Ostomy Appliances Program

K-0514-1

www.ramq.gouv.qc.ca

For more detailed information, visit our website.

REVENUE QUÉBEC – INCOME TAX RETURN
If a medical expense tax credit has been requested for the expenditures reimbursed to you, the reimbursement amount may reduce the tax credit. For further information, call Revenu Québec at one of the following numbers:

- Québec region: 418 659-6299
- Montréal region: 514 864-6299
- Elsewhere in Québec: 1 800 267-6299 (toll free)

REVUE DE L’ASSURANCE MALADIE DU QUÉBEC

FOR FURTHER INFORMATION
Go to our website at
www.ramq.gouv.qc.ca

You may also obtain information by calling:

In Québec
418 646-4636

In Montréal
514 864-3411

Elsewhere in Québec
1 800 561-9749

By mail
Régie de l’assurance maladie du Québec
Case postale 6600
Québec (Québec) G1K 7T3

Opening hours
Monday, Tuesday, Thursday
and Friday: 8:30 a.m. to 4:30 p.m.
Wednesday: 10:00 a.m. to 4:30 p.m.

Outside our opening hours, our office phone numbers connect you to an automated information system.

For more detailed information, visit our website.

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The Ostomy Appliances Program is intended for persons insured under the Québec Health Insurance Plan who have undergone a permanent colostomy, ileostomy or urostomy.

For each ostomy (surgical construction of an opening to allow for the discharge of urine or stools), the program provides for an amount of $700 to cover the costs of the ostomy appliances (bags and other products).

The information in this pamphlet does not have force of law and does not apply to all specific cases.

Registration for the program

To register, fill out the form included with this pamphlet and enclose the original or a copy of the medical certificate and of any other requested documents.

The medical certificate, dated and signed by a physician, must show the physician's professional number, your name, the date of the operation and the type of operation (colostomy, ileostomy or urostomy) as well as confirmation that the ostomy is permanent. In certain cases, the Régie may request the operative reports.

If your supplies are reimbursed by an insurance company or organization, you are to attach the statements of account or proof of payment attesting the reimbursement of the ostomy supplies.

Claim slip (carnet de réclamation)

If you hold a claim slip (issued by the Ministère du Travail, de l'Emploi et de la Solidarité sociale) at the time the Régie issues the annual payment, you are entitled to a reimbursement of the costs exceeding the $700 lump-sum payment. To obtain the reimbursement, send the Régie the original invoices or copies containing the following information:

- the name, address and telephone number of the commercial establishment where the products were purchased;
- the date of purchase;
- the name and cost of the products purchased;
- your name.

Supplemental insurance

If you have private insurance, check with your insurer as to whether your insurance covers the difference between the total cost of the ostomy appliances and the amount paid by the Régie.

Persons accommodated in subsidized facilities are not entitled to any reimbursement, since bags and other ostomy-related products are supplied by these facilities free of charge.

REMEMBER...

Once you have registered for the program, the Régie will send you a cheque every year to the address it has on file for you. It is therefore important that you inform the Régie of any change of address. You must also notify the Régie in person, in writing or by telephone of any modification to or closing of the ostomy.

Please note...

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