

## QUESTIONS & COMMENTS

Please contact any of the NHR offices listed below regarding questions or comments about the program and whether you qualify for a travel subsidy.

### Flin Flon Office

Phone (204) 687-9638

Fax (204) 687-7355

1-800-290-1098 Option # 3

### The Pas Office

(204) 623-9212

Fax (204) 623-9632

1-800-290-1098 Option # 2

### Thompson Office

Phone (204) 677-5337 or (204)778-1516

Fax (204)778-1496

1-800-290-1098 Option # 1

### Northern Health Region Regional Offices

84 Church Street  
Flin Flon, MB R8A 1L8  
(204) 687-1300 or 1 (888) 340-6742  
Fax (204) 687-6405

163 Edwards Avenue  
The Pas, MB R9A 1K4  
(204) 627-6800 or 1 (888) 340-6742  
Fax (204) 627-6805

867 Thompson Drive South  
Thompson, MB R8N 1Z4  
(204) 677-5350 or 1 (877) 677-5353  
Fax (204) 778-1424

## WHAT PATIENTS NEED TO KNOW

A **Travel Request** is required from health care provider.

Considering the patient's medical needs, only the **most cost-effective mode of travel** is subsidized.

**Manitoba Telehealth** now offers access to assessment and care in many specialty areas. Ask your health care provider if a Telehealth consultation is an option and an alternative to travel for you.

NPTP requires a **valid Manitoba Health Card** with up to date information. If your card is out of date, please call Manitoba Health at 1-800-392-1207 to obtain a new health card.

**If you are a Treaty client:** Please notify Keewatin Tribal Council at 204-677-0310 or MKO 204-677-1600 about your upcoming appointment. This is to ensure you are covered for intercity transportation, meals and accommodations.

**If you are employed by Manitoba Hydro,** NPTP does not subsidize transportation for MB Hydro employees, spouses and their children. Please see your travel department for further information. If claims are submitted to NPTP you will be responsible to reimburse the NHR for all transportation costs.



**NORTHERN  
HEALTH REGION**

## Northern Patient Transportation Program

# “NPTP”

## WHAT IS NPTP?

The *Northern Patient Transportation Program (NPTP)* is a Manitoba government program unique to residents of Northern Manitoba (North of 53) that **subsidizes** medical transportation costs for qualifying services **not available in your home community**. The NPTP does not pay for all costs incurred while travelling for medical appointments.

The program is administered by the Northern Health Region (“NHR”). Manitoba Health funds and sets the policy direction for NPTP.

**\*\*Please note that the NHR and NPTP do not set the schedules of the travel providers, and are not responsible for those schedules.**

## WHAT COSTS ARE SUBSIDIZED?

*Non-emergency (elective) medical transportation* via bus, private vehicles, rail or air as determined by a physician dependent on medical condition.

Transportation costs for **essential patient escorts** for children or disabled adults that have been authorized by the patient’s health care provider. Only **one escort** per trip is subsidized.

**Note: For more information on NPTP, please visit the NHR’s website at [www.northernhealthregion.com](http://www.northernhealthregion.com)**

## WHAT PROCESS DOES THE PATIENT NEED TO FOLLOW FOR NPTP?

**So, your health care provider has referred you to a specialist, what are the next steps?**

- ⇒ After the referral is sent from your health care provider to the specialist, you will receive an appointment letter from the specialist’s office.
- ⇒ Once you have received your appointment letter, take to your local NPTP Office **at least 3 weeks prior to your appointment date**. This initiates the travel warrant and the process for your travel to your appointment has begun. Please follow up with NPTP to ensure that your travel request has been received.

## YOU HAVE NOW STARTED YOUR TRAVEL WARRANT, NOW WHAT?

- ⇒ **Please contact the NPTP office** to review your travel request and verify the mode of transportation such as air or land transport. If the travel request includes an escort, the NPTP clerk will also verify if this request complies with the NPTP policy. The NPTP clerks will provide you with a date to pick up your travel warrant.
- ⇒ **When picking up your warrant**, the NPTP clerk will ask you to review the information on the warrant. Once you have verified the information is correct, you will be asked to sign and date the warrant.  
**Note:** Please be aware if you have someone other than yourself picking up your travel warrant, they will be responsible to ensure the information contained on the warrant is accurate before signing on your behalf.

- ⇒ The NPTP clerk will provide you with a package which contains a warrant, verification slip, follow up form and escort expense sheet (if required).
- ⇒ **During your appointment with the specialist**, please ensure your verification slip and follow up form has been signed by the specialists’ office. These must be provided to the NPTP office once you return to your home community.
- ⇒ **If you are travelling by private vehicle, you are entitled to reimbursement from NPTP**. To be reimbursed, the NPTP office requires all forms to be completed to process the subsidy amount.
- ⇒ **Once you return to your home community**, please attend to your NPTP office and provide them with receipts and warrant documents within 60 days of your appointment. These will be reviewed by the NPTP clerks. The clerks will verify the submitted documents and submit for any expenses you may be entitled to be reimbursed for. If copies of receipts are required for Income Tax, please make copies prior to dropping them off at our office. **WE DO NOT** make copies.

### **IMPORTANT NOTICE IF FLYING CALM AIR**

Calm Air requires at least 2 hours notice for cancellations. Failure to notify the NHR will result in the full cost of the flight being billed to the patient. Calm Air charges \$75.00 (plus taxes) cancellation fees to all passengers. The patient will be billed the cost of the cancellation fee. If traveling via Calm Air with an infant (under 2 years of age), please note the travel warrant issued will not include the infant’s name nor will it be authorized by the program.

**Calm Air reservations: 1-800-839-2256**