note: When calculating the total cost of providing the records, processing time may be included. For example:

Under HIA

- fees for computer programming/data processing may be charged at a rate of \$10 every 15 minutes.
- If severing is necessary, technician time may be charged at a rate of \$10 every 15 minutes; and
- health provider time at a rate of \$45 every 15 minutes may be included in the fee.

Under ATIPP,

- rates are the same for computer processing and related charges, a search/retrieve fee may be charged of \$6.75 every 15 minutes.



Schedule F: Other Service Fees - NTHSSA ONLY

NTHSSA Provides other services such as staff accommodation, parking, long-term care facilities and Meals on Wheels program. Below are the fees that NTHSSA charges for these items.

| Schedule F | | |
|----------------------------|--|--|
| Activity | Description | Fee |
| Staff Accommodation | all employees in NTHSSA (casual, term, indeterminate, job share) who are provided with staff accommodation are charged rent | \$25/day |
| Assigned Parking | Assigned parking fees charged to staff at Frame Lake, Goga Cho, Joe Tobie, YPCC. | \$100/month |
| Parking Tags | Parking at Stanton Hospitals is charged using a tag system for parking spots with electricity during the winter months; other months are free as stalls are available first come first serve during the balance of the year. | \$80/month or \$400/per year for the winter season |
| Long Term Care | Long Term Care bed rate for seniors and disabled at NTHSSA Long-term Care Facilities. | currently \$939/month effective May 1, 2024 \$976/month |
| Respite Care | These are recoveries for care provided to a disabled or elderly NWT resident not housed within a long-term home. Respite | Currently \$31/daily effective May 1, 2024 \$32/daily |
| Meals on Wheels | Meals provided once a day to NWT seniors and others who have home care needs. | Fees vary by community and are based on cost. |

