



# It's For Your Benefit

## A Guide to Health Services in Saskatchewan

# ■ Universal Health Benefits

Your Saskatchewan Health Services card gives you coverage for many medical and community services.

You can make the best use of your health system by knowing what is available and what is covered. You can also make a more informed choice about buying additional insurance for you and for your family.

## ■ Table of Contents

Qualifying for Health Benefits .....	1
Registering For Saskatchewan Health Coverage.....	2
Saskatchewan Health Programs and Services.....	8
Prescription Drug Plan .....	26
Coverage Outside Saskatchewan .....	31
Health Information Protection .....	35
Contact Information.....	37
Other Important Telephone Numbers.....	39

# Qualifying for Health Benefits

If you make your home in Saskatchewan and you ordinarily live in the province at least five months a year, you are eligible for Saskatchewan Health benefits. **Everyone must register to be eligible for health benefits.**

This booklet provides a detailed list of the services and benefits you can access.

## Saskatchewan Health Services Card

A Saskatchewan Health Services card is a valuable personal identification card. Always carry it with you and present it when receiving health services.

If your card is lost or damaged, contact eHealth Saskatchewan immediately for a replacement card.

### Health Registries

2130 11th Avenue

Regina SK S4P 0J5

Toll free: 1-800-667-7551 (Canada and US)

Phone: 306-787-3251 (Regina area)

[www.ehealthsask.ca/healthregistries](http://www.ehealthsask.ca/healthregistries)

## Getting the Health Services You Need

Your primary care provider (family doctor or nurse practitioner) can usually help you with treatment and can suggest options that may provide faster or more appropriate service.

When someone other than your care provider refers you for testing, surgery or consultation with a specialist, that person may be able to answer questions or resolve problems.

Some services may be available sooner if you're willing to travel to another community or take an appointment with the next available appropriate specialist.

# Registering For Saskatchewan Health Coverage

## Saskatchewan Residents

If you make your home in Saskatchewan and you ordinarily live in the province at least five months a year, you are eligible for Saskatchewan Health benefits. Everyone must be registered with the Saskatchewan Ministry of Health to be eligible for benefits.

Health benefits for members of the Canadian Forces and inmates of federal penitentiaries are covered under federal government programs. Their spouses and dependents, however, are eligible for provincial coverage and must register with Health Registries, eHealth Saskatchewan.

Health Registries issues a health services card to each family member once their applications have been approved. The card is mailed just prior to the effective date of coverage.

A Saskatchewan Health Services card is a valuable personal identification card, which you should be prepared to present whenever you need health services and for no other reason. Always carry your Saskatchewan Health Services card and present it when receiving health services.

**Note:** If your card is lost or damaged, call or write to Health Registries immediately for a replacement card:

### Health Registries

2130 11th Avenue

Regina SK S4P 0J5

Toll free: 1-800-667-7551 (Canada and US)

Phone: 306-787-3251 (Regina area)

Email: [change@ehealthsask.ca](mailto:change@ehealthsask.ca)

## Notification of Change

If any of the information below changes or is incorrect, please contact Health Registries immediately:

- address and telephone number
- incorrect spelling of name(s)
- change of name
- incorrect date of birth (proof of age required)
- changes to marital status
- births or deaths
- other changes to family status
- family member attending school out-of-province
- extended vacation or absence from Saskatchewan of three months or more

## Newcomers to the Province

If you are new to Saskatchewan and have come from another part of Canada, you are required to register for health coverage. As a general rule, coverage will begin on the **first day of the third calendar month following the date you established residency** in Saskatchewan.

***For example*** - If you establish residency in Saskatchewan on September 27, your coverage would begin on December 1.

This excludes people who are eligible for benefits under other Saskatchewan or federal programs. (See Special Classes of Newcomers.)

You will have no interruption in health coverage if you move within Canada, as your home province covers you until your Saskatchewan benefits take effect.

For more information, visit: [www.ehealthsask.ca/healthregistries](http://www.ehealthsask.ca/healthregistries)

## **Married/Common-law Couples:**

- If you arrive in Saskatchewan and your spouse does not arrive with you, but joins you within 12 months of your arrival, Saskatchewan Health begins coverage for both of you starting the first day of the third calendar month following the arrival of your spouse in the province.

**For example** - If you arrive January 1 and your spouse arrives June 10, Saskatchewan Health would begin to cover you both on September 1.

- If your spouse does not join you within the 12-month period, you will each be considered individually. Your coverage will begin at the end of the 12-month period and your spouse's coverage will begin the first day of the third calendar month following his or her arrival.

**For example** - If you arrive in Saskatchewan January 1, 2019 and your spouse joins you in June 2020, your Saskatchewan coverage begins January 1, 2020 (at the end of the 12-month period), and your spouse's coverage begins September 1, 2020.

In both situations, your former province of residence will continue to cover you while you're in Saskatchewan until your Saskatchewan coverage takes effect. For more information, visit:

[www.ehealthsask.ca/healthregistries](http://www.ehealthsask.ca/healthregistries)

## **Special Classes of Newcomers**

The Saskatchewan Ministry of Health covers health services for certain special classes of newcomers from outside Canada who move to Saskatchewan on or before the first day of the third calendar month after arriving in Canada. If you are among the groups identified below, you may be eligible for benefits from the day you move to Saskatchewan.

- permanent residents (landed immigrants)
- people discharged from the Canadian Forces

- non-immigrants who are in Canada in connection with their trade or profession
- international students
- returning spouses of Canadian Forces members
- returning Canadian citizens
- returning residents

For more information, visit: [www.ehealthsask.ca/healthregistries](http://www.ehealthsask.ca/healthregistries)

## How to Register

Application forms to register for a Saskatchewan Health Services card are available from the offices of administrators of towns, villages, rural municipalities, Health Registries or visit:

[www.ehealthsask.ca/healthregistries](http://www.ehealthsask.ca/healthregistries).

You may register yourself, your spouse and all dependents under 18 years old who are in Saskatchewan. Health Registries also requires information about children or dependents remaining in another Canadian province or territory and intending to relocate to Saskatchewan upon completion of their current school year.

If you are single and 18 years old or over, you must register separately.

## Benefits If You Are Temporarily Outside Canada *(includes students who are temporarily away at school)*

If you attend school full time outside Canada and plan to return to Saskatchewan to live upon completion of your studies, you will qualify for limited out-of-country coverage. These limitations are significant. The costs outside Canada are often much higher than in Saskatchewan. For this reason, we strongly recommend residents carry extra medical insurance when studying outside Canada.

To verify your student status, Health Registries requires a statement of enrollment from your school.

For more information, visit: [www.ehealthsask.ca/healthregistries](http://www.ehealthsask.ca/healthregistries).

You may retain limited coverage while away for the purposes of a vacation, visit, business engagement or employment up to one year provided you intend to return to Saskatchewan to live.

In all situations where you will be temporarily **absent from the province for more than three months**, you are required to let Health Registries know:

- the date you intend to leave Saskatchewan
- your intended return date
- the reason for your absence from the province

Following any extended absence from the province, you need to contact Health Registries to ensure your Saskatchewan Health Services card is still active and you are entitled to benefits.

### **Benefits While Working Temporarily Outside of Canada**

If you obtain a work contract outside Canada for up to 24 months, you may be eligible for limited out-of-Canada benefits for the period of your work contract. These limitations are significant. The costs outside Canada are often much higher than in Saskatchewan. For this reason, we strongly recommend residents carry extra medical insurance when working temporarily outside Canada.

To retain coverage, you are required to provide Health Registries with:

- the date you intend to leave Saskatchewan
- your intended return date
- a copy of your work contract

For more information, visit: [www.ehealthsask.ca/healthregistries](http://www.ehealthsask.ca/healthregistries)



## Your Benefits If You Move From Saskatchewan

If you leave Saskatchewan to set up residency elsewhere in Canada, your Health Services card is valid for the balance of the month you move plus the next two full months.

Please provide Saskatchewan Health Registration with your new address and the date you will be leaving the province. In addition, you should register for benefits in your new province of residence immediately upon arrival.

### *Married/Common-law Couples:*

- If you leave Saskatchewan and your spouse does not leave with you, but joins you within 12 months of your departure, Saskatchewan Health **covers both of you until the end of the second month following the month your spouse leaves the province.**

*For example* - If you leave Saskatchewan to move to another province January 2 and your spouse joins you on June 10, Saskatchewan continues to cover you both until August 31.

- If your spouse does not join you within the 12-month period, you will each be considered individually. Your coverage will **begin at the end of the 12-month period** and your spouse's coverage will begin the **first day of the third calendar month following his or her arrival.**

*For example* - If you move from Saskatchewan to another province January 1, 2019 and your spouse joins you June 10, 2020, Saskatchewan Health covers you from January 1, 2019 to December 31, 2019 and your spouse for the period January 1, 2019 through August 31, 2020.

# I Saskatchewan Health Programs and Services

Under the *Saskatchewan Medical Care Insurance Act*, the Ministry of Health covers most medically necessary physician and hospital services received in Canada as long as they are provided in the publically funded health care system. Coverage includes visits to physicians' offices, x-ray and laboratory services, diagnostic and surgical procedures and other inpatient or outpatient hospital care.

**Note: Medical exams are not covered when required for:** employment, insurance, vehicle seat belt exemptions, or at the request of any third party such as an employer (the exception is if the examination is for adoption or foster parent purposes, or for sexual assault or child abuse cases).

**Acquired Brain Injury** – Services are provided to individuals with medically confirmed moderate to severe brain injury through the Saskatchewan Health Authority or funded community-based organizations.

**Alcohol and Drug Support** – Individuals experiencing, and families affected by, problematic substance use may access services funded by the Ministry of Health through the Saskatchewan Health Authority (SHA).

The SHA continuum of supports and service range from outpatient service opioid antagonist therapy, brief and social detoxification services, inpatient treatment programs as well as referral to inpatient treatment programs operating outside the SHA, and long-term residential services. For more information, contact the HealthLine at 811 or go to [www.healthlineonline.ca](http://www.healthlineonline.ca).

The Government of Saskatchewan funds three community-based organizations to provide inpatient treatment for substance abuse.

They include:

- **Metis Addiction Council of Saskatchewan Inc.** For more information, visit <http://macsi.ca/> or call Toll Free:
  - » Prince Albert Treatment Centre 1-866-722-2155
  - » Saskatoon Treatment Centre 1-877-652-8951
  - » Regina Treatment Centre 1-866-815-6515
- **Saskatchewan Impaired Driver Treatment Centre**, Prince Albert. For more information, visit <http://www.saskidtc.com/> or call 306-922-8333.
- **Valley Hill Youth Treatment Centre**, Prince Albert. For more information, visit [www.vhytc.ca](http://www.vhytc.ca) or call toll free: 1-855-764-7644 or 306-764-2377.

## Ambulance Services

**Ground Ambulance** – Ambulance service is not an insured benefit, however the Saskatchewan Ministry of Health provides funding to the Saskatchewan Health Authority to cover a significant portion of the cost of ground road ambulance services. Residents not covered by the programs outlined below, are responsible for a basic ambulance fee as well as a per kilometer fee and a waiting time charge if applicable.

It is recommended that residents carry health insurance to cover the unforeseen costs of higher ambulance bills that may result from the requirement for numerous, or long distance, ambulance trips.

Ambulance trips as a result of a motor vehicle collision or on the job injury are covered by Saskatchewan Government Insurance (SGI), or the Workers' Compensation Board (WCB) respectively.

There are programs to reduce or fully cover fees for seniors, children of low-income families, and northern Saskatchewan residents:

- The Northern Medical Transportation Program provides coverage for emergency transportation by medical taxi or ground ambulance for all northern residents.

- Under the Senior Citizens' Ambulance Assistance Program (SCAAP), eligible Saskatchewan seniors aged 65+ pay a maximum of \$135 per trip for ground ambulance services within the province and inter-facility transfers within the province are fully covered.
- Residents who qualify for the Supplementary Health Program are covered for ground ambulance services in emergency situations. (See [page 25](#) for more information on this program.)
- Under the Family Health Benefits Program, children are covered for ground ambulance services in emergency situations. (See [page 13](#) for more information on this program.)

**Air Ambulance** – The Province's Critical Air Ambulance Program consists of the Saskatchewan Air Ambulance (SAA) fixed-wing service and the Shock Trauma Air Rescue Service (STARS) rotary-wing program. Both SAA (also called Lifeguard) and STARS provide air medical flights for critically ill/injured patients.

For both fixed-wing and rotary-wing flights, patients with valid health services cards are charged a flat fee of \$465 per trip, while third party insurers and out-of-province residents are charged per flown mile. When transported by fixed-wing and rotary-wing, the patient may also receive a ground ambulance bill to/from the airport/hospital.

The patient charge is waived for beneficiaries of the Supplementary Health Program (see [page 25](#)) or Family Health Benefits Program (see [page 13](#)), and for eligible Seniors who are transported by air as part of an inter-facility transfer within the province.

**Note:** The Saskatchewan Ministry of Health does not pay for the return of Saskatchewan residents who have a medical emergency outside the province or outside Canada. Residents are strongly encouraged to obtain travel or health insurance to cover unforeseen costs including emergency care and transportation when travelling outside the province or outside Canada.

**Autism Spectrum Disorder** – Children diagnosed with Autism Spectrum Disorder prior to the the age of 6 years can access individualized funding to support their treatment needs. For application details, visit [www.saskatchewan.ca/autism](http://www.saskatchewan.ca/autism).

**Bariatric Surgery** – There is one provincially-funded comprehensive, multidisciplinary surgical program for obesity in Saskatchewan located in Regina. Patients must be referred by their physician or nurse practitioner and all services are fully covered by the program. For more information, contact the Saskatchewan Health Authority. **Services received at private weight loss clinics are not covered.**

**Chiropody Services** – Coverage for podiatry/chiropody services is available for individuals with Supplementary Health Benefits or Family Health Benefits.

**Chiropractor Services** – are not covered.

**Circumcision** - Routine circumcision of newborns is not covered.

**Cognitive Disability** – The Cognitive Disability Strategy (CDS) allows ministries and service providers to work together to meet the needs of individuals with cognitive disabilities. CDS provides services, supports and funding.

View the [CDS Consultants and Map](#) to find a Cognitive Disability Consultant in your area.

**Cosmetic Surgery** – Cosmetic surgery is not covered by your Saskatchewan health coverage. Other related services that are not covered include the removal of:

- warts and other benign lesions
- portwine stains on skin for people over 17 years of age

**Dental Services** – In Saskatchewan, routine dental services are not covered. The Ministry of Health does cover the following:

- Limited oral surgery procedures required to treat certain conditions that may be caused by accidents, infection, or congenital problems
- Limited orthodontic services for cleft palate when referred by a physician or dentist
- Extractions of teeth in limited circumstances, such as when medically required before undertaking certain surgical procedures related to the heart, chronic renal disease, head or neck cancer, total joint replacement by prosthesis, stem cell transplants and within 15 years of specific cancer radiation treatment where recommendations from the radiation oncologist and dentist have been followed.
- Dental implants are covered in exceptional situations where no other method of treatment is appropriate. Coverage is limited to circumstances related to tumours and congenital defects (cleft palate and metabolic disorders). Coverage will require a specialist in oral maxillofacial surgery to submit a written request for prior-approval from the Ministry of Health. The specialist must include detailed information and rationale to support the request. Coverage is limited to the initial cost to provide dental implants and does not extend to ongoing maintenance costs. Dental implants for trauma, post-surgical temporomandibular joint disorder (TMJ) or cosmetic purposes will not be covered.

**Diabetes and other Chronic Diseases** – Services provided for the management of chronic diseases such as diabetes, asthma, high blood pressure, anxiety and some other chronic conditions are covered. See Optometric Services for details on eye exams for diabetic patients.

**Family Health Benefits** – The Family Health Benefits program provides benefits to low-income working families who may be receiving the Saskatchewan Employment Supplement or whose income falls below a certain level.

Eligibility is established by the Saskatchewan Ministry of Social Services in cooperation with Revenue Canada, using a formula that accounts for the number of children in your family and your family’s annual income according to your income tax return(s) for the previous year.

Benefits are similar to those provided under the Supplementary Health Program. However, these benefits are targeted at children under 18 years of age as outlined in the following table.

<b>Family Health Benefits for Low-Income Families</b>		
<b>Health Benefits</b>	<b>Children (under 18 years old)</b>	<b>Parents or Guardians</b>
Dental Coverage	Basic services	Not Covered
Prescribed Drugs	No charge for drugs listed on the Saskatchewan Formulary or approved under Exception Drug Status. (the family may also apply for the Drug Plan Special Support Program)	\$100 semi-annual family deductible; 35% consumer co-payment thereafter
Optometric Services	Eye examinations once/year, basic eye glasses	Eye examinations covered once every two years
Emergency Ambulance	Covered	Not Covered

**Note: It is your responsibility to tell the service providers in advance that you are covered by Family Health Benefits.**

Service providers will bill the Saskatchewan Ministry of Health directly for services covered by the program. The program does not reimburse beneficiaries directly. In some cases, payment rates are limited by agreements with service providers or program fee schedules.

For more information on **eligibility**, contact:

Saskatchewan Ministry of Social Services

Regina: 306-798-0660

Toll-Free: 1-866-221-5200

TTY Regina: 306-787-1065

For more information on **eligible services**, contact:

Saskatchewan Ministry of Health

Regina: 306-787-3124

Toll-free: 1-800-266-0695

Fax: 306-787-8679

**HealthLine** – HealthLine is a free, confidential, 24-hour health information and support telephone line. Experienced and specially trained staff, registered nurses, registered psychiatric nurses and social workers will provide immediate, professional health advice, mental health and addictions counselling, and direct you to the most appropriate care. Services are offered in English, with interpretation available in over 100 languages.



For 24- hour health information and advice, call 811 or visit

[www.healthlineonline.ca](http://www.healthlineonline.ca).

**Hearing Services** – There is a charge for hearing tests and hearing aids, whether purchased through the health authority or private clinics. Hearing tests and hearing aids are a benefit for individuals with coverage under Supplementary Health Benefits (children and adults) and Family Health Benefits (children).

For more information about hearing services covered through these

programs, contact Supplementary Health at 306-787-3124 or

Toll Free 1-800-266-0695, or see [page 25](#).



Children’s hearing tests are available at no cost in the Saskatchewan Health Authority through clinics in Regina and Saskatoon. These clinics also have children’s hearing aids available for purchase. To access hearing tests for children through the Saskatchewan Health Authority, please contact:

Sturdy Stone Building, Saskatoon: 306-655-4170, or

Wascana Rehabilitation Centre, Regina: 306-766-5625

### **Universal Newborn Hearing Screening Program**

The Saskatchewan Universal Newborn Hearing Screening Program is available in hospitals across the province that regularly deliver babies. Newborns receive a hearing screening test before being discharged from the hospital to identify any early signs of hearing difficulty. By identifying any early signs of hearing loss, the language and literacy skills of children who are deaf or hard of hearing can be improved.

Hearing tests and hearing aids for adults are available only through private clinics and are not covered.

### **Private Hearing Clinics**

Private sector hearing aid businesses are licensed under *The Hearing Aid Sales and Services Act* and *The Hearing Aid Sales and Services Regulations* in order to operate in Saskatchewan. The Saskatchewan Ministry of Health does not provide coverage for these services.

For more information on hearing services, visit <https://www.saskatchewan.ca/residents/health/accessing-health-care-services/audiology-and-hearing-services>

**HIV (Human Immunodeficiency Virus) Testing** – HIV testing is available free of charge. Talk to your regular health care provider, a doctor, nurse practitioner or nurse. Testing is available in a variety of locations throughout the province.

**Home Care (care at home)** – The Saskatchewan Ministry of Health provides funding to the Saskatchewan Health Authority to cover most of the costs of the delivery of home care services.

Saskatchewan’s Home Care program helps people remain at home for as long as possible. It also prevents unnecessary hospital admissions and facilitates earlier discharge.

The following Home Care services are available to Saskatchewan residents who have been assessed as needing these services:

- assessment
- case management and care coordination
- home nursing
- homemaking (including personal care, respite and home management services)
- meals

Additional home care services may include:

- minor home maintenance
- volunteer programs such as visiting, security calls and transportation
- physical and occupational therapies when available

**Note:** Fees for homemaking, meals and home maintenance services are based on income and the volume of services delivered, and will vary for each individual. There are no fees for nursing.

Home care services obtained through private homemaking and private home nursing agencies are not covered.

For more information, contact the Ministry of Health, Community Care Branch, in Regina at 306-787-4587.

**Immunization Services** – The Ministry of Health provides vaccines that protect children against diseases caused by viruses and bacteria such as rotavirus, diphtheria, tetanus, pertussis (whooping cough), polio, Haemophilus influenzae type b, measles, mumps, rubella, varicella (chicken-pox), bacterial meningococcal diseases, hepatitis B, bacterial pneumococcal diseases, influenza, and human papillomavirus (HPV).

Immunizations for children are offered at public health clinics and at schools. Adults may also qualify for some immunizations; check with your healthcare provider.

All people six months of age and older can receive a free influenza vaccine every year from public health clinics, some physician and nurse practitioner offices, and some pharmacies. For more information about influenza, visit [www.4flu.ca](http://www.4flu.ca).

Administration of international travel vaccines and associated consultation are not covered.

For more information in immunizations, visit [www.saskatchewan.ca/immunize](http://www.saskatchewan.ca/immunize).

**Long-Term Care** – The Saskatchewan Ministry of Health provides funding to the Saskatchewan Health Authority which covers the majority of long-term care and respite care in special-care homes, nursing homes, health centres and hospitals.

To cover the remainder of the costs in a special-care home, residents are responsible for paying a resident charge, which is based on income. You may have additional costs such as prescription drugs, incontinence supplies and other personal items. (Based on the latest available statistics, residents pay approximately 20 per cent of the total costs of special-care home programs in Saskatchewan).

This coverage excludes, however, lodging in personal care homes that are private residential facilities providing adults with accommodation, meals and help with personal care.

**Mammography for Women** – Screening mammography for women aged 50 and older is covered through the screening program for breast cancer centres. If a physician sends a patient elsewhere, the Ministry of Health continues coverage.

**Massage Therapy** – Massage therapy services are not covered by Saskatchewan Ministry of Health.

**Medical examinations** – A person is required to pay a fee for a medical exam **when obtained for:**

- employment,
- insurance,
- vehicle seat belt exemptions, or
- at the request of any third party such as an employer (the exception is the examination for adoption or foster parent purposes, or for sexual assault or child abuse cases).

**Medical Records** – A physician’s office may charge a fee to copy a patient’s file when the patient is transferring to a new physician. Although the records contain the patient’s personal information, the records themselves belong to the originating physician.

**Mental Health Services** – The Saskatchewan Ministry of Health covers services that are provided through the Saskatchewan Health Authority for the treatment of mental health problems and mental disorders. More information can be found at [www.saskatchewan.ca/mental-health-services](http://www.saskatchewan.ca/mental-health-services).

Counseling services provided by healthcare professionals in private practice, and not employed by the Saskatchewan Health Authority, are not covered.

### **Online Therapy Unit at the University of Regina**

The Saskatchewan Health Authority’s Online Therapy Unit is a counselling and support service available to any Saskatchewan resident over age 18 with anxiety and/or depression. The Online Therapy Unit can be reached at [www.onlinetherapyuser.ca](http://www.onlinetherapyuser.ca).

**Midwifery** – Midwifery services are currently available in Saskatoon, Regina, Fort Qu’Appelle, and Swift Current. Midwifery birth options are available in and out of hospital. Where a midwife is an employee of the Saskatchewan Health Authority, there is no cost to the family. If a midwife chooses to establish a private practice, clients will be charged directly for these services. For more information, contact the Saskatchewan Health Authority.

**Naturopath/Osteopath/Homeopath Services** – are not covered.

**Northern Air Medical Evacuations** – The Northern Medical Transportation Program provides funding for emergent and non-emergent medical transportation in northern Saskatchewan. It is an insured service administered by the Ministry of Health, offering:

- Emergency transportation provided by private air carriers, medical taxi, or road ambulance for all northern residents; and
- Non-emergency transportation to assist social assistance clients with access to medical treatment and appointments outside their community.

**Optometric Services** – An annual eye exam is covered for:

- all individuals under 18 years of age, and
- all individuals who have a confirmed diagnosis of type I or type II diabetes

**Note:** Routine follow up exams are not covered.

Ocular emergencies are covered (i.e. injury to eyes, foreign body in eye, etc.) including follow up exams.

Eye glass lenses and frames are not covered, unless receiving Family Health Benefits (see [page 13](#)) or Supplementary Health Benefits (see [page 25](#)).

## **Organ and Tissue Donation** – Organ donation saves lives.

The need for organs and tissue for transplants far outweighs the available supply. Becoming an organ or tissue donor is one way you can help alleviate this need, and it may be a decision that’s right for you. There are two ways to donate: living donation and deceased donation. Before any choice is made, it’s important to talk to your family about your decision to donate.

Anyone over 16 years of age or older with a valid Saskatchewan Health Services Card can register their intent to become a deceased organ donation the online Organ and Tissue Donor registry by visiting [www.givelifesask.ca](http://www.givelifesask.ca). Registering as a donor is the best way to make your decision known to health care providers. When needed, the Saskatchewan Donation Program will use the latest record to confirm whether or not you have indicated you want to be a donor. They will reaffirm your decision with your family, which is why it is important to also talk to your family about your wishes. Visit [www.givelifesask.ca](http://www.givelifesask.ca) to learn more about organ donation and the registry.

If you need assistance registering your contact eHealth at 1-844-767-8259 or by email at [donorregistrysupport@ehealthsask.ca](mailto:donorregistrysupport@ehealthsask.ca).

Living donors can donate a kidney or part of the lung or liver, or tissue such as bone marrow or stem cells. For more information on becoming a living donor, contact the Saskatchewan Health Authority Living Donation Program in your area:

### **Saskatchewan Transplant Program**

St. Paul’s Hospital  
1702 20th Street West  
Saskatoon, SK S7M 0Z9  
306-655-5054

### **Kidney Health Centre**

235 Albert Street North  
Regina, SK S4R 3C2  
306-766-6477

**Personal Care Homes** – Personal Care Homes are private residential facilities providing adults with accommodation, meals and help with personal care. These homes are provincially regulated and must operate according to the requirements under *The Personal Care Homes Act*. For more information about personal care homes, visit: [www.saskatchewan.ca/residents/health/accessing-health-care-services/care-at-home-and-outside-the-hospital/personal-care-homes](http://www.saskatchewan.ca/residents/health/accessing-health-care-services/care-at-home-and-outside-the-hospital/personal-care-homes).

Seniors who meet certain criteria may receive monthly financial assistance to help with the cost of living in a licensed personal care home. For more information on eligibility, call 306-798-7242 in Regina, or toll free 1-855-544-7242. For more information, visit [www.saskatchewan.ca/residents/family-and-social-support/seniors-services/seniors-living-in-personal-care-homes](http://www.saskatchewan.ca/residents/family-and-social-support/seniors-services/seniors-living-in-personal-care-homes)

**Physician and Hospital Services** – All medically necessary services provided by physicians (in-patient and outpatient services) are covered. Extra costs are not covered however, for private or semi-private ward accommodation in Saskatchewan hospitals, if chosen by the patient, but the physician doesn't order it as a medical necessity.

**Physiotherapy or Occupational Therapy** – Services may be offered through hospitals, special-care homes, home care and community-based health programs. Private clinics that have contracts with the Saskatchewan Health Authority typically provide a limited number of visits. These services can include assessment, intervention, consultation, prevention and education. **Services obtained from private clinics not under contract with the Saskatchewan Health Authority are not covered.**

**Podiatry Services** – Coverage for podiatry/chiropractic services is available for individuals with Supplementary Health Benefits or Family Health Benefits.

**Problem Gambling** – Services are provided free of charge to individuals and families for the treatment of problem gambling. For more information, contact the Saskatchewan Health Authority or call the Problem Gambling Help Line toll free at 1-800-306-6789.

**Quality-of-Care Coordinator** – Quality of Care Coordinators (can also be referred to as Client Representative or Patient Advocate) are located throughout the province, including the Saskatchewan Cancer Agency.

The role of the Quality of Care Coordinator is to:

- assist individuals and families with questions or concerns about health services in their area;
- ensure individuals are informed about their rights and options;
- recommend changes and improvements to enhance the quality of health services delivered in the area based on their findings and trends of concerns raised.

For more information about resolving health care concerns and the role Quality of Care Coordinators, including how to contact the QCC in your local area, visit <https://www.saskatchewan.ca/residents/health/accessing-health-care-services/resolving-health-care-concerns-and-complaints>. The Provincial Quality of Care Coordinators at the Ministry of Health may also be reached at 306-787-2718.

**Note: Concerns about the conduct of a health care provider may be raised with the appropriate professional association.**

**Saskatchewan Aids to Independent Living (SAIL)** – SAIL provides assistance to people with physical disabilities to live a more active and independent lifestyle. It also helps people in the management of certain chronic health conditions. Some of the equipment and services include:

- free loan of mobility aids such as specialized crutches, wheelchairs and walkers, hospital beds, commodes and transfer assists. The equipment is loaned through the Saskatchewan



Abilities Council.

- financial assistance for home oxygen. Services are provided by full-service home oxygen suppliers under contract with SAIL.
- a range of orthotic and prosthetic appliances provided through the Wascana Rehabilitation Centre in Regina and the Saskatchewan Abilities Council in Saskatoon.
- aids including magnifiers, talking book machines and Braille watches. These aids are provided through Vision Loss Rehabilitative Services.
- therapeutic nutritional products: The program assists with the cost of specialized nutritional products for persons with complex medical conditions who rely on such products as their primary source of nutrition. Referrals are through a registered dietitian.

The following is a complete list of SAIL programs:

- Prosthetics and Orthotics Program
- Mobility and Assistive Devices (Special Needs Equipment Program)
- Therapeutic Nutritional Products Program
- Respiratory Equipment Program (SAIL Respiratory Benefits Program)
- Home Oxygen Program
- Children's Enteral Feeding Pump Program
- Compression Garment Program
- Paraplegia Program
- Cystic Fibrosis Program
- Chronic End-Stage Renal Disease
- Ostomy Program
- Haemophilia Program
- Aids to the Blind
- Saskatchewan Insulin Pump Program

For more information about Saskatchewan Aids to Independent Living (SAIL), call 306-787-7121 or toll free 1-888-787-8996.

**Saskatchewan Cancer Agency** – For all questions regarding new patient information, referral centres, counseling and support, out-of-province treatment, pediatric patients, patient wait times, prevention, early detection and research, contact:

**Saskatoon**

Saskatoon Cancer Centre  
20 Campus Drive  
Saskatoon, SK S7N 4H4  
Telephone: 306-655-2662  
Fax: 306-655-2910

**Regina**

Allan Blair Cancer Centre  
4101 Dewdney Avenue  
Regina, SK S4T 7T1  
Telephone: 306-766-2213  
Fax: 306-766-2688

For information on **early detection and screening programs** call: 1-855-584-8228, email [ED.Coordinator@saskcancer.ca](mailto:ED.Coordinator@saskcancer.ca) or visit [www.saskcancer.ca](http://www.saskcancer.ca).

For the quality of care coordinator, call 1-866-577-6489 or 306-625-2061.

**Seniors Services** – For information on all services available to Seniors, visit <https://www.saskatchewan.ca/residents/family-and-social-support/seniors-services>.

**Sexually Transmitted Infection (STI) Treatment** – Approved medication for the treatment of sexually transmitted infections is provided at no charge. These medications are supplied to STI clinics and physicians throughout the province. For more information, contact your physician, an STI clinic or your public health office.

**Speech Language Pathology** – Services are provided through hospitals, special-care homes or community agencies. Services target both children and adults and can include assessment, intervention, consultation, prevention and education. **Services obtained from speech language pathologists not under contract with the Saskatchewan Health Authority are not covered.**

**Sterilization reversals** – are not covered.

**Supplementary Health Benefits** – Eligibility for Supplementary Health coverage is determined by the Saskatchewan Ministry of Social Services.

Those who qualify for Supplementary Health benefits are eligible for a number of health services and products including: certain dental services, prescription drugs, medical supplies and appliances, eye care, podiatry/chiropractic (foot care) services, hearing testing and hearing aid services, emergency ambulance costs, surgical dressings, female contraceptive devices, incontinence aids, aerochambers and ostomy supplies.

For more information on **eligibility** contact:

Saskatchewan Ministry of Social Services

Regina: 306-798-0660 Toll Free: 1-866-221-5200

TTY Regina: 306-787-1065

For more information on **eligible services**, contact:

Saskatchewan Ministry of Health, Supplementary Health Program

Regina: 306-787-3124 Toll-free: 1-800-266-0695

**Surgical Care Coordinators** – For answers to questions about your status on the wait list, an estimated wait time and booking procedures, contact your surgeon's office or a Surgical Care Coordinator:

**Saskatoon** 306-655-0567 Toll free: 1-866-543-6767

**Regina** 306-766-0460 Toll free: 1-866-622-0222

TTY Access: 1-866-312-7674

For more information about surgical services in Saskatchewan, visit [www.sasksurgery.ca](http://www.sasksurgery.ca).

# Prescription Drug Plan

**Seniors' Drug Plan** – Saskatchewan residents who are 65 years of age and older with a reported income (Line 236) that is less than the Provincial Age Tax Credit will be eligible for the income tested Seniors' Drug Plan. Individuals must submit a complete application form to be approved. This program ensures that Saskatchewan seniors pay \$25 per prescription for drugs listed in the Saskatchewan Formulary or approved under Exception Drug Status.

Seniors with Special Support coverage will pay the lesser of the Special Support co-payment or the \$25 per prescription. Application forms are available at:

- any pharmacy
- online at: <http://www.saskatchewan.ca/residents/health/accessing-health-care-services/seniors-drug-plan> or
- Drug Plan and Extended Benefits Branch  
Regina: 306-787-3317  
Toll-free: 1-800-667-7581

The Seniors' Drug Plan does not include seniors who are covered under federal government programs, such as the federal Non-Insured Health Benefits Program or Veterans Affairs Canada.

Seniors with Guaranteed Income Supplement (GIS) or Seniors' Income Plan (SIP) will continue to have a \$200 or \$100 semi-annual deductible, after which they pay 35% for prescriptions. Individuals with these supplements will pay the lesser of the 35% co-payment or \$25.

**Children’s Drug Plan** – Saskatchewan residents 14 years of age and under qualify automatically for the Children’s Drug Plan. This program ensures that Saskatchewan children pay \$25 per prescription for drugs listed in the Saskatchewan Formulary or those approved under Exception Drug Status. No application is required.

The Children’s Drug Plan does not include children who are covered under federal government programs, such as the federal Non-Insured Health Benefits Program.

Children covered under their family’s Special Support Program coverage will pay the lesser of the Special Support co-payment or the \$25 per prescription.

**Prescription Drugs** – The Drug Plan and Extended Benefits Branch provides benefits to eligible Saskatchewan residents for certain drugs prescribed outside Saskatchewan hospitals. Residents whose prescription drug costs are paid for by another government agency, such as the federal Non-Insured Health Benefits, are not eligible for coverage under the Drug Plan.

The Saskatchewan Formulary lists approximately 5,200 drug products, including diabetic supplies such as needles, syringes, lancets and swabs. Individuals will pay for drugs and diabetic supplies according to their coverage, deductible and/or copayment.

For more information about which drugs are included in the Saskatchewan Formulary, visit:

<http://formulary.drugplan.health.gov.sk.ca/>

**Note:** Ask your physician or pharmacist if the drug being prescribed for you is included in the Formulary. Prescriptions filled outside of Canada are not covered.

**Special Support Program** – The Special Support Program is an income-based program that helps spread prescription drug costs evenly over the entire year. It assists those with high drug costs in relation to their income. Anyone with valid Saskatchewan Health coverage may apply for the Special Support Program.

If you believe your drug costs may exceed 3.4 per cent of your income, you are encouraged to apply for Special Support. The deductible is based on total family income and the co-payment is determined by total family income and total family drug costs. Family income is adjusted by \$3500 for each child under 18 years of age.

**Note:** If the family income or medication costs change during the coverage period, you may make a written request for a reassessment of coverage to the Drug Plan and Extended Benefits Branch.

Application forms are available at:

- any pharmacy
- online at <https://www.saskatchewan.ca/residents/health/prescription-drug-plans-and-health-coverage/extended-benefits-and-drug-plan/special-support-program>
- Drug Plan and Extended Benefits Branch  
Regina: 306-787-3317  
Toll-free: 1-800-667-7581

**Exception Drug Status** – Individuals must meet specific medical criteria to be approved for certain drugs under Exception Drug Status (EDS). Drugs are designated as EDS for a variety of reasons: The drug is used infrequently since the alternatives listed in the formulary are usually effective.

- The drug may be prescribed for use in other-than-approved conditions.
- There is potential for the development of widespread misuse of the drug.
- The drug is more expensive than the listed alternatives and offers an advantage in only a limited number of conditions.
- The drug is not usually prescribed in Saskatchewan.

The list of EDS products and the EDS criteria for each drug is located in Appendix A of the Saskatchewan Formulary. The formulary is available on the Saskatchewan Health website.

A prescriber or pharmacist may request, on behalf of the patient, approval for an EDS drug by contacting the Drug Plan and Extended Benefits Branch at 306-787-8744, or toll free at 1-800-667-2549

For more information about Exception Drug Status, contact:  
Drug Plan and Extended Benefits Branch  
Regina: 306-787-8744, or toll-free 1-800-667-2549

**Note: If you are ineligible for any of the above benefits, you may wish to obtain private medical insurance. Otherwise, you will be responsible for the full cost of your prescriptions.**

**Palliative Care Drug Program** – Palliative Care Coverage is intended for residents in the late stages of terminal illness. A patient's physician must submit a completed Request for Palliative Care Drug Coverage form in order to register a patient for this program. For more information about palliative care drug coverage, contact the Saskatchewan Cancer Agency or Drug Plan and Extended Benefits Branch. **Note:** Palliative Care coverage may only be requested by a doctor on behalf of a patient.

**Out of Province Prescription Drug Coverage** – If you buy a prescription anywhere in Canada, be sure to keep your prescription receipt. You are eligible for the same drug benefits in other provinces as you are in Saskatchewan. Submit the original receipt to the Drug Plan and Extended Benefits Branch for consideration. Approved reimbursements will be paid at Saskatchewan rates.

The following information must be included on the prescription receipt:

- Your first and last name;
- Name, address and phone number of the pharmacy;
- Name of the health care provider;
- Name of drug, drug identification number (DIN), strength, quantity
- Total cost of prescription
- Total amount paid



## I Coverage Outside Saskatchewan

For insured health services to be covered, you must produce a valid Saskatchewan health services card. Before receiving services in another province, you should confirm that your health card is valid and will be honoured. If you cannot produce a valid Saskatchewan health services card, the hospital or physician has the right to ask you to pay for your treatment. This also applies to in-province services.

Most physician and hospital services are billed reciprocally between the provinces. There are some services that Saskatchewan Ministry of Health covers which are excluded from this agreement, for which you may be billed directly. Quebec is also an exception. You may have to pay for services received in Quebec and submit your physician bill(s) to Medical Services Branch for payment. Payment will be made for insured services provided in Quebec using Saskatchewan rates. As costs may be higher than in Saskatchewan, you will be responsible for payment of any remaining charges.

If you have paid for physician or hospital services because you were unable to produce your valid Saskatchewan health services card, your bill/receipts can be submitted to Medical Services Branch for reimbursement. If you had Saskatchewan coverage on the dates of your services, payment will be made at Saskatchewan rates for physician services, and at the reciprocal billing rates for qualifying hospital services. This also applies to in-province services.

Some physician or hospital services received out of province may require prior approval.

## **Emergency Physician or Hospital Services received Outside of Canada**

If a patient receives emergency medical or hospital care while outside Canada, they will be responsible for paying the difference between the amount charged and the amount the Ministry reimburses. Costs for these services outside of Canada may be much higher than in Saskatchewan. We recommend purchasing additional health insurance when travelling outside the country.

### **Emergency hospital services**

Saskatchewan Health provides limited coverage for emergency medical care from approved hospitals outside Canada if the same services would be covered in the province.

Coverage includes:

- Up to \$100 CAD per day for inpatient services;
- Up to \$50 CAD for an outpatient hospital visit. Your Saskatchewan health coverage will not pay for more than two visits in one day.

### **Emergency physician services**

Saskatchewan Health provides limited coverage for emergency physician services received outside Canada if the same services would be covered in the province. Reimbursement is only provided at Saskatchewan rates.

Submit your receipts for any emergency physician or hospital services to Medical Services Branch for assessment of possible reimbursement.

## **Non Emergency/Elective Services provided outside Canada**

These services would not be covered unless your Saskatchewan specialist has received prior approval from Medical Services Branch.

## Obtaining Treatment not available in Canada

Coverage for out-of-country treatment is only considered in exceptional circumstances and under certain conditions. A Saskatchewan specialist physician must ask for prior approval from Medical Services Branch, Saskatchewan Ministry of Health.

The specialist must submit written information with their rationale, including pertinent clinical details and diagnosis, the nature of the services being requested and including why the service cannot be performed in Canada.

Prior approval must be received prior to any services being provided for any consideration of cost coverage. Travel, accommodation and meals will not be covered.

If the Ministry denies the request for coverage, it may be eligible for review by the Health Services Review Committee.

Health Services Review Committee

TC Douglas Building

3475 Albert Street

REGINA, SK S4S 6X6

Fax: 306-787-3761

Email: [HealthServices.ReviewCommittee@health.gov.sk.ca](mailto:HealthServices.ReviewCommittee@health.gov.sk.ca)

## Obtaining a Refund

If you are charged directly for physician and/or hospital services outside of Saskatchewan, or emergency services outside of Canada, you can submit your itemized statement/receipt(s) to the Saskatchewan Ministry of Health for consideration of reimbursement. All approved reimbursements will be paid at Saskatchewan rates.

### **Step 1 - Obtain an itemized statement/receipt which includes:**

#### **A. Physician statement/receipt(s):**

- Full name of referring practitioner (if applicable);
- Full name and address of the treating practitioner;

- Diagnosis (i.e. medical reason for seeing the physician);
- Dates of service;
- Location of the service (i.e. office, hospital, emergency room, home, etc.);
- Proof of payment;
- Itemized list of service(s) that were provided and a description of each service;
- Fees charged for each service; and
- Original receipt.

**B. Hospital statement/receipt(s):**

- Diagnosis (i.e. medical reason for admission);
- Date of discharge;
- Description of each service;
- Your name if your child or ward received the service; and
- Original receipt.

**Step 2 - Ensure the statement/receipt(s) include the following information from your health services card or your dependent's card:**

- Patient's name;
- Name and address of the parent or guardian if the patient is a dependent;
- Patient's health services number (9-digit number);
- Patient's month and year of birth; and
- Gender of the patient.

This information can be sent to:

**Claims Analysis, Medical Services Branch  
Ministry of Health  
1st floor, 3475 Albert Street  
REGINA SK S4S 6X6**

# Health Information Protection

Your personal health information is confidential and only certain authorized health care providers are allowed to access it. Since September 1, 2003, *The Health Information Protection Act* protects the privacy of your personal health information. At the same time, the *Act* ensures information is available when needed to provide you with services and to monitor, evaluate and improve the health system in Saskatchewan. For more information, contact the Chief Privacy and Access Officer, Saskatchewan Ministry of Health at 306-787-2137

**Masking Option** - It is recognized that some people may not be comfortable with the electronic sharing of their personal health information. A masking option for electronic health records is available. This option gives individuals the ability to request that their personal health information in eHealth services such as the prescription information system (PIP), the diagnostic imaging picture archive (PACS) and the electronic health record viewer (eHR Viewer) be hidden from view. For more information, call the eHealth Saskatchewan Privacy Service at 1-855-eHS-LINK (347-5465).

**Full Block Option** - The full block option is available for individuals who would like to block all of his/her record in the eHR Viewer, and, under no circumstances, would a health care provider be able to view their health information. A full block applies to all of the individual's information within the eHR Viewer but does not apply to information stored outside this application. All privacy rights and legislation still apply to individuals with full blocked records. For more information, call the eHealth Saskatchewan Privacy Service at 1-855-eHS-LINK (347-5465).

**Audit Reports** - Audit reports are available to individuals upon request. These reports have detailed information which outlines who has accessed their profile in PIP, PACS, and/or eHR Viewer.

To submit a request for an access report(s), please fill out the Request for Audit Report Form found at <https://www.ehealthsask.ca/access> and follow the instructions on the form.

# Contact Information

## **Saskatchewan Health**

### **Services Card:**

Health Registries  
2130 11th Avenue  
Regina SK S4P 0J5  
Toll free: 1-800-667-7551  
(Canada and US)  
Regina: 306-787-3251  
Fax: 306-787-8951  
Email: [change@ehealthsask.ca](mailto:change@ehealthsask.ca)

### **Drug Plan and Extended Benefits:**

Regina: 306-787-3317  
Toll-free: 1-800-667-7581  
Fax: 306-787-8679

### **Exception Drug Status:**

Regina: 306-787-8744  
Fax: 306-798-1089  
Toll-Free: 1-800-667-2549

### **Family Health Benefits - Inquiries:**

Saskatchewan Ministry of Health  
Regina: 306-787-3124  
Toll-free: 1-800-266-0695

### **Family Health Benefits - Program Eligibility:**

Saskatchewan Ministry of  
Social Services  
Toll-free: 1-888-488-6385

### **HealthLine:**

For 24 hour health advice  
dial: 811  
[www.healthlineonline.ca](http://www.healthlineonline.ca)

### **Home Care – General Inquiries:**

Saskatchewan Ministry of Health  
Community Care Branch  
Regina: 306-787-4587

## **Kids Help Phone**

1-800-668-6868

### **Out-of-Province Health Services:**

Regina: 306-787-3475  
Toll-free: 1-800-667-7523

### **Out-of-Province Physician and Hospital Services Refunds - Forward bills to:**

Medical Services Branch  
Saskatchewan Ministry of Health  
3475 Albert Street  
Regina, SK S4S 6X6

### **Out-of-Province Prescription Drug Refunds - Forward bills to:**

Drug Plan and Extended Benefits  
Saskatchewan Ministry of Health  
3475 Albert Street  
Regina, SK S4S 6X6

### **Personal Care Homes – General Inquiries:**

Saskatchewan Ministry of Health  
Regina: 306-787-1715  
Saskatoon: 306-933-5843

### **Saskatchewan Poison Centre:**

1-866-454-1212

### **Problem Gambling Prevention and Treatment Services:**

24-Hour Problem Gambling  
Help Line: 1-800-306-6789

**Road Ambulance:** Call 911 in an emergency or contact the Saskatchewan Health Authority.

**Saskatchewan Aids to Independent Living (SAIL):**

Regina: 306-787-7121  
Fax: 306-787-8679  
Toll free: 1-888-787-8996

**Saskatchewan Air Ambulance Program:**

Saskatoon: 306-933-5255  
24-Hour Emergency In Saskatoon: 306-933-5360  
24-Hour Emergency:  
Toll-free 1-888-782-8247

**Saskatchewan Cancer Agency:**

Regina: 306-766-2213  
Saskatoon: 306-655-2662  
[www.saskcancer.ca](http://www.saskcancer.ca)

**Saskatchewan Seniors' Drug Plan**

Regina: 306-787-3317  
Toll Free: 1-800-667-7581

**Smokers' Helpline:**

Toll-free: 1-877-513-5333  
[www.smokershelpline.ca](http://www.smokershelpline.ca)

**Special Support Program:**

Regina: 306-787-3317  
Toll-free: 1-800-667-7581  
or contact your pharmacy

**Supplementary Health Program Eligibility:**

Saskatchewan Ministry of Social Services  
Regina: 306-798-0660  
Toll-Free: 1-866-221-5200  
TTY Regina: 306-787-1065

**Supplementary Health Benefits:**

Saskatchewan Ministry of Health  
Regina: 306-787-3124  
Toll-free: 1-800-266-0695  
Fax: 306-787-8679

**Surgical Care Coordinator** - Contact your surgeon's office or a Surgical Care Coordinator in your area:

Saskatoon: 1-866-543-6767  
Regina: 1-866-622-0222

**Saskatchewan Surgical Care Network:**

[www.sasksurgery.ca](http://www.sasksurgery.ca)



# Other Important Telephone Numbers

Doctor \_\_\_\_\_

Doctor \_\_\_\_\_

Doctor \_\_\_\_\_

Pharmacy \_\_\_\_\_

Dentist \_\_\_\_\_

Optometrist \_\_\_\_\_

Mammogram Clinic \_\_\_\_\_

Public Health Office \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

