

The Financial Contribution by Accommodated Adults

The Régie de l'assurance maladie du Québec (RAMQ), 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 public 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 and social 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 public facilities offer accommodation services: residential and longterm care centres (CHSLDs), certain rehabilitation centres (CR) such as those for persons suffering from alcoholism or other substance abuse, and general and specialized hospital centres (CH).

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 linen 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.

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 RAMQ of these amounts, which are available on our website.

How to apply for a reduction in the contribution amount?

If someone's financial or family situation prevents them from paying the contribution, it is possible to apply for a reduction by filling out and submitting the form entitled *Application for Exemption or for Re-evaluation*, available from their accommodation facility.

A **simulation tool** to calculate the financial contribution is available on our website.

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 (CR) 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 (CH),
 - 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.

Any change to an accommodated person's circumstances should be quickly reported to the RAMQ's Service de la contribution et de l'aide financières.

Recourse

RECOURSE IN THE EVENT OF DISSATISFACTION WITH THE QUALITY OF SERVICES

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

We invite you to consult our website.

www.ramq.gouv.qc.ca

You may also obtain information by telephone.

In Montréal: 514 873-1529

Elsewhere in Québec: 1 800 265-0765

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.

Information is also available at your regional Services Québec office.