

## How to pay an invoice

You can pay your invoice online with or without a Paypal account. Enter your invoice number in the following field and then click on « Payer »:



The Paypal window will appear with no value by default. You must enter the amount in the « Prix par objet » field as indicated on your invoice using a period for the decimal point. Thereafter, click « Continuer ». You can then change the language to English.

You may also pay your bills:

- By mail (cheque made out to Urgences-santé)
- At our offices (our business hours are: Monday to Friday from 8:30am until 12:00pm and from 1:00pm until 4:30pm)
- At all banks and credit unions
- At automatic teller machines (ATMs)
- By banking tele-services : internet or telephone banking
- By credit card

### The cost of an Ambulance Transport

For a Canadian resident, the base fee is \$125 + \$1.75 per kilometre + \$35 for each additional person.

For a non-resident, the base fee is \$400 + \$1.75 per kilometre.

### Who Pays These Fees

Each transported user is responsible to pay the fees for his or her transport. For residents of Quebec who meet the admissibility criteria of the organization concerned, there are specific programs in place that defray the costs to the person transported when that person is:

- Injured following a roadway accident as long as the ambulance transport was related to the roadway accident
- A beneficiary of social assistance with an eligible file at the time of the transport
- Injured in the workplace, as long as the ambulance transport was related to the workplace injury
- A war veteran, as long as the reason for transport was related to being a veteran
- Transported between two establishments, as long as the user is a Quebec resident and the establishment had authorised the transport
- Aged 65 years or older when the reasons for the transport were among those indicated in the cost-deferral program
- A member of the Canadian Armed Forces, as long as the ambulance transport was related to being a member of the Canadian Armed Forces
- A detainee in a detention centre or a police detachment, as long as the user was considered imprisoned by the police detachment or was authorised by the detention centre
- An Indian or Inuit on a reserve, as long as he or she was listed in the Indian Register at the time of transport
- A Member of the Royal Canadian Mounted Police

### **Information about Programs**

Crime victims: you may be eligible for reimbursement if you submit your application to IVAC ([www.ivac.qc.ca](http://www.ivac.qc.ca)). The Corporation d'urgences-santé cannot under any circumstances submit a direct claim to this organization.

Foreign nationals new to Canada: Submit to us a copy of your form IMM 1442 in order to make a reimbursement claim.

Insurance claims: The Corporation d'urgences-santé cannot directly bill an insurance company. The person transported must pay first his or her bill and then make a reimbursement claim to the insurance company by sending them the lower portion of the bill.

The Corporation d'urgences-santé would like to make it clear to non-residents that ambulance transport services are independent of hospital services and are not included in the amount billed for healthcare services.

There is no payment at the time of transport. The document given to a person during transport is simply a declaration of transport. An official bill will be sent later.

### **Finance Division**

Client Account Services

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