

## Reimbursement program for medical services received in the Ontario border area

If you utilize medical services  
in Ontario that  
are available in the Outaouais

you should be aware that ...

1. All services covered by the Régie de l'assurance-maladie du Québec (RAMQ) [Québec Health Insurance Plan] will be reimbursed at all times, according to RAMQ rates.
2. When you consult a physician in the Ottawa region, he/she can choose to accept your health insurance card or to bill you directly
3. If you are billed directly, you should pay your physician and send an application for reimbursement to the RAMQ, using the form "Healthcare Services Insured Outside Québec - Application for Reimbursement" which is available in both French and English on the RAMQ web site ([ramq.gouv.qc.ca](http://ramq.gouv.qc.ca)).

Your application must be accompanied by the original bills signed by the physician who rendered the services, or by a person authorized by him/her to sign such documents (secretary/nurse), along with your receipts; otherwise the RAMQ will not accept your application for reimbursement. Mail your application to the RAMQ at the address indicated on the form.

Payment will take approximately two months. The RAMQ will reimburse about 70% of the total amount of your bill, as the current Ontario rates are higher than Québec rates.

It should be noted that when your family doctor refers you to a specialist, you can express your wish to see a specialist in Québec. Our specialists are well known and their medical expertise will guarantee that you receive high-quality services.

If your physician refers you to a specialist in the Ottawa region for a service that is available in the Outaouais, it is very possible that this may not be admissible in the Agency's program.

If you received specialized medical services  
in the Ottawa region that  
are not available in the Outaouais

you should be aware of the  
existence of ...

A reimbursement program for insured medical  
services received in the Ontario border area  
(RSMO)

1. The program is addressed to all Outaouais residents who require medical services covered by the RAMQ, but not available in the Outaouais.
2. When you consult a physician in the border area for **SERVICES NOT AVAILABLE** in the Outaouais, he/she can choose to bill the Agency's RSMO program or to bill you directly.
3. If the physician chooses to bill you directly, you must pay him/her and send an application for reimbursement to the Agency, using the form "Application for reimbursement for insured health services received in the Ontario border area" which you can obtain by calling **770-7747** or by e-mailing RSMO : [07\\_rsmo@ssss.gouv.qc.ca](mailto:07_rsmo@ssss.gouv.qc.ca) .

This form will entitle you to full reimbursement of your costs at the Ontario rates. All you have to do is complete the form, attach your bills and receipts and return these documents to the Agency at the address indicated on the form.

The waiting time for payment of your bill varies from two to three months. You will first of all receive a cheque from the RAMQ covering 70 % of the amount. About two weeks after receiving this first cheque you will receive a cheque from the Agency covering the difference in costs between Ontario and Quebec.

It should be noted that the Agency reimburses only medical services rendered by a specialist and not available in the Outaouais. The RSMO program does not cover any dental, laboratory or hospitalization costs, even if in certain cases the RAMQ may cover a portion of the service.

Agence de la santé  
et des services sociaux  
de l'Outaouais

Québec



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