

# Insured Services Appeal Committee 2022-2023 Annual Report

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<https://www2.gnb.ca/content/gnb/en/departments/health/Publications.html>

# Message from Chair

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Honourable Minister Fitch, members, and stakeholders,

It is my pleasure to submit the Annual Report for the Insured Services Appeal Committee as required under the *Accountability and Continuous Improvement Act*. A person may appeal to the Insured Services Appeal Committee if they do not agree with a decision made by New Brunswick Medicare about their case or the case of an immediate family member. This includes decisions about eligibility, refusal of a claim for entitled services or the amount paid on a claim.

Sincerest gratitude is extended to the committee members for their contribution.

Respectfully,



Dr. Leslie Allaby

Chairperson

## Mandate

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Section 33.01(2) of Regulation 84-20 of the *Medical Services Payment Act* states:

*"The function of the Insured Services Appeal Committee is to advise the Minister on appeals by persons on matters in dispute or disagreement with respect to*

- (a) an application to become or continue to be a beneficiary*
- (b) refusal of a claim for payment for entitled services or reduction of the amount so claimed, or*
- (c) any other matter that may be requested by the Minister in the application or interpretation of the Act and the regulations made thereunder.*

The Committee is comprised of three individuals appointed by the Minister of Health. The Committee makes recommendations to the Minister based on the information and circumstances of the case while following legislative requirements.

The Department provides support to the Committee in the form of a Secretariat who compiles all the relevant information and communicates between the resident and the Committee to ensure objectivity. The Secretariat does not participate in the recommendation process.

The Director of Medicare and Physician Services acts as secretary on the Insured Services Appeal Committee but does not participate in the recommendation process.

A member of the Medicare Operations Team attends the meetings as an observer. Their role is to support the Secretariat in providing clarification only.

## Board membership

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The Committee membership as of April 1, 2022:

1. Dr. Leslie Allaby, Chair
2. Suzanne Palmer, Member
3. Jean Guy Marquis, Member

## Committees and subcommittees

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Not applicable.

## Legislation, policies, and by-laws

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Section 33.01(1) – 33.05 of Regulation 84-20 of the *Medical Services Payment Act*

<https://laws.qnb.ca/en/document/cr/84-20%20/>

## Activities and metrics (KPIs)

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Two meetings were held in fiscal 2022-2023.

May 27, 2022 – Seven (7) cases reviewed with recommendations forwarded to Minister.

October 28, 2022 – Seven cases reviewed with recommendations forwarded to Minister.

## Financial information

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Per section 33.01(9) of Regulation 84-20 of the *Medical Services Payment Act*:

**33.01(9)** Members of the Insured Services Appeal Committee shall serve without salary but may be reimbursed

(a) actual travelling and other necessary out-of-pocket expenses, and

(b) for attendance at meetings,

at such rate as may be approved by the Minister.

For 2022-2023, the total cost of reimbursing these expenses was \$2,513.00.

# Staffing

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1. Director, Medicare and Physician Services
2. Program Analyst, Medicare and Physician