



Nova Scotia Medical Service Insurance (MSI)

Frequently Asked Questions

General

Q: I am new to Nova Scotia. How do I register for a Health Card?

A: Call the MSI Registration Department (902) 496-7008 or 1-800-563-8880 (toll-free within Nova Scotia), to start the application process. Blank applications are not available.

Q: Am I eligible for MSI if I travel outside the country?

A: If you are travelling outside Canada for a short period of time MSI will provide coverage for emergency medical services only, in accordance with the Nova Scotia rates. The Children's Dental, Seniors' Pharmacare, and Family Pharmacare Programs are not insured outside of the province. If you plan to leave Nova Scotia or Canada, for an extended period, please contact MSI before you leave, so we can clarify your eligibility status and the extent of coverage (902) 496-7008 or 1-800-563-8880 (toll free within Nova Scotia).

Q: What is my coverage when travelling outside the country?

A: MSI will pay emergency medical services only, in accordance with the Nova Scotia rates. The Children's Dental, Seniors' Pharmacare, and Family Pharmacare Programs are not insured outside of Nova Scotia. The purchase of travel insurance is strongly recommended.

Q: What is my coverage when travelling within Canada?

A: All provinces except Quebec have signed an Interprovincial Billing Agreement. If you show your current provincial Health Card to the provider for medically necessary insured services the claims will be paid by the host province. They will be reimbursed by the home province. If you are required to pay the attending physician please submit your receipt to MSI for consideration. If you have any questions please call the MSI Registration Department at (902) 496-7008 or 1-800-563-8880 (toll free within Nova Scotia).

Q: If I go to school in another province am I still covered?

A: Yes, providing you are attending an educational institution (within or outside Canada) on a full-time basis and forward verification on a yearly basis.

Q: Why do Health Cards expire?

A: To keep Nova Scotia residents' Health Card information up-to-date.

Q: Can I renew a Health Card over the phone?

A: All residents must sign a renewal form. For further information, please call the MSI Registration Department at (902) 496-7008 or 1-800-563-8880 (toll free within Nova Scotia).

Q: Is there a charge to replace a lost or stolen card?

A: The charge to replace a lost or stolen card is \$10.00. For further information, please call the MSI Registration Department at (902) 496-7008 or 1-800-563-8880 (toll free within Nova Scotia).

Q: Organ donation used to be kept on my driver's license. How can I become a donor now?

A: Organ donation is now recorded on your Health Card. For further information, please call the MSI Registration Department at (902) 496-7008 or 1-800-563-8880 (toll free within Nova Scotia).