

How is the contribution determined?

On January 1 of each year, the Ministère de la Santé et des Services sociaux (MSSS) determines the maximum monthly cost of rooms available at facilities and sets the amount of the basic monthly deductions taken into account in calculating the contribution payable by residents. The MSSS informs the Régie of these amounts, indicated in the leaflet accompanying this pamphlet and available for consultation on the Régie's website.

To find out how the contribution is calculated, please refer to the Régie's website at www.ramq.gouv.qc.ca.

The accommodated person must notify the Régie (Service de la contribution et de l'aide financières) as soon as possible of any change in his/her family or financial situation.

When is the contribution payable?

The contribution is payable to the facility on the first day of each month. For the month of admission, the contribution is calculated according to the number of days of residence. The day of arrival is included, but not the day of departure.

- For persons accommodated in a residential and longterm care centre (CHSLD) or in a rehabilitation centre for physically impaired persons, mentally impaired persons, young persons with

- adjustment problems or mothers with adjustment problems,
 - the contribution is payable as of the first day of residence.
- For persons admitted to a general and specialized hospital centre,
 - the contribution is payable as of the date the person is discharged from acute care and is declared admitted to longterm care.
- For persons accommodated in a rehabilitation centre for persons suffering from alcoholism or other substance abuse,
 - the contribution is payable after 45 days of residence in the facility.

Recourse

CONTESTING A DECISION REGARDING THE AMOUNT OF THE CONTRIBUTION

Any person required to pay a contribution may contest the Régie's decision within 90 days by filling out and submitting the form entitled *Application for Review*, available from the Service de la contribution et de l'aide financières. A review decision is rendered within 90 days. If the person is still not satisfied, he/she has 60 days to contest the review decision before the Tribunal administratif du Québec.

RECOURSE IN THE EVENT OF DISSATISFACTION WITH SERVICE QUALITY

Persons who feel that the care they are receiving is unsatisfactory may request the intervention of the service quality commissioner of their accommodation facility.

FOR FURTHER INFORMATION

Visit our website:

www.ramq.gouv.qc.ca

You may also obtain information:

By telephone

514 873-1529 (Montréal)
1 800 265-0765 (elsewhere in Québec)

By TDD

(telecommunication device for the deaf)

418 682-3939 (Québec)
1 800 361-3939 (elsewhere in Québec)

By fax

514 864-4179 (Montréal)
1 800 308-0265 (elsewhere in Québec)

Information is also available at your regional Services Québec office.

To write to us

Service de la contribution
et de l'aide financières
Régie de l'assurance maladie du Québec
425, boul. De Maisonneuve Ouest, bureau 213
Montréal (Québec) H3A 3G5

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.

Direction des communications
April 2011

Le présent dépliant est aussi disponible en français.

Régie de
l'assurance maladie
Québec



100%

D-9101-0

The Financial Contribution by Accommodated Adults



Québec

The Régie de l'assurance maladie du Québec, in administering the Financial Contribution Program for Accommodated Adults, is responsible for determining the amount of the financial contribution payable and for ensuring that the rules are applied uniformly, fairly and impartially for all persons residing in the network of accommodation facilities.

Certain persons are no longer able to live at home, even with the help of assistance services, because their loss of autonomy is too great or their disability too severe. However, these persons do have access to a network of accommodation facilities. In addition to accommodation, these facilities offer clinical services provided by health professionals, as well as assistance, accompaniment and guidance services designed to meet the physical, psychological, social and other needs of their clientele.

Persons admitted to these facilities are entitled to receive services that meet their needs, provided courteously and in a manner that respects their dignity and maintains the confidentiality of information the facility keeps in their file. In fairness to everyone, however, these persons are generally required to contribute toward the cost of the services they receive.

Who must contribute?

In general, any person age 18 or over whose health requires that he/she be admitted to an accommodation facility must help pay for accommodation services and for room and board.

What facilities offer accommodation services?

Three types of facilities offer accommodation services: residential and longterm care centres (CHSLDs), certain rehabilitation centres such as those for persons suffering from alcoholism or other substance abuse, and general and specialized hospital centres.

Services offered free of charge

Medical and nursing care services, other professional services and prescription drugs are free of charge when provided by the facility.

Products and services whose cost is partly covered by the contribution

The contribution paid by the accommodated adult to the facility partly covers the cost of the following products and services:

- “room and board” services such as food, housekeeping and heating;
- products and services for personal cleanliness and hygiene, such as:
 - paper products or other products specified in the person’s individualized services plan, or any other products required because of the person’s particular condition (e.g. incontinence diapers or underwear);
 - skin cream, shampoo, deodorant, toilet soap, toothpaste and facial tissue;
 - laundering and regular care of personal bedding and clothing;
- all other equipment used for therapeutic purposes.

Products and services paid for by the accommodated adult

Accommodated adults must pay for certain products and services that may or may not be offered at the facility. These include:

- hairdressing services;
- personal care products (cosmetics, hairspray, aftershave lotion, etc.);
- tobacco products and newspapers;
- meals ordered from outside;
- a personal telephone or rental of a television set;
- special care of clothing (dry cleaning, mending, etc.)

The facility may pay a portion of the cost of dental and optometric care or of various assistive devices (prosthetics, orthotics and corrective shoes), according to a scale based on the accommodated person’s income. Before making any purchases, it is important to find out whether the facility will reimburse the cost.

The information in this pamphlet is neither exhaustive nor applicable in all cases, and does not have force of law.

For more detailed information, visit our website.

www.ramq.gouv.qc.ca



Financial Contribution Program for Accommodated Adults

AMOUNTS IN EFFECT AS OF JANUARY 1, 2012

Monthly cost of rooms

| | |
|-----------------------------|------------|
| • private room: | \$1 711.80 |
| • semi-private room: | \$1 431.00 |
| • room with 3 or more beds: | \$1 063.80 |

Basic monthly deductions

| | |
|------------------------------------|------------|
| • non-accommodated spouse: | \$1 102.53 |
| • dependent child age 18 or over: | \$553.51 |
| • dependent child age 17 or under: | \$441.46 |
| • personal expense allowance: | \$197.00 |