



NORTHWEST TERRITORIES HEALTH CARE PLAN (NT HCP)

Overview

Updated: October 30, 2014

Eligibility

All permanent residents of the NWT are eligible for coverage. "Permanent resident" means a person who is legally entitled to remain in Canada and who makes his or her home in (and is ordinarily present in) the NWT for at least six months plus a day (183 days) of the year.

Note: "Makes his/her home" means where the person receives mail, keeps personal property and spends most of their physical time.

If you are an eligible resident with the correct documentation, you will not be denied coverage.

Who can register for coverage?

- Canadian citizens who are resident in the NWT
- Permanent residents (landed immigrants)
- Individuals holding an employment or student visa issued by Immigration Canada that is for one year or more (note: document must have an NWT address)
- Members of the RCMP effective April 1, 2013

Note: Proof of eligibility may be required.

Who Cannot Register?

- Tourists, transients and visitors to the NWT
- Temporary workers
- Students whose permanent residence is a province or the Yukon and Nunavut
- Individuals holding an employment or student visa that is for less than one year.
- Individuals holding an employment or student visa that does not have an NWT address.
- Members of the Canadian Armed Forces (their families and dependents who meet the eligibility criteria can register)
- Inmates of Federal Penitentiaries

Foreign Students

Immigration Eligibility

If you are an Immigrant moving to the NWT, submit a copy of one of the following with your registration form:

- Student authorization (must be 1 year or longer, and registered to NWT School)
- Minister's permit (must be 1 year or longer)
- Permanent resident (landed immigrant) papers

Proof of Residency

Supporting documents that show you are a resident of the NWT include:

- Rent receipts
- Lease agreement
- Letter from private landlord or confirmation from a financial institution that a mortgage for local residential property is being held.
- Utility receipts such as oil, power, water, property tax and/or telephone bills.
- Confirmation from Revenue Canada that you filed a NWT Income Tax Return (your income tax return).
- A letter from your employer verifying start and end dates of employment.
- Send completed Health Care Coverage Registration Form and send photocopies of your documents

Temporary workers/extended work permits

When applying for NWT Health Care Coverage, you must provide supporting documents that prove:

- You are a resident of the NWT
- Your Identity and
- Legal entitlement to remain in Canada

Immigration Eligibility

If you are an Immigrant moving to the NWT, submit a copy of one of the following with your registration form:

- Working visa (must be 1 year or longer with an NWT address)
- Student authorization (must be 1 year or longer, and registered to NWT School)
- Minister's permit (must be 1 year or longer)
- Permanent resident (landed immigrant) papers

Proof of Residency

Supporting documents that show you are a resident of the NWT include:

- Rent receipts
- Lease agreement
- Letter from private landlord or confirmation from a financial institution that a mortgage for local residential property is being held.
- Utility receipts such as oil, power, water, property tax and/or telephone bills.
- Confirmation from Revenue Canada that you filed a NWT Income Tax Return (your income tax return).
- A letter from your employer verifying start and end dates of employment.
- Send completed Health Care Coverage Registration Form and send photocopies of your documents

Wait period

When do health care benefits begin?

If you are moving or returning to the NWT from another country, your coverage is effective the day you arrive in the NWT. You must register as soon as you arrive in the NWT to be covered.

If you are a newcomer to Canada, then you must also submit a copy of one of the following with your health care registration form:

- working visa (must be 1 year or longer with an NWT address)
- student authorization (must be 1 year or longer, and registered to NWT School)
- minister's permit (must be 1 year or longer)
- permanent residents(landed immigrant) papers

Generally, if you have moved to the NWT from another Canadian province or territory, benefits begin on the first day of the third month following your arrival. Remember to register. During the first three months of residency, benefits are provided by the health care plan of your former province or territory. You must ensure that your previous coverage continues during this period.

Note: If you are temporarily living in the NWT (more than 6 months), you must contact your previous province or territory to inform them of your temporary absence so that your coverage is maintained.

If an infant is born out of the NWT to a NWT resident, the coverage is effective at birth. Please note that parents must register their infants; there is not an automatic registration process.

If you are a returning Canadian citizen and moving to the NWT from outside Canada, your coverage is effective the day you arrive in the NWT.

Coverage during wait period

New residents from other parts of Canada should maintain coverage with their former medical plan during the wait period. New or returning residents arriving from outside Canada should contact a private insurance company (Cowan) for coverage during this period.

Documents (photocopies) required with application

Returning Canadian Citizens

If you are a returning Canadian citizen and you are moving to the NWT from outside Canada, you must submit a copy of one of the following documents with your registration form:

- Canadian Birth Certificate
- Canadian Passport

Immigration Eligibility

If you are an Immigrant moving to the NWT, submit a copy of one of the following documents with your registration form:

- Working visa (must be 1 year or longer with an NWT address)
- Student authorization (must be 1 year or longer, and registered to NWT School)
- Minister's permit (must be 1 year or longer)
- Permanent resident (landed immigrant) papers

Proof of Residency

Supporting document that show you are a resident of the NWT include:

- Rent receipts
- Lease agreement
- Letter from private landlord or confirmation from a financial institution that a mortgage for local residential property is being held.
- Utility receipts such as oil, power, water, property tax and/or telephone bills.
- Confirmation from Revenue Canada that you filed a NWT Income Tax Return (your income tax return).
- A letter from your employer verifying start and end dates of employment.
- Send completed Health Care Coverage Registration Form and
- Send photocopies of your documents

Adding and removing dependents

For newborns an Application for Health Care must be completed and sent to the Health Services Administration – Department of Health and Social services, contact information can be found below and at the end of this document.

Children are registered as dependents if:

- You are their legal guardian and you are responsible for supporting them.
- They are either age 18 or younger or age 19-21 and attending school or university full-time.
- Single children who are 21 years of age or older and are fully dependent on you because of physical or mental disabilities.

Where to Register

You can register by completing the Health Care Coverage Registration Form and submitting it and all supporting documents either by mail or fax to our Health Services Administration Office in Inuvik. You can obtain the registration form from their website, or from medical clinics, health centres, hospitals and the Health Services Administration Office in Inuvik. Health Services Administration - Department of Health and Social Services, Bag #9, Inuvik, NT, X0E 0T0, Toll-free: 1-800-661-0830, Phone: (867) 777-7400 or Fax: (867) 777-3197.

Changes that affect your coverage

Each NWT resident enrolled with the NWT Health Care Plan is given a Health Care Card with a personal health number. This number remains the same, regardless of any changes to personal status. Keep this card with you to receive health care benefits, otherwise your physician or other health care provider must verify that you are enrolled with the NWT Health Care Plan.

To ensure your coverage is maintained, notify Health Services Administration if:

- you lose your card;
- your name or address changes;
- you move out of the NWT; or
- if you are outside of the NWT for more than three months due to medical reasons, studies, or work.

Complete the appropriate change form and submit to NWT Health Services Administration. Link to forms and contact information can be found at the end of this document.

Cancelling your coverage -absences from country

If you are moving outside of the NWT, please contact Health Services Administration. Are you planning to be outside of the NWT for more than 3 months?

If you will be outside of the NWT for more than 3 months for any reason, you need to complete the temporary absence form to make sure that you are still covered.

Please inform NWT Health Services on any change in your status as this is important in receiving health services. Make sure that your health care registration information is current.

What is covered?

The NWT Health Care Plan covers the cost of medically necessary hospital services, provided at a hospital, on an inpatient or outpatient basis within Canada.

You must be registered under the NWT Health Care Plan to receive these services.

Hospital Services Covered

- accommodation and meals at the standard ward care
- nursing services, when provided by the hospital
- laboratory, X-ray and diagnostic procedures, and interpretation
- drugs prescribed by a physician and administered in the hospital
- use of the operating room, case room, and anaesthetic facilities required for diagnosis and treatment, including necessary equipment and supplies
- radiotherapy treatment, occupational therapy, and physiotherapy when provided by an insured facility
- detoxification services in an approved health facility

Other limitations and restrictions may apply please contact Health Services Administration for further clarification.

Services Not Covered

- hospital charges above the standard ward rate for private or semi-private accommodation
- services that are not medically required, such as cosmetic surgery
- services that are considered experimental
- ambulance charges (except inter-hospital transfers)
- dental services, other than specific procedures related to jaw injury or disease
- alcohol and drug rehabilitation, unless prior approved

If you are not sure what is covered, or need more information, please contact Health Services Administration for further clarification.

Physician Services Covered

- diagnosis and treatment of illness and injury
- surgery, including anaesthetic services and surgical assistance where necessary
- obstetrical care, including prenatal and postnatal care
- eye examinations, treatment and operations provided by an ophthalmologist

Other limitations and restrictions may apply please contact Health Services Administration for further clarification.

When to use your card

Each NWT resident enrolled with the NWT Health Care Plan is given a Health Care Card with a personal health number. This number remains the same, regardless of any changes to personal status. Keep this card with you to receive health care benefits, otherwise your physician or other health care provider must verify that you are enrolled with the NWT Health Care Plan.

How to replace a lost card

If you lost your health care card, you can ask for a replacement card by contacting Health Services Administration. To serve you better, please provide the following information:

- Full Name
- Mailing Address
- Phone Number
- Birth Date
- Personal Health Care Number

Note that upon receipt of request, it can take between 4-6 weeks for you to receive your replacement card.

You can still receive insured hospital and physician services as your health care card number will remain the same. Give your health care card number to the receptionist and they can check their system. If you are travelling outside of the NWT, contact Health Services Administration prior to leaving. They will give you a temporary document that you can take with you. The document will provide confirmation that you are eligible for NWT health care coverage until you receive your replacement card in the mail. This will ensure that you receive insured hospital or physician services without having to pay up front.

If you do not have your health care card or the temporary document, the province or territory that you are visiting may require you to pay personally when you receive the services. You will then be required to request reimbursement from Health Services Administration.

General Enquiries Contact information

Contact Health Services Administration

Note that Health Services Administration is currently not accepting walk in drop off of application forms from clients residing in Inuvik and nearby area due to building issues please check with the office prior to going. Services are not affected, so please fax, email or mail your form.

Telephone: 867-777-7400 (Inuvik) or Toll-free: 1-800-661-0830

Monday-Friday from 8:30 a.m. to 5:00 p.m. Closed on statutory holidays.

Fax: 867-777-3197

Email: hsa@gov.nt.ca

Mail:

Health Services Administration

Department of Health and Social Services

Bag #9, Inuvik, NT

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Websites

http://www.servicecanada.gc.ca/eng/subjects/cards/health_card.shtml

Provincial forms

http://www.servicecanada.gc.ca/eng/subjects/cards/health_card.shtml

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