

Frequently Asked Questions

- Q: Can I be reimbursed for my travel or accommodation expenses up front?**
A: No, the Department of Health will provide financial assistance once you have submitted your official receipts.
- Q: I am paying for electricity, heat and other utilities related to my accommodations. Will these costs be covered?**
A: No, this assistance does not cover the costs associated with electric, heat, phone and other utilities. It is provided to assist you with hotel/motel costs or any dwelling rentals only.
- Q: I am not able to provide a receipt. Can I still receive travel assistance?**
A: No. For auditing purposes, the Department of Health requires an original receipt including boarding pass which indicates your name, the date you traveled, and the amount paid. For the same reason, we are not able to provide reimbursement in advance of receiving a receipt.
- Q: How will I be reimbursed?**
A: You will be reimbursed by check addressed and mailed to the address you provide on the expense claim form.
- Q: Who can I contact if I have further questions?**
A: For further information, please contact the Insured Services section of the Department of Health, at 424-7538.
- Q: I will need to travel out of province more than once. Do I need to complete the application form and submit receipts each time?**
A: Yes, for auditing purposes the Department of Health requires a separate application, boarding pass and original receipts for each respective trip.
- Q: How often can I apply to this program?**
A: You can apply to receive this financial assistance one time per month at a maximum of \$1500CAD for accommodation costs and \$1000CAD for travel costs.
- Q: When do I need to submit the receipts?**
A: The Department of Health requires all official receipts and boarding passes to be submitted within 30 days of the return date to Nova Scotia.
- Q: Why does DoH require my SIN?**
A: The Department of Finance requires this information in order to reimburse you for your claim.
- Q: Will the Department of Health and Wellness pay for an escort?**
A: Transportation cost for an escort to travel with you will be covered only if your specialist confirms in writing that an escort is medically required for your wellbeing. If the patient is a child under nineteen years of age, the transportation cost for an escort is covered. The Department of Health and Wellness will reimburse return travel cost for one parent (or other caregiver 19 years of age or older) to travel with a child who has been approved for medical care outside of Nova Scotia.