

APPEALS

6.36 A client or guardian, and a client escort have the right to appeal a decision regarding medical travel and must make the appeal in writing by completing the approved appeal request form as found in Appendix C.

- (a) The appeal request form contains the contact information where appeal requests must be sent in order to be considered.

6.37 In completing the required appeal request form, the client, or guardian, or client escort must include the following information:

- (a) the reason or condition for which the medical travel benefit was requested;
- (b) the reason a client escort was requested, if applicable;
- (c) the name(s) of the Nunavut practitioner(s) or departmental staff who were involved in making the decision regarding medical travel;
- (d) the client's Nunavut health-care card number; and
- (e) the reason (i.e., the grounds on which) an appeal is being submitted.

6.38 A medical travel appeals reviewer will review the appeal with 5 business days to ensure it contains sufficient information to consider the appeal; then make a decision and provide the client or guardian with the decision in writing within 10 business days if the decision is required for pending medical travel; or within 30 days if the medical travel has already occurred.

- (a) When providing the client or guardian with a written decision, the medical travel appeals reviewer will specify the reasons in support of their decision.

6.39 A client or guardian, and client escort have the right to appeal a decision of a medical travel appeals reviewer regarding medical travel and must make the appeal in writing to the Deputy Minister. The decision of the Deputy Minister is final, there is no further level of appeal.

6.40 Second client escort decisions are not subject to appeal.