



# Service Fee Guide

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[www.nthssa.ca/fees](http://www.nthssa.ca/fees)



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# Introduction

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This guide is intended to provide information to clients and patients of the Northwest Territories (NWT) Health and Social Services System about service fees.

NWT Health and Social Services Authorities charge fees for services that aren't covered by the NWT Health Care Plan and some services that aren't considered "medically necessary". Fees may also be charged to individuals that do not have Canadian health care coverage or those from provinces that do not have an agreement for cross-jurisdiction billing.

# Question and Answers

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## **What are Service Fees?**

Service Fees may be charged by a clinic, hospital or health centre when you receive a service that is 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 by a doctor or nurse are not covered by the NWT Health Care Plan when they are not considered to be “medically necessary”.

For example, if you require a medical examination to keep your driver’s or pilot’s license, there will be a fee for the exam.

Vaccinations for travel purposes are not publicly funded, so you will be charged a fee for these as well.

Also, sometimes people visiting Canada need to see a doctor in the NWT. These individuals will need to pay the Health and Social Services Authority a service fee because they don’t have a Canadian Health Care Card. Individuals who are residents of Quebec may also be given an invoice for services because Quebec does not have cross-jurisdiction billing agreements in place, these individuals can seek reimbursement from their home province.

Sometimes there will 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 changing the service fees?**

Charging fees for certain services was always a practice within the NWT health and social services system, just like it is in other parts of Canada.

In the past we did not have coordinated fees across the system. Now we are standardizing the fees and how we update them each year.

This approach will ensure that NWT residents pay the same fees for the same services, making fees consistent and fair across the NWT. Charging for certain services also contributes to the sustainability of our health and social services system.

## **How will residents know what the fees are?**

Where possible, your health care provider or administration staff will let you know 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](http://www.nthssa.ca/fees). This guide also provides a comprehensive list of fees.

## **Will my employer pay the fees?**

Maybe. Some employers may cover the fee. For example, if your job requires that you have a valid driver's license or valid pilot's license, your employer may cover the fee for the medical exam, if you are being asked to get one. Please check with your employer to see if they cover your fees.

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

In the NWT, like in 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?**

You will be able to pay your Health and Social Services Authority. Please inquire with your service location for information on paying your fees. There will also be payment instructions when you receive an invoice.

## **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.

## **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. Vaccine prices are based on what the Health and Social Services Authorities are charged by the drug companies.

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



## **Service Fee Schedule A**

Fees are to be charged when the service is not medically necessary but is required for employment, travel or other purposes not covered by the NWT Health Care plan

| <b>Schedule A</b>                                      |   |               |
|--|---|---------------|
| <b>Name Of Service</b>                                 | <b>Description of Service</b>   | <b>Fee</b>    |
| <b>Medical Services<br/>- Single Service</b>           | First visit for general assessment for new illness:<br><ul style="list-style-type: none"> <li>- Minimal medical exam</li> <li>- Giving samples (blood, urine, swabs, etc.)</li> <li>- Taking medication</li> <li>- Estimated time: 15 minutes</li> </ul>  | <b>\$105</b>  |
| <b>Medical Services<br/>- Consultation</b>             | Major consultation at the request of another medical practitioner   | <b>\$ 137</b> |
| <b>Medical Services<br/>- Basic Medical Exam</b>       | <u>Part 1 – Workup, such as:</u> <ul style="list-style-type: none"> <li>- Blood pressure, Eyes, Height, Weight, Oxygen</li> </ul> Estimated time: 10 minutes<br><br><u>Part 2 – Exam, such as:</u> <ul style="list-style-type: none"> <li>- Review medical history, Head to toe assessment, Eyes, Airway, Chest, Reflexes</li> </ul> Estimated time: 20 minutes<br><br><ul style="list-style-type: none"> <li>- - If hospital services are also required (lab, x-ray, hearing test, pulmonary test, etc.) it is charged separately (see below)</li> </ul> | <b>\$85</b>   |
| <b>Medical Services<br/>- - Extensive Medical Exam</b> | <u>Part 1 – Workup, such as:</u> <ul style="list-style-type: none"> <li>- Same as basic medical PLUS may require ECG</li> </ul> Estimated time: 20 minutes  |               |



Part 2 – Exam, such as:

- Same physical exam as the basic medical BUT the medical form is more detailed and requires significantly more questions to be asked.

**\$170**

Estimated time: 40 minutes

- If hospital services are also required (lab, x-ray, hearing test, pulmonary test, etc.) it is



|   |  |              |
|---|--|--------------|
|   | charged separately (see below)   |              |
| <b>Provision of Medical Report</b>  | 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.   | <b>\$50</b>  |
| <b>Provision of Medical Note or Form</b>  | 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.  | <b>\$23</b>  |
| <b>Hospital Services<br/>- Standard<br/>Outpatient Visit<br/>- Also called Facility Fee</b> | When individuals, as part of a medical exam, are also referred for something other than laboratory and/or radiology services. If done the same day, there is no extra fee for the lab/radiology.<br><br><i>NOTE: If the doctor's clinic is located 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>   | <b>\$341</b> |
| <b>Hospital Services<br/>- Outpatient<br/>Laboratory<br/>- Also called Facility Fee</b>     | When individuals, as part of a medical exam, are referred for laboratory and/or radiology services.<br><br>This rate is also used when a specimen is collected off-site (ie - a health centre, stand-alone lab, etc.) and sent in to the hospital.<br><br><i>NOTE: If the doctor's clinic is located 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> | <b>\$165</b> |





## Service Fee Schedule B

Fees are 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.

| 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 |
| <b>Medical Services</b>   | 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  |
| <b>Hospital Services - Standard Outpatient Visit - Also called Facility Fee</b> | When individuals, as part of a medical exam, are also referred for something other than laboratory and/or radiology services. If done the same day, there is no extra fee for the lab/radiology.<br><br><i>NOTE: If the doctor's clinic is located 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 | <b>\$341</b>   |
| <b>Hospital Services - Outpatient Laboratory - Also called</b>                  | When individuals, as part of a medical exam, are referred for laboratory and/or radiology services.  | Per Reciprocal Billing Agreement | <b>\$165</b>   |



|   |   |                                  |                         |
|---|---|----------------------------------|-------------------------|
| <b>Facility Fee</b>                               | <p>This rate is also used when a specimen is collected off-site (i.e. - a health centre, stand-alone lab, etc.) and sent to the hospital.</p> <p><i>NOTE: If the doctor's clinic is located 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></p> |                                  |                         |
| <b>Hospital Services - Inpatient Ward Rate</b>    | Hospital Inpatient Services. Only those that cannot provide a valid Canadian Health Care Card will be charged.  | Per Reciprocal Billing Agreement | <b>\$3,386 per day</b>  |
| <b>NWT Hospital Services - Inpatient ICU Rate</b> | Hospital Inpatient ICU Services. Only those that cannot provide a valid Canadian Health Care Card will be charged.  | Per Reciprocal Billing Agreement | <b>\$11,234 per day</b> |



### ***Service Fee Schedule C: Vaccinations***

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.

| <b>Schedule C</b>   |                       |
|---|-----------------------|
| <b>Vaccine</b>  | <b>Fee (per dose)</b> |
| <b>BCG (Bacillus Calmette-Guerin)</b>   | <b>11.00</b>          |
| <b>Chol-Ecol-O ( Cholera and Enterotoxigenic Escherichia Coli)</b>  | <b>87.00</b>          |
| <b>DTaP-IPV-Hib (Diphtheria, tetanus, acellular pertussis, inactivated polio, Haemophilus influenzae* type b (pediatric))</b> | <b>18.00</b>          |
| <b>HA (Hepatitis A) Adult</b>   | <b>24.00</b>          |
| <b>HA (Hepatitis A) Pediatric</b>   | <b>16.00</b>          |
| <b>HAHB (Hepatitis A and B) Adult</b>   | <b>42.00</b>          |
| <b>HAHB (Hepatitis A and B) Pediatric</b>   | <b>21.00</b>          |
| <b>HB (Hepatitis B) Adult</b>   | <b>12.00</b>          |
| <b>HB (Hepatitis B) Adult dialysis formulation</b>  | <b>95.00</b>          |
| <b>HB (Hepatitis B) Pediatric</b>   | <b>9.00</b>           |
| <b>Hib (Haemophilus influenzae* type b)</b>   | <b>21.00</b>          |
| <b>HPV9(Human Papillomavirus)</b>   | <b>80.00</b>          |
| <b>IPV (Inactivated polio)</b>  | <b>30.00</b>          |
| <b>JE (Japanese encephalitis)</b>   | <b>198.00</b>         |



|   |               |
|---|---------------|
| <b>Men-C-ACYW (Quadrivalent conjugate meningococcal)</b>  | <b>32.00</b>  |
| <b>Men-C-C (Meningococcal conjugate type c)</b>   | <b>17.00</b>  |
| <b>4CMenB (Serogroup B Meningococcal)</b>   | <b>36.00</b>  |
| <b>MMR (Live attenuated measles, mumps, rubella)</b>  | <b>10.00</b>  |
| <b>MMRV (Live attenuated measles, mumps, rubella, and varicella)</b>  | <b>49.00</b>  |
| <b>Pneu-C-13 (Pneumococcal conjugate 13-valent)</b>   | <b>80.00</b>  |
| <b>Pneu-P-23 (Pneumococcal polysaccharide 23-valent)</b>  | <b>15.00</b>  |
| <b>Rab (Rabies inactivated vaccine)</b>   | <b>180.00</b> |
| <b>Rot-5 (Rotavirus vaccine)</b>  | <b>14.00</b>  |
| <b>Shingrix</b>   | <b>139.00</b> |
| <b>Tdap (Tetanus, reduced diphtheria , reduced acellular pertussis )</b>  | <b>15.00</b>  |
| <b>TST (Tuberculosis Skin Test)</b>   | <b>18.00</b>  |
| <b>Typh-I (Typhoid)</b>   | <b>24.00</b>  |
| <b>Var (Varicella/chickenpox)</b>   | <b>36.00</b>  |
| <b>YF (Yellow fever) - THIS VACCINE CAN ONLY BE ACCESSED AND ADMINISTERED AT THE YELLOWKNIFE PUBLIC HEALTH CENTRE **</b>  | <b>127.00</b> |
| <b>** Note: Yellow fever vaccine can only be administered through a centre approved by the Public Health Agency of Canada. In the NWT, the only approved centre is Yellowknife Public Health.</b> |               |

**Consultation Fee – pro-rated per minute – Applicable to TRAVEL consultations only.**

**60.00  
per hour**



### ***Service Fee Schedule D: Health Information***

Fees outlined in the Schedule 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.

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



*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 \$10 every 15 minutes. If severing is necessary, technician time at \$10 every 15 minutes; and health provider time at \$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.

