

**CIRCULAR**

**Date:** April 8, 2014

**CIRCULAR NUMBER:** EIA #2014-27      **Alternate Programs:**

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**To:** Community Social Service Supervisors/Program Managers

**Subject:** **Out of Province Medical Travel Requests**

**Reference:**

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**Type:**       Policy                      Replaces #  
 Procedure  
 Rate  
 Information Only  
 Internal Only

**Effective Date:** April 14, 2014

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Effective April 14, 2014, the Disability and Health Supports Unit (DHSU) will assume responsibility for coordinating airfare for participants who have been approved by Manitoba Health to receive medical treatment outside of the province.

When participants approach staff for assistance with booking travel, case coordinators/counselors are required to gather the following information:

1. Letter from Manitoba Health approving treatment outside the province. If transportation assistance is being requested for an escort, the letter from Manitoba Health must indicate approval for the escort.
2. Identification for all those who will be travelling (require this for airline tickets to ensure we have booked the flight according to their legal name).
3. Dates for which the departure and return trips are required and preferential times if required.
4. Any special accommodation i.e. participant is in a wheelchair or bariatric patients requiring additional seating requirements, participants requiring oxygen tanks etc.

This information should be faxed to the DHSU at 204-945-1436 or scanned and sent by e-mail directly to the DHSU at [disandhealthsupports@gov.mb.ca](mailto:disandhealthsupports@gov.mb.ca). The information should be sent as soon as received in order to ensure transportation is arranged in a timely manner.

Once received, the DHSU will review the request and then send back to the case coordinator/counsellor the available flights for the dates requested. The case coordinator/counsellor will then consult with the participant to choose the appropriate flight and advise the DHSU.

The DHSU will then book the flights and forward the e-tickets to the case coordinator/counsellor for forwarding to the participant.

Participants are to ensure they retain their boarding passes and return them to the case coordinator/counsellor upon their return (boarding passes must be returned within 6 months of the travel in order to be eligible for reimbursement from Manitoba Health). Once received, the case coordinator/counsellor will forward the original boarding pass to the DHSU at the following address:

Disability and Health Supports Unit  
Out of Province Travel  
102 – 114 Garry Street  
Winnipeg MB R3C 1G1

The DHSU will then recover the costs of the transportation from Manitoba Health. Reimbursement from Manitoba Health will be directed to the participant, it is their responsibility to return the funds to the case coordinator/counsellor for re-deposit. Boarding passes or refunds not returned by the participant may result in the participants being charged an overpayment on their file.

Offices will remain responsible for the provision of hotel, meals and ground transportation allowances for the participants while they are out of the province. Listed below are some suggestions for case coordinators / counsellors to follow for approving those services:

1. Contact the social worker at the treatment facility to arrange funds for ground travel from the airport to the medical facility/hotel and return. If the recipient is not admitted to a hospital, transportation costs should be issued on an "as needed" basis. The hospital can advise you of the costs based on where the participant is staying.
2. Arrange hotel/hostel costs as necessary. Some hospitals have residences available at reasonable costs. If a participant refuses to stay at one of these available facilities they will be responsible for costs exceeding the hospital facility rates. Arrange direct billing for hotel/hostel costs if available.
3. If the participant has to pay for meals two options exist. (1) They can keep their receipts and submit them for reimbursement; (2) Funds can be issued in advance using the travelling meal allowance rates (Section 22.3.7).