
Frequently Asked Questions

Q: Can I be reimbursed for my travel or accommodation expenses up front?

A: No, the Department of Health and Wellness (DHW) will only provide financial assistance after 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 program does not cover the cost of electricity, heat, phone, or other utilities. It is provided to help you with hotel or registered accommodation costs.

Q: I am not able to provide a receipt. Can I still receive travel assistance?

A. No, the DHW requires original receipts (including boarding passes) showing your name, travel dates, and amount paid. For the same reason we cannot provide reimbursement before receiving a receipt.

Q: How will I be reimbursed?

A: You will be reimbursed by cheque mailed to the address you provide on the expense claim form. Direct deposit is available for patients who must move outside of Nova Scotia for treatment.

Q: I will need to travel out of province more than once. Do I need to complete the expense claim form and submit receipts each for roundtrip?

A: Yes, you are required to submit a separate expense claim form, boarding passes, and original receipts for each roundtrip.

Q: How often can I apply to this program?

A: You can apply to receive financial assistance for up to 12 roundtrips in a 12-month period.

Q: When do I need to submit the receipts?

A: The program requires all official receipts and boarding passes to be submitted as soon as possible after you return to Nova Scotia.

Q: Will DHW pay for an escort?

A: When medically required and pre-approved by MSI, transportation costs for an escort to travel with you will be covered. For an adult, an escort will be approved only if the medical condition is such that they should not travel alone. The request must be supported in writing by the treating Nova Scotia specialist with medical reasons for the patient requiring an escort. If the patient is a child under 19, DHW will reimburse return travel costs for one escort (parent or caregiver who must be 19 or older) to travel with a child who has been pre-approved for medical care outside of Nova Scotia.

Q: What if I have private insurance?

A: DHW is the payer of last resort. This means your insurance company pays first and DHW may reimburse any amount left unpaid by your private insurance.

Q: Who can I contact if I have further questions?

A: For more information, please contact Insured Services at 902-424-7538 or insured.services@novascotia.ca.