Ostomy Appliances Program

The Ostomy Appliances Program is intended for persons insured under the Québec Health Insurance Plan who have undergone a permanent or temporary ostomy (colostomy, ileostomy or urostomy). A stoma is a surgically created opening made in the abdomen to allow waste materials to be transported out of the body.

Covered services

For each ostomy, the program provides for an annual lump-sum payment of:

- **$1,200** for a permanent ostomy
- **$800** for a temporary ostomy

These lump-sum payments cover, in full or in part, the cost of the appliances.

Specific conditions for a temporary ostomy

The annual lump-sum amount for persons with a temporary ostomy (recent or not) is granted only as of October 1, 2018. You may be entitled to an amount of $800 if you register for the program and provide the required documents. Starting April 1, 2019, this amount will be paid out in **2 instalments of $400**.

- **$400** As soon as the application is admissible
- **$400** 6 months after the surgery

Until March 31, 2019, a transitional measure provides that the lump-sum amount of $800 will be paid out in a single payment.

Registration for the program

To register, fill out the form Registration for the Ostomy Appliances Program. The form is available on our website. On the home page, click on “Citizens,” then on “Aid programs” and finally on “Appliances for ostomates.” Make sure to attach a clearly legible medical prescription containing the following information:

- Your first and last names
- Your date of birth or Health Insurance Number
- The date and type of surgery (colostomy, ileostomy or urostomy)
- Confirmation of whether the ostomy is permanent or temporary
- The physician’s first and last names, and license number
- The date of the prescription
- The physician’s signature

Where necessary, we may request additional documents needed to assess your application.

Mail the completed form and medical prescription to the following address:

RÉGIE DE L’ASSURANCE MALADIE DU QUÉBEC
Ostomy Appliances Program – DGPHQATF
Case postale 6600
Québec (Québec) G1K 7T3

We recommend that you keep copies of the documents that you send us.
Please note …
Persons in long-term care in facilities of the health and social services network are not eligible for the program because the facilities will provide them with ostomy appliances (bags and other products) free of charge.

The same is true for insured persons who receive or would be entitled to receive benefits under the following statutes (non-eligible persons):

• another statute of Québec
• a statute of the Parliament of Canada other than the Canada Health Act (Revised Statutes of Canada (1985), chapter C-6)
• a statute of another province of Canada or another country

Conversely, persons are eligible for the program if their right to benefits stems from one of the following statutes:

• the Individual and Family Assistance Act (chapter A13.1.1)
• the Act respecting occupational health and safety (chapter S-2.1)
• the Workers’ Compensation Act (chapter A-3)
• the Act respecting industrial accidents and occupational diseases (chapter A-3.001)

Remember…
After you have registered for the program, we will send you a cheque once a year (permanent ostomy) or twice a year (temporary ostomy as of April 1, 2019) to the address we have on file for you. For this reason, remember to notify us promptly if you move.

You must also notify us without delay of the closure of your stoma or any change in your physical condition. You can do so in writing, by telephone or in person.

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

Claim slip (carnet de réclamation)
The purchase of ostomy appliances is fully reimbursed under the program if you hold a valid claim slip (carnet de réclamation) issued by the Ministère du Travail, de l’Emploi et de la Solidarité sociale. To qualify, you must be registered with the program and send us your detailed invoices, along with proof of payment, within 12 months following the date of purchase.

In this regard, an agreement may be concluded on a voluntary basis so that we pay the actual cost of the appliances directly to the provider. You can discuss the matter with the provider of your choice and then contact us to conclude the agreement, if applicable. Signing this agreement will terminate the automatic payment of all lump-sum payments.

Contents of your detailed invoices
All detailed invoices must contain the following information:

• The name, address and telephone number of the business where the appliance was purchased
• The date of purchase
• A description of the appliance and its price
• Your first and last names

For further information
ramq.gouv.qc.ca

| Quebec:        | 418 646-4636 |
| Montréal:      | 514 864-3411 |
| Elsewhere in QC: | 1 800 561-9749 |

Mailing address
RÉGIE DE L’ASSURANCE MALADIE DU QUÉBEC
Ostomy Appliances Program – DGPHQATF
Case postale 6600
Québec (Québec) G1K 7T3

Direction des communications
October 2018

Régie de l’assurance maladie
Québec