

	MEDICAL TRAVEL POLICY GUIDELINES	Page 1 of 1
	Appeals	
		Guidelines No: 3

1. Introduction

- (a) A Client or Guardian has the right to appeal the denial of a Medical Travel benefit under the Health Services Medical Travel Policy. There is only one level of appeal available. Appeals must be submitted in writing by the Client or Guardian, on the Appeal Request Form (Appendix C), to a Regional Director.
- (b) Second Client Escort decisions are not subject to appeal.

2. Appeal Process

- (a) Appeal Request Forms can be obtained from any Health Centre or Hospital, from Appendix C in the Health Services Medical Travel Policy, or from the Department of Health website under Medical Travel.
- (b) The applicable Regional Director, or designates, will review the appeal, make a decision and advise the Client or Guardian accordingly, within 10 business days.
- (c) The decision is binding and there are no further levels of appeal.

3. Client Responsibility

- (a) The Client or Guardian ensures that the Appeal Request Form is completed fully and accurately, and that it includes the following information:
 - (i) The reason/condition for which the Medical Travel benefit was requested;
 - (ii) The reason a Client Escort was requested, if applicable;
 - (iii) The name of the Client's community;
 - (iv) The name(s) of the Nunavut Practitioner(s) who were involved in making the decision regarding Medical Travel;
 - (v) The Client's Nunavut health care card number; and
 - (vi) The name of the Client's employer, if the Client is employed.
- (b) The Client has 60 days from the receipt of a denial decision to submit a completed Appeal Request Form.
- (c) Once the Client has completed the Appeal Request Form, it should be sent, either by fax or by e-mail, to the appropriate Regional Director.