Medical Transportation Assistance Program

MTAP In-Province Flight Pass User Guide

Before completing your Flight Pass application, please read this User Guide in full. Ensure that all information provided is accurate and complete. Incomplete or incorrect information may delay the processing of your application.

Introduction

This guide shows you how to complete the In-Province Flight Pass application. This information is needed to request a prepaid flight pass. You will be asked to provide contact details, appointment details, and other important information.

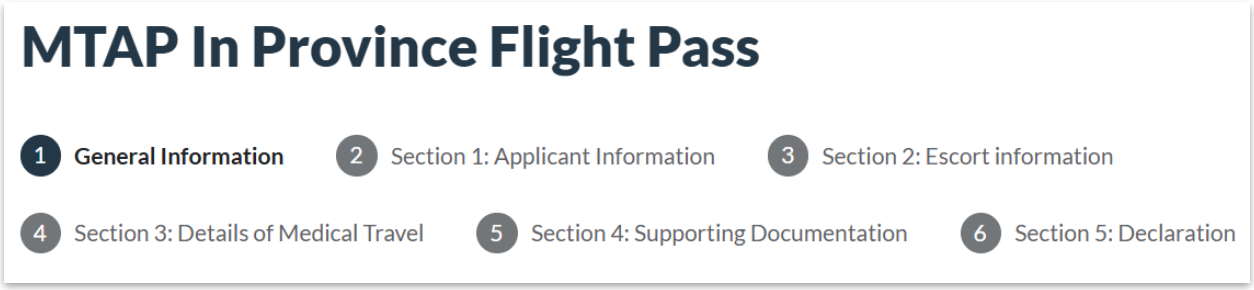
Only people who currently live in the Labrador-Grenfell Health Zone can use the flight pass program.

Tip: Have your appointment information ready before you begin.

How the Application Works

The Flight Pass application has six (6) sections to complete (Picture 1). At the top of the page, you can see which section you are completing and how much you have left to finish.

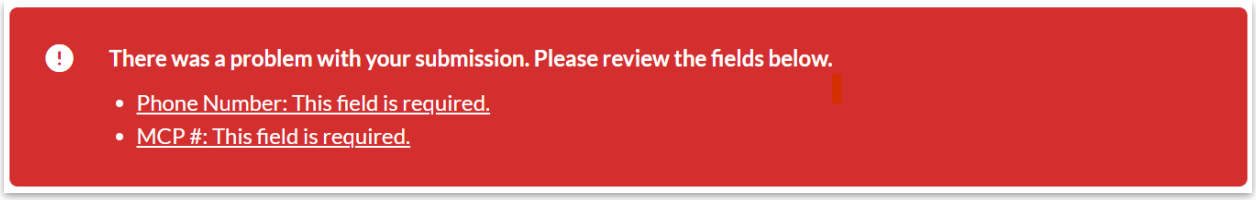
Picture 1



Use the **Next** button at the bottom of each page to move ahead to the next section and the **Previous** button to go back to earlier section.

It is important that you fill in everything marked **Required**. If you miss something, a red box will appear at the top of the page to tell you what information is missing (Picture 2).

Picture 2



What You Need

- Your MCP number
- Proof of your scheduled appointment
- Escort information and medical note, if you need an escort (see Section 2)

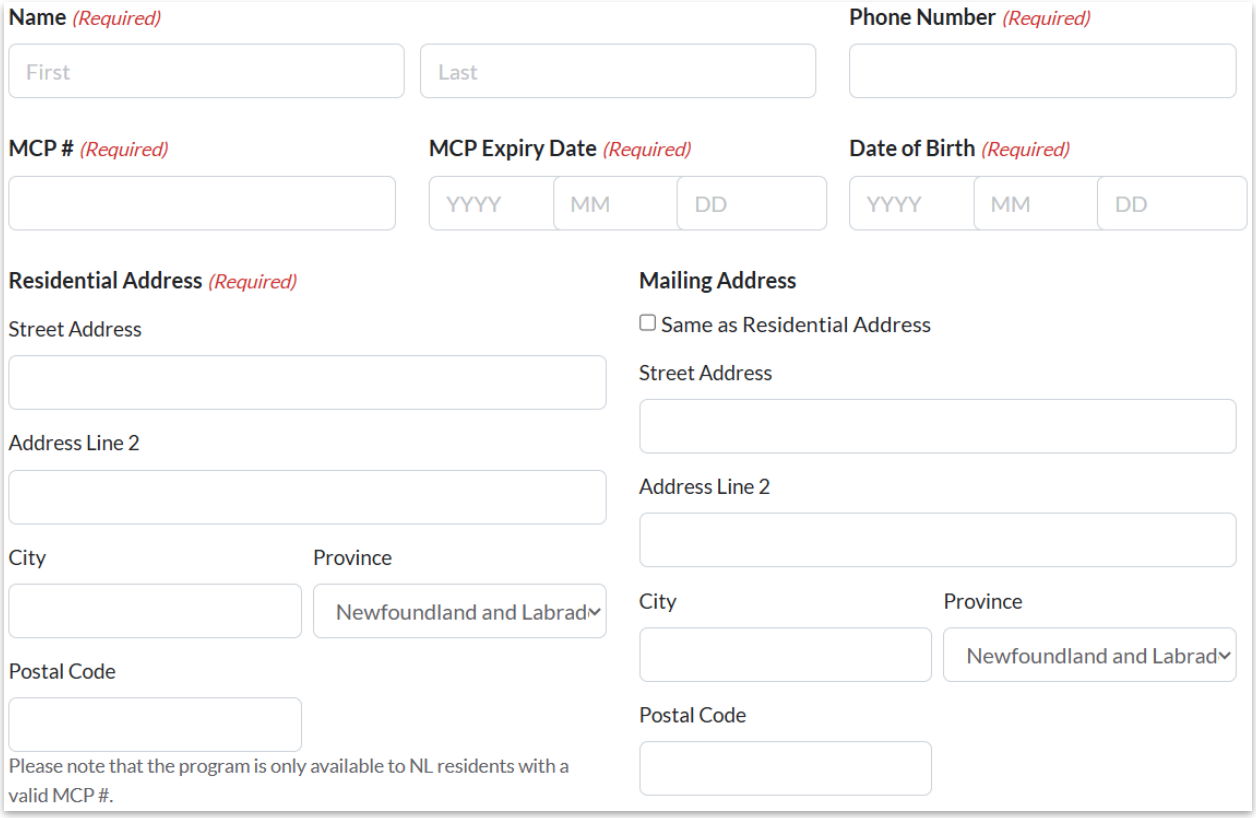
Section 1: Patient Information

This section (Picture 3) asks for basic personal information, including your name, contact information, MCP number, address, and email address (if you have one). Make sure the information matches the identification you will use during travel.

Your **MCP** must be valid and not expired. The expiry date can be found on your card. If you recently renewed your MCP but have not yet received a new card, you can upload the renewal confirmation as a document (see Section 4).

If your **Mailing Address** (e.g., PO Box) is different than your **Residential Address** (street name and number), enter the mailing address as well. If both addresses are the same, click the **Same as Residential Address** box. The extra fields will disappear.

Picture 3

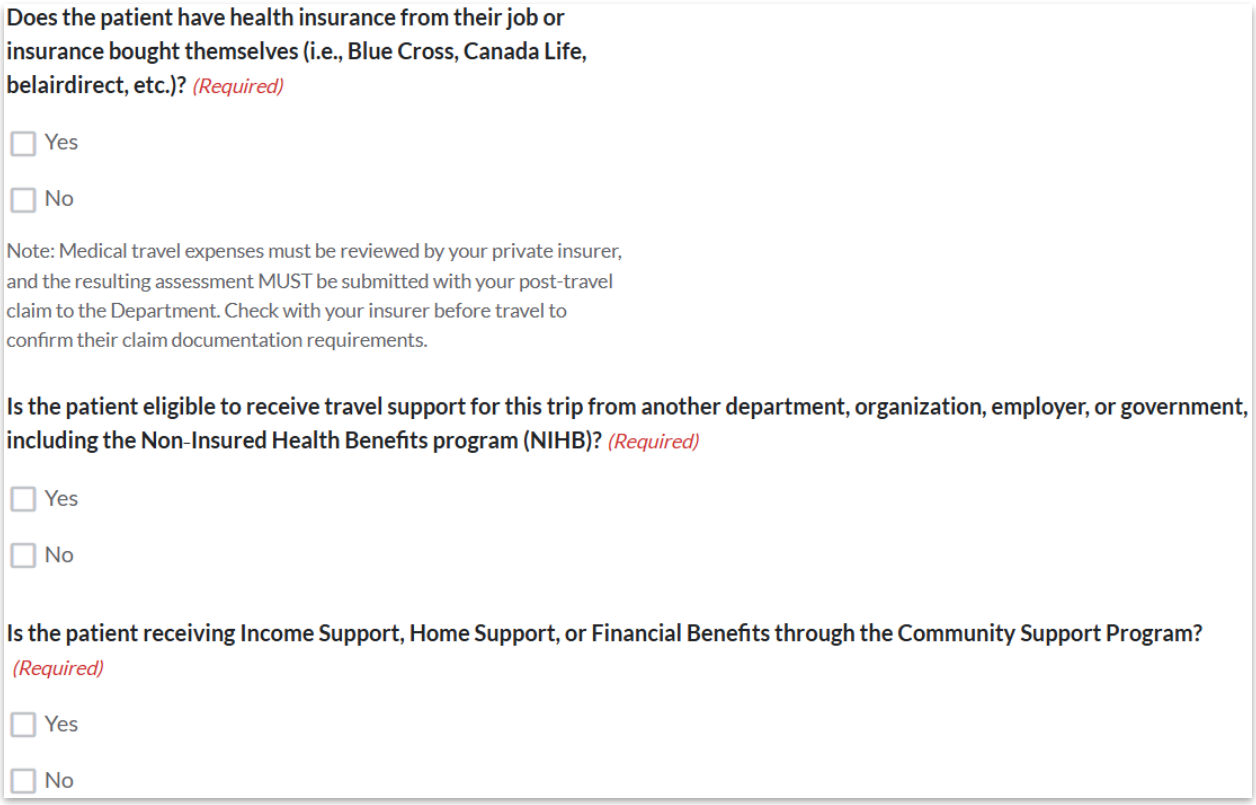


If you have private health insurance, select Yes (Picture 4). Add the name of your insurance company in the box that appears.

If you are eligible to receive travel support through your employer, another department, government, or organization such as Hope Air, select Yes (Picture 4).

If you select Yes (Picture 4) to receiving Income Support, Home Support, or financial benefits through the Community Support Program, you are not eligible for MTAP. You need to contact the Medical Transportation Supports Program (MeTS) for help with travel at 1-833-729-6106 or email MeTS@gov.nl.ca.

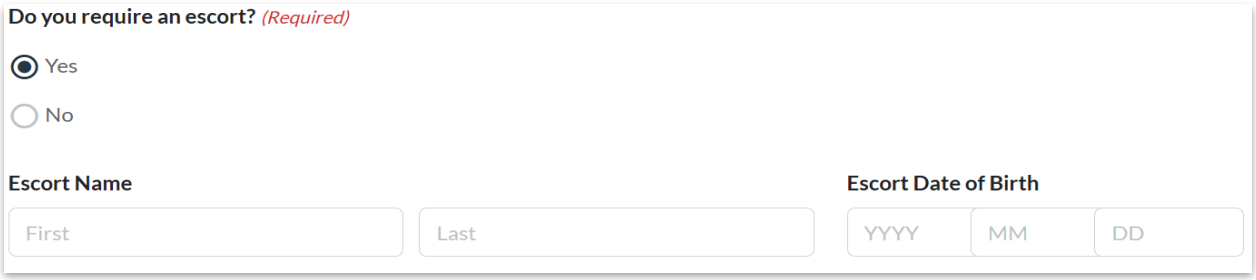
Picture 4



Section 2: Escort Information

This section (Picture 5) asks if someone will be travelling with you to provide support. This person is called an escort and must be required for medical reasons but cannot be a doctor or nurse. Escorts must be 18 years of age or older. The information you provide must match the ID they will be using during travel.

Picture 5



Section 3: Details of Medical Travel

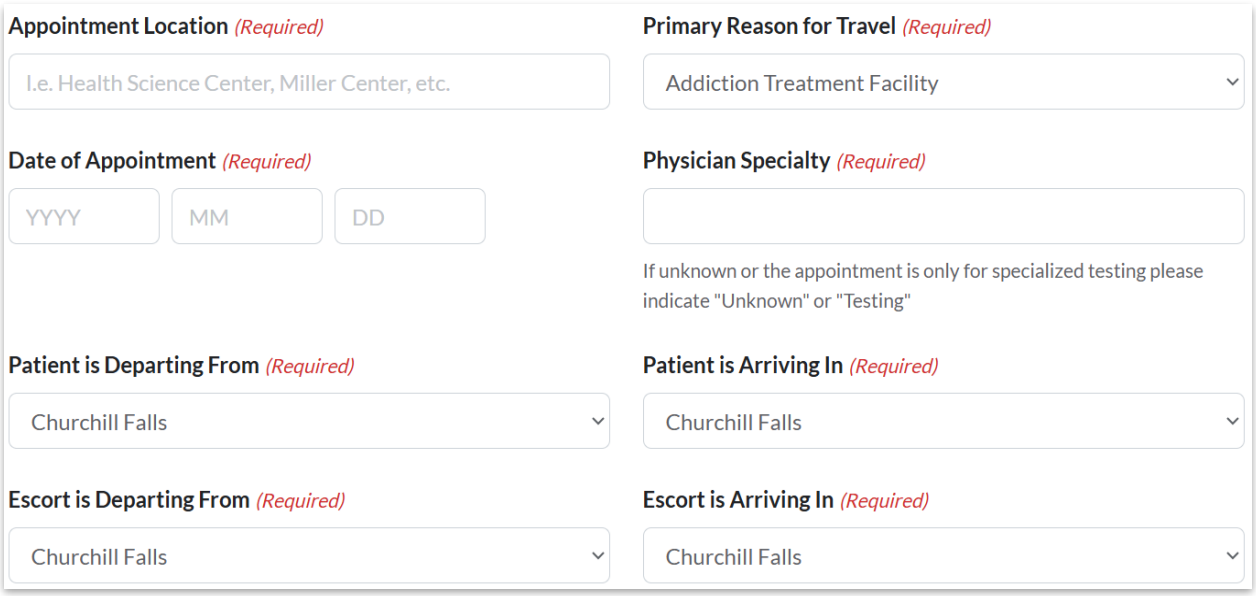
This section (Picture 6) collects appointment details and flight information. The **Appointment Location** may include the name of the facility (e.g., Health Sciences Centre) or the street address (e.g., 123 Avenue) where your appointment is taking place.

Choose the main reason why you are traveling from the dropdown list. If you have more than one appointment, include the date of the first appointment.

If you know the **Physician Specialty** (e.g., surgeon, Ophthalmologist, Cardiology) include it here. You can also say if you are going for a test (e.g., MRI, CT scan) or indicate Unknown.

Choose where you are **Departing** from (closest airport to where you live), where you will be **Arriving** (closest airport to your appointment), and if a round-trip is needed. Do the same for your escort if you have one. If your escort is not travelling from the same airport, or if you are returning to a different airport, you may need to provide extra documents.

Picture 6



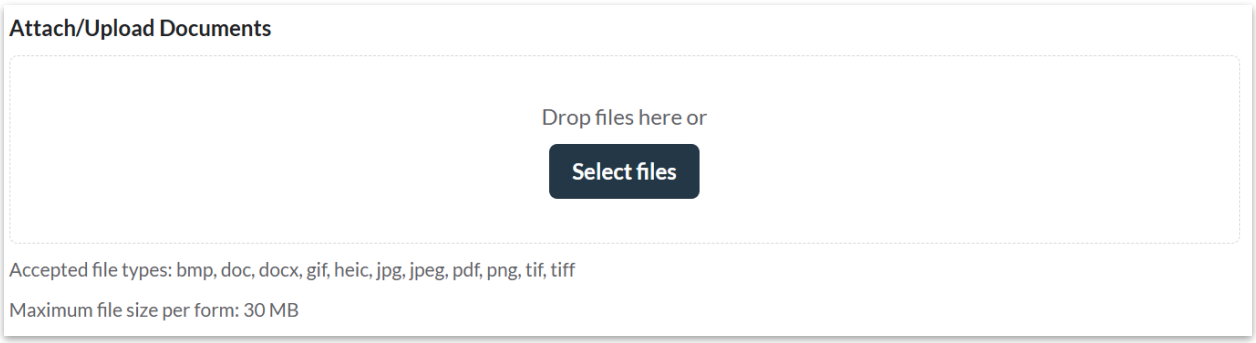
Section 4: Supporting Documentation

This section (Picture 7) allows you to upload the documents to process your request. If you need to add more information, you can also attach it here. You can either drag and drop your files into the box or click **Select files** to choose your documents from your device. Make sure the files you are adding meet the accepted file types listed.

The supporting documentation checklist reminds you of what is needed to complete the request. You do not have to fill it out to submit the application, but your application must be accurate and complete to be processed.

Remember, you can use the **Previous** button at the bottom of any page to go back and check your answers.

Picture 7



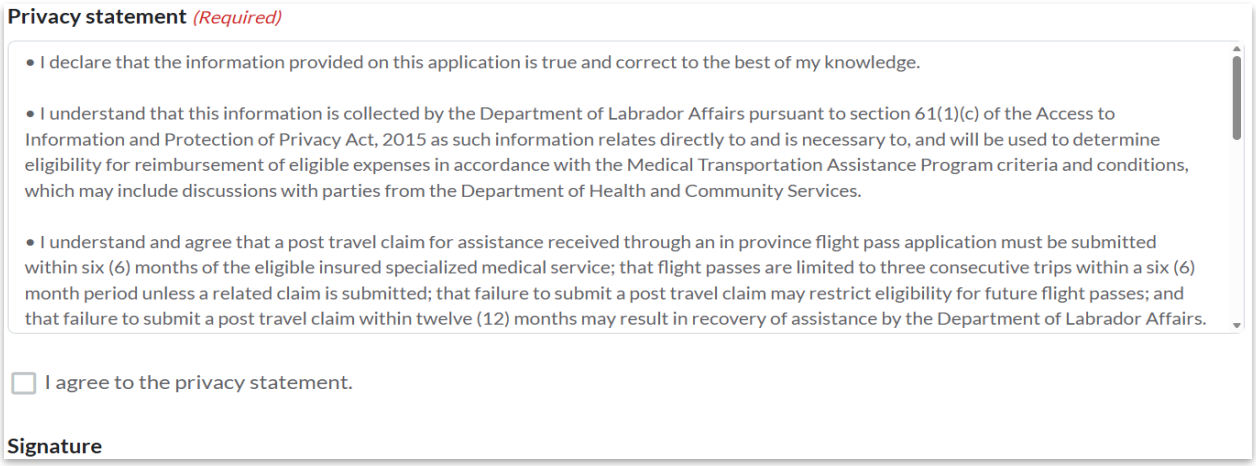
Section 5: Declaration and Submission

This section (Picture 8) contains the privacy rules and terms you need to follow for the Flight Pass program. Read them carefully, check the box if you agree to the privacy statement. Add your digital signature using your computer mouse or use your finger if your device is a touch screen.

When you finish all parts of the application, press the **Submit** button to send your application. After you submit, you will see a page that confirms your application was sent.

Emails from MTAP will come from FlightPassMTAP@gov.nl.ca. If you are waiting for an email, please check your junk or spam folder.

Picture 8



Support & Troubleshooting

If you need help filling out the application, email us at FlightPassMTAP@gov.nl.ca.