

The Financial Contribution by Adults Accommodated in a Public Facility

RAMQ administers the Financial Contribution Program for Accommodated Adults.

The contribution is the amount required by government to pay for your accommodation in a health and social services facility in Québec (e.g. residential and long-term care centre (CHSLD), rehabilitation centre).

If you are experiencing a loss of autonomy or a significant decrease in your capabilities and no longer able to live at home, you may be referred to the network of public accommodation facilities, which offer an environment adapted to your needs.

Eligible persons

To qualify, you must be:

- covered by the Québec Health Insurance Plan
- age 18 or over
- accommodated in a public facility

You must also undergo an assessment by an integrated health and social services centre (CISSS) or an integrated university health and social services centre (CIUSSS). These public facilities take into consideration your health condition, the urgency of your situation and the availability of places for your admission. RAMQ has no say in this process.

Accommodation of children under age 18 falls under the responsibility of child and youth protection centres. More information is available from your CISSS or CIUSSS.

Setting your contribution amount

The contribution is established with a concern for fairness for accommodated adults and those living at home. Indeed, when you are accommodated, you must pay the expenses related to your room and board. The required social services and health services are free for all Quebecers.

On January 1 each year, the Ministère de la Santé et des Services sociaux sets the maximum monthly cost of the rooms provided by public facilities and the monthly deductions that RAMQ takes into account when calculating your contribution.

The amounts allocated for various types of rooms are available on our website, on the page [Accommodation in a public facility](#).

Maximum contribution and notice of decision

Upon your arrival, the facility welcoming you will send us your registration form. We then issue to you or your representative a notice of decision indicating the following:

- The amount to be paid for your accommodation
- The procedure to follow if you believe that your financial or family situation justifies a reduction of your contribution

Payment of your contribution

On the 1st day of each month, you have to pay the facility in which you are accommodated the amount indicated on your notice of decision. The contribution is payable as of the 1st day of accommodation indicated by the facility. It is calculated according to the number of days of accommodation (30 days for a full month). Your arrival date is included but not your departure date.

Applying to have your contribution reduced

The prices for rooms are maximum rates. If you feel that you are not able to pay the amount indicated on your notice of decision, you may apply for a reduction by completing the form entitled *Application for Exemption or for Re-Evaluation*, available on the [Accommodation in a public facility](#) page of our website. Your contribution will then be based on your ability to pay.

After your application has been assessed, you will receive a new notice of decision indicating the amount you have to pay for your accommodation. The resulting amount may be less than or the same as that previously set.

To find out more on how we determine your ability to pay, as well as the applicable deductions, go to the “Deductions and exclusions” section of the page [Accommodation in a public facility](#) on our website. There, you will also find a simulation tool to estimate the amount of your financial contribution.

You must notify us within 30 days of any change in your financial and family situation.

To authorize us to disclose information to your representative, you must also fill out and attach the form entitled *Identity of Representative and Authorization to Release Information*. The form is available on our website, on the page [Accommodation in a public facility](#).

Products and services provided or not

Provided by the facility where you are accommodated

The products and services provided by the facility fall under the responsibility of the Ministère de la Santé et des Services sociaux (MSSS). Your facility will provide the following for free:

- Services related to room and board, such as meals, housekeeping and heating
- Products and services necessary for personal hygiene, such as:
 - paper products indicated in your individualized services plan or any other products required because of a particular condition
 - skin cream, shampoo, deodorant, toilet soap, tooth paste and facial tissue
 - products for laundering and regular care of your clothing (your family may nevertheless accomplish these tasks);
- All other equipment used for therapeutic purposes

When provided by the facility, medical and nursing care, services provided by other professionals and prescription drugs are free.

Paid by you

You have to pay for the following products and services:

- hairdressing services
- personal care products (e.g., cosmetics, hairspray)
- tobacco products and newspapers
- meals ordered from outside
- a personal telephone
- rental of a television set
- special care of clothing (e.g., dry cleaning, mending)
- personal hygiene products of a brand other than that provided by the facility

The facility may help you obtain dental or optometry services and various assistive devices (e.g., prosthetics, orthotics and corrective shoes) and pay a portion of the costs. Before making any purchases, find out whether the facility will pay a portion of the costs incurred.

If you are dissatisfied with the quality of services

If you consider that you are not receiving appropriate care and services, you can contact the commissioner for complaints and the quality of services at the facility where you are residing.

ADDITIONAL INFORMATION

We invite you to consult our website:

www.ramq.gouv.qc.ca

You can also obtain information by calling us:

Montréal: 514 873-1529

Elsewhere in Québec: 1 800 265-0765

Information is also available at your nearest 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

Our 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.