



MINISTERIAL DIRECTIVE

Service Fee Policy
2017-01

1. Background

Some services provided by the Health and Social Services Authorities (HSSAs) are not paid for by the Northwest Territories (NWT) Health Care Plan because they are not medically necessary. For example, vaccinations required for travel or medical exams if they are required by the Department of Transportation for driver's licensing purposes. As these services are not covered, the client should be charged a fee. Clients may also be charged a service fee if they do not have valid NWT or Canadian health care coverage or if the province of residence does not participate in interprovincial reciprocal billing arrangements.

2. Purpose

The purpose of this Directive is to direct HSSAs to establish a Service Fee Policy that will come into effect on April 1, 2017. The Service Fee Policy must include an exception provision to give the Chief Executive Officer some discretion to waive a fee if undue hardship can be demonstrated.

The service fees charged by the HSSAs should be reflective of the actual cost of providing services but cannot exceed this cost. The implementation approach must be consistent across the NWT so it is imperative that HSSAs work collaboratively when developing the Policy and fee schedules. These fee schedules must be updated annually prior to April 1 of each year to respond to inflation and be consistent with the NWT Insured Services Tariff.

3. Definitions

Health and Social Services Authorities (HSSAs) refers to the Northwest Territories Health and Social Services Authority, Hay River Health and Social Services Authority and the Tlicho Community Services Agency.

4. Exceptions and Restrictions

None.

5. Amendment

The Minister may amend this Directive from time to time.

6. Effective Date

This Directive comes into effect on the date of signing.

<original signed by>

Glen Abernethy

Minister Responsible for Health and Social Services

March 2, 2017

Date