

Invoices must contain the following information:

- the name, address and telephone number of the commercial establishment at which the products were purchased;
- the names of the products purchased and their cost;
- the date of purchase;
- the full name of the person who uses the products.

IMPORTANT

Persons accommodated in subsidized facilities are not entitled to the \$700 amount, since bags and other ostomy-related products are supplied by these facilities free of charge.

Supplemental insurance

If you have private insurance (individual or group), you may be covered for the difference between the total cost of the ostomy appliances (bags and other products you need) and the amount reimbursed by the Régie. For information, contact your insurer.

Complementary services

The Canadian Cancer Society offers support services to anyone who has undergone an ostomy. For information, contact the Canadian Cancer Society’s regional office nearest you. Consult your telephone directory.

OSTOMY APPLIANCES PROGRAM

This program is intended for persons insured under the Québec Health Insurance Plan who have undergone a **permanent colostomy, ileostomy or urostomy**.

WHAT IS AN OSTOMY?

An ostomy is a surgical procedure in which an artificial opening is constructed through the abdominal wall to allow for the discharge of urine or stools.

TO WHAT ARE ELIGIBLE PERSONS ENTITLED?

Persons eligible for the program are entitled, for each ostomy undergone, to an amount of \$700 to cover most of the cost of the ostomy appliances (bags and other products) they need.

Every year thereafter, on the anniversary date of the operation, eligible persons receive an amount of \$700, for each ostomy, to cover the cost of replacing the ostomy appliances. They may obtain the \$700 amount without sending invoices to the Régie, unless they are employment assistance recipients.

Employment assistance recipients

Employment assistance (welfare) recipients are entitled to an additional amount to cover costs that exceed the above-mentioned \$700 amount. However, every year, they must send the Régie the **originals** of all invoices related to each ostomy undergone, so that the additional amount to which they are entitled can be established.

It is therefore **very important** for employment assistance recipients to **keep the originals** of all their invoices.



REGISTRATION FOR THE OSTOMY APPLIANCES PROGRAM

IMPORTANT – *Attach the original medical certificate, dated and signed by the surgeon or the attending physician. Where applicable, attach the most recent statement of account from your insurance company or proof of payment from the paying organization.*

PLEASE LEAVE THIS SPACE BLANK

Insured person's identity

HEALTH INSURANCE NUMBER

LAST NAME

FIRST NAME

PERMANENT RESIDENTIAL ADDRESS

LOCALITY

permanent colostomy

permanent ileostomy

permanent urostomy

Date of operation

Date of discharge from hospital

permanent colostomy

permanent ileostomy

permanent urostomy

Since

YEAR

MONTH

DAY

The cost is being covered by an insurance company or an organization.

NAME OF INSURANCE COMPANY OR ORGANIZATION

ADDRESS

LOCALITY

POSTAL CODE

Employment assistance recipient

NAME OF YOUR SOCIO-ECONOMIC ASSISTANCE OFFICER

OFFICER'S TELEPHONE NUMBER

EXT.

Insured person's signature

I wish to register for the Ostomy Appliances Program in order to receive financial assistance.

I hereby declare that the above information is accurate and complete.

DATE

YEAR

MONTH

DAY

TELEPHONE NUMBER: HOME

AREA CODE

TELEPHONE NUMBER: WORK

AREA CODE

3199

285 06/10

HOW TO REGISTER FOR THE PROGRAM

Here is what to do:

1. Detach the form entitled *Registration for the Ostomy Appliances Program*, included with this pamphlet, and carefully complete it. If you prefer, you can complete the form on the Régie’s Web site and print it out. Remember to **sign** the form.
 2. Provide a **medical certificate** dated and signed by your surgeon or attending physician:
 - showing your full name and the date of the operation; and
 - indicating the type of operation (colostomy, ileostomy or urostomy) and attesting to its permanent nature.
- Please note**
- The medical certificate must clearly show the physician’s name and professional number.
 - The Régie may request the operative report or other documents.
 - Keep photocopies of documents sent to the Régie.
3. Where applicable, attach the most recent **statement of account** from your insurance company or proof of payment from the paying organization.

4. Mail the documents to the following address:

Régie de l’assurance maladie du Québec
Ostomy Appliances Program (Q039)
PO Box 6600
Québec (Québec) G1K 7T3

IMPORTANT

- Every year the Régie will send a \$700 cheque, for each ostomy, to the address it has on file. You are not required to submit a new application, but **you must inform the Régie of any change of address.**
- Whenever you write to the Régie, always provide your **Health Insurance Number.**
- You must notify the Régie of any modification or closing of the ostomy. You may do so either by telephone, in writing or in person.

WAYS TO CONTACT THE RÉGIE

By telephone

Our automated telephone information system keeps you informed 24 hours a day, 7 days a week.
Québec: 418 646-4636
Montréal: 514 864-3411
Elsewhere in Québec, toll-free: 1 800 561-9749

During office hours, you can speak with an information clerk by calling one of the above numbers.

By visiting the Régie’s offices

1125, Grande Allée Ouest
Québec (Québec)
425, boul. De Maisonneuve Ouest, 3rd floor
Montréal (Québec)

Office hours

On Mondays, Tuesdays, Thursdays and Fridays from 8:30 a.m. to 4:30 p.m. and on Wednesdays from 10:00 a.m. to 4:30 p.m.

By TDD

(telecommunication device for the deaf)

Québec: 418 682-3939
Elsewhere in Québec, toll-free: 1 800 361-3939

By mail

Régie de l’assurance maladie du Québec
PO Box 6600
Québec (Québec) G1K 7T3

On the Internet

www.ramq.gouv.qc.ca

If you change your address, you must inform the Régie.

An efficient way of doing so is through the **Service québécois de changement d’adresse**, available on the Internet at **www.adresse.info.gouv.qc.ca**

If you wish, you may call the Régie or go in person to either of the Régie’s offices. The telephone numbers and addresses appear under the heading “Ways to Contact the Régie.”

Your Health Insurance Card is valid until the end of the month in which it expires.
It’s up to you to check the expiry date.

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

Direction des communications
October 2006

Moving?
Be sure to let us know.

OSTOMY APPLIANCES PROGRAM

