

Reasons for Decision:

Order # AP1718-0029

The appellant appealed that a request for coverage of an ambulance bill was denied.

The appellant's worker stated that the appellant submitted medication receipts and an ambulance bill to the program from when the appellant was out of province. Employment and Income Assistance (EIA) does not cover out of province medical costs as per Section 22.2.2 of their Administrative Manual. The bill was forwarded to Manitoba Health on <date removed>. Manitoba Health returned with a reply in regards to what EIA could reimburse, which didn't include the ambulance cost. The worker advised that the worker tried to help the appellant as much as the worker could including taking the appellant's request to a supervisor for other options, such as a recoverable overpayment. The worker's request was denied by the supervisor.

The appellant stated that the appellant wasn't planning on going out of province to <location removed>. The appellant's adult child made arrangements for the appellant to go visit the family. The appellant suffers from <conditions removed>. The appellant's medications have side effects of <text removed>. While the appellant was out of town <text removed> the appellant couldn't <text removed> and the appellant's medications were not working.

The appellant went to a hospital to get checked and after tests were done they discovered the appellant had a severe case of <text removed>. The doctor wanted to send the appellant to another hospital for treatment and advised the best way was to go by ambulance as it wasn't safe for the appellant to go in the adult child's truck. The appellant said the appellant didn't have any choice of transferring from one hospital to another, the appellant followed the doctor's advice. The appellant was in <location removed> less than 30 days, which <amount removed> of those days were spent in the hospital. The total amount of the ambulance bill is <amount removed> which is now with a collection agency who calls multiple times a day for payment. The collection agency has also added additional charges to the original bill. The appellant advised that the appellant can not pay for this bill which is causing extreme stress, exacerbated by the collections calls.

Schedule A Division 3 of the Manitoba Assistance Regulations states:

Health care expenses

The following amounts are payable to a person in respect of his or her health care:

- (g) such emergency transportation and other expenses as may be authorized by the director and which, in the director's opinion, are necessary to provide the care, treatment or attention required;

After carefully considering the written and verbal information, the Board has determined that the appellant should have been covered for the ambulance bill. In the appellant's specific circumstances, which is the sudden onset of a potentially life threatening complication, along with a lack of experience in using ambulance services within the Employment and Income Assistance Program, it was not the appellant's decision to call the ambulance. The appellant followed the doctor's advice regarding the best form of transportation to the other hospital for appropriate treatment, without knowing there would be a cost incurred for which the appellant would be responsible for. Therefore the decision of the Director has been rescinded and the Board orders the Department to cover the cost of the ambulance bill in the amount of <amount removed>.

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