



NIHB

BENEFICIARY INFORMATION

MENTAL HEALTH COUNSELLING

COVERAGE

- ### COVERAGE
- Up to 22 hours of counselling per calendar year, in person or by videoconference.
 - Possibility of requesting an extension (determined on a case by case basis).
 - Individual and group sessions (2 to 8 people), the latter offered if all participants are eligible.

EXCLUSIONS

- No reimbursement if a beneficiary cancels or misses an appointment.
 - The beneficiary is responsible for paying penalty fees in such cases.
- No reimbursement for missed appointments, including when due to a network or power outage.
 - The recipient remains responsible for paying the applicable penalty fees.
- Evaluations on behalf of a third party (school, employer, judicial entity, child custody authorities).
- Neuropsychological or other (Click [here](#) to view the policy.)



REQUEST INFORMATION

REQUEST FOR AUTHORIZATION - REQUEST INFORMATION



The request must include the following:

- Information regarding the beneficiary: name, date of birth, beneficiary identification number (5 digits, Makivvik beneficiary card).
- No medical prescription or referral required.
- Information regarding the service provider: name, telephone number, address, permit number, hourly fee, number of sessions requested, void cheque.
- The service provider must send a request to: ssna.rrsssn@ssss.gouv.qc.ca
Once the request is validated, the beneficiary will receive a letter of authorization specifying the number of sessions authorized as well as the amount covered under the policy and the fee schedule in effect. Payment is made by direct deposit within a 3-week period. A notice of payment is sent by e-mail.

OPTION 1 :
CASE MANAGEMENT

The CLSC or Ullivik centre liaison team can help beneficiaries with:

- Reservation of airline tickets and accommodations at Ullivik or a partner hotel, including meals for the duration of the stay.
- Management of transportation to and from appointments.

Conditions to be met by beneficiaries: Providing the liaison team with the following:

- A letter of authorization prepared by the Nunavik NIHB program regarding the service in question.
- A confirmation of the appointment(s).

With this type of case management, beneficiaries need not pay anything ahead of time.

Beneficiaries who opt to independently manage their case **will not have access** to the services offered patients whose case is managed by the health centre (accommodations, meals, transportation to and from medical appointments).

Such beneficiaries will, in fact, be responsible for the logistics of their stay, including the reservation of airline tickets, accommodations, meals, transportation to and from appointments, and other associated expenses.

Possible reimbursement:

A reimbursement can nonetheless be requested through the Nunavik NIHB program, as per the fee schedule and the eligibility criteria of the Regional Health Transportation Policy (contact the Nunavik NIHB program* for additional information).

Necessary documentation for reimbursement:

- Confirmation of presence at appointments, signed by the healthcare professional.
- Original invoices or receipts.
- Void cheque.

Important :

All reimbursement requests must be in conjunction with a medical appointment. Should additional time or a prolongation be required, details of the underlying medical grounds will need to be provided. To facilitate planning, the Nunavik NIHB program strongly recommends that a minimum of two medical appointments be scheduled during a given period.

FOR FURTHER INFORMATION

Web Site	Mental Health Counselling Policy – nrbhss.ca
Phone:	844-442-6442 (NIHB)
Email:	ssna.rrsssn@ssss.gouv.qc.ca