

Policies and Procedures Manual for the Assistive Devices Program

Assistive Devices Program
Ministry of Health & Long-Term Care

February 2016

www.health.gov.on.ca/adp

Table of Amendments

The August 2015 edition of the ADP Manual includes a number of technical corrections have been made. In addition, the following substantive changes have been made:

- Part 4 – Conflict of Interest policy has been revised.
- Policy 325 – added Letters for Insurance Purposes policy.
- Section 505.00 – Text missing from the September 2012 version has been restored.
- Section 525.01 – Revised to specify the minimum frequency of authorization in order to maintain Authorizer status.
- Section 635.08 – Temporary vendor registration numbers are not provided.
- Policy 900 and section 930.05 – Added policy in relation to operational disruptions.
- Appendix A – Revised documents and information required to apply for registration as a Vendor.
- Appendix C – Revised layout of suggested format for proof of delivery.
- An alternate fax number for ADP has been added in five sections.

This page will list all substantive changes to this version of the ADP Manual.

Section	Change	Date
415	Added a revised Advertising Policy	November 4, 2015
645, 650	Removed the Advertising and Solicitation of Client Business Policies	November 4, 2015
405.15	Added new example in Conflict of Interest Policy - #6	December 1, 2015
420	Added new Referrals policy	December 1, 2015
200	Revised Devices Available for Funding Assistance policy	January 15, 2016
425	Replaced Policy 610, Vendors Not Located in Ontario	January 22, 2016
600, 601, 602	Revised policies relating to applying for registration as a new Vendor, applying for registration of an additional Vendor location or category of Devices, and maintaining Vendor status	February 16, 2016

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Introduction

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Part 1: Introduction

100 Purpose of the Manual

The purpose of the Policies and Procedures Manual for the Assistive Devices Program, otherwise known as the ADP Manual, is to present, in one comprehensive document, the policies and procedures of the Assistive Devices Program that apply across the Program. The ADP Manual is intended to complement Policy and Administration Manuals. This document should be read in conjunction with the accompanying Policy and Administration Manuals and Product Manuals that relate to specific Devices published by the Ministry of Health and Long-Term Care. The ADP Manual is also incorporated by reference into, and forms part of, the contractual agreement between the Ministry and the Vendor, and the agreement between the Ministry and the Authorizer. The Ministry reserves the right to revise the Manual at any time.

100.01 **Intended Target Audience**

The ADP Manual is intended to be used by all people and entities that work with the Program. This includes all Vendors and Authorizers who are registered with the Program and manufacturer/distributors who have Devices listed with the Program.

100.02 **Format of the Manual**

The Manual is divided into several parts. Each part covers related issues and topics. When there is a change in Policies and Procedures, the information will be posted on the ADP's website:

<http://www.health.gov.on.ca/en/pro/programs/adp/default.aspx>

A Table of Amendments on page 2 of this Manual will list all substantive changes to ADP policies and procedures.

105 Overview of the Assistive Devices Program

105.00 The Assistive Devices Program

The Ministry of Health and Long-Term Care's Direct Services Division administers the Assistive Devices Program (ADP).

105.01 Vision and Mandate of the Program

Vision

To enable people with physical disabilities to increase their independence through access to assistive Devices responsive to their individual needs.

Mandate

To provide customer centred support and funding to Ontario residents who have long-term physical disabilities to provide access to personalized Assistive Devices appropriate for the individual's basic needs.

To provide Ontario residents with fair and affordable access to a range of Devices and to provide Vendors with a fair and predictable return on their investment.

105.02 Objectives of the Program

In order to meet the needs of Clients, the Ministry has developed the following objectives for the Program:

1. To ensure equitable adjudication of claims in a timely manner.
2. To ensure reliability and accuracy of services and benefits to Clients by maintaining up-to-date Product Manuals in accordance with Ministry policy.

3. To ensure access for Clients by providing eligibility criteria for Clients that consistently reflects Ministry policy.
4. To ensure Authorizers provide accurate and timely assessment of Clients' eligibility for funding assistance.
5. To regularly review Vendors and Authorizers to ensure that Program criteria are met thus providing an efficient and cost effective service.
6. To provide information and advice to Ministry partners about Program policies to ensure responsiveness to Client needs.
7. To manage Program strategy and annual business plans as components of Ministry and Direct Services Division plans, and develop recommendations for future funding requirements.
8. To provide claims approval information to the Financial Management Branch for reconciliation of Vendor invoices and direct grant payments.
9. To prepare routine and ad hoc financial reporting in accordance with requirements of the Direct Services Division, Financial Management Branch and the Ministry of Government Services (MGS).
10. To maintain and improve Program accountability, minimizing financial and policy risks, in accordance with government directives and guidelines.

105.03 **Legislation Governing the Program**

The Assistive Devices Program is operated pursuant to the authority of the Minister of Health and Long-Term Care to enter into agreements for the provision of health services and equipment as set out in paragraph 4 of subsection 6(1) of the *Ministry of Health and Long-Term Care Act*, R.S.O. 1990, c.M.26.

105.04 **Program Organization**

The functions of the Program are carried out by the following Ministry business units:

- Program Management, including Program Policy and Operations, provided by the Assistive Devices Program (ADP)
- Invoice Processing and Payment, provided by the Program Payments Unit, Financial Management Branch, Corporate Services Division
- Finance support provided by Financial Management Branch, Corporate Services Division
- Compliance and quality assurance support, including regular reviews of Vendors to ensure compliance with ADP policies and procedures, provided by Accounting Policy and Finance Branch, Corporate Services Division
- Systems support provided by the Health Solutions Delivery Branch, Health Services I&IT Cluster.

105.05 **Categories of Devices Funded by the Program**

The Program provides funding assistance toward the purchase or, in some cases, the lease of Devices, for the following Categories of Devices:

- Breast Prostheses
- Communication Aids
- Enteral Feeding Pump and Supplies
- Hearing Devices
- Home Oxygen
- Insulin Pump and Supplies for Adults
- Insulin Pump and Supplies for Children
- Insulin Syringes for Seniors
- Limb Prostheses
- Maxillofacial Extraoral Prostheses

- Maxillofacial Intraoral Protheses
- Mobility Devices
- Ocular Protheses
- Orthotic Devices
- Ostomy
- Pressure Modification Devices
- Respiratory Equipment and Supplies
- Ventilator Equipment and Supplies
- Visual Aids

110 Definitions

100.00 For the purposes of this Manual and for the Policy and Administration Manuals and the Vendor Agreement unless otherwise defined in those documents, these are the meanings of the following defined terms:

110.01 **ADP Manual** means the Policy and Procedures Manual for the Assistive Devices Program.

110.02 **Agent** means a person or entity that is legally authorized to act on the Applicant's or Client's behalf, including but not limited to an attorney under a continuing power of attorney, or a guardian, and such authority is supported by applicable written documentation.

110.03 **Appellant** means an Applicant, Client or Agent, or other person acting on behalf of the Applicant or Client.

- 110.04 **Applicant** means an individual who applies to the Program for funding assistance for a Device.
- 110.05 **Application Form** means a form provided by the Program and used to request funding assistance for a Device.
- 110.06 **Approved Amount** means the amount of funding approved by the Program as a result of an assessment of a received Application Form.
- 110.07 **Approved Price** means the price listed in the Program's Product Manuals or Policy and Administration Manuals.
- 110.08 **Authorized Device** means:
- a Device that an Authorizer, having assessed the needs of the Applicant, has specified as appropriate for the Applicant; or
 - in categories where there is no Authorizer, a Device that the prescriber having assessed the needs of the Applicant, recommends for the Applicant.
- 110.09 **Authorizer** means an individual who is registered with the Program to perform assessments on individuals who would like to apply to the Program for funding assistance for a Device.
- 110.10 **Authorizer Agreement** means the Authorizer Agreement signed by the Authorizer in which he or she confirms compliance with all terms and conditions therein.
- 110.11 **Client** means an individual who applies to the Program, satisfies eligibility requirements and subsequently receives funding assistance from the Program for a Device.
- 110.12 **Device** means any equipment and supplies approved by the Program for funding.
- 110.13 **Eligible Person** means a person who:

- Is an insured person within the meaning of the *Health Insurance Act*, R.S.O. 1990, c.H.6 or any successor legislation thereto; and
 - Meets the eligibility criteria as specified in the Policy and Administration Manual and on the website at: <http://www.health.gov.on.ca/adp>.
- 110.14 **Listed Device** means the equipment or supplies listed in the Product Manual that have been specified by the Program as being eligible for Funding under the Program.
- 110.15 **Manual(s)** means, collectively, the ADP Manual, the relevant Policy and Administration Manual(s) and the relevant Product Manual(s) published by the Ministry and available at <http://www.health.gov.on.ca/en/public/programs/adp/>, as amended or replaced from time to time containing terms, conditions and policies in connection with the Vendor's compliance with the Program.
- 110.16 **Ministry** means the Ministry of Health and Long-Term Care.
- 110.17 **Policy and Administration Manual(s)** means the manual(s) published by the Ministry and available at <http://www.health.gov.on.ca/en/public/programs/adp/>, as amended or replaced from time to time which contain(s) terms, conditions and policies in connection with the Vendor's delivery of the Device(s) under the Program and the payment of Funds.
- 110.18 **Product Manual(s)** means the manual(s) published by the Ministry and available at <http://www.health.gov.on.ca/en/public/programs/adp/>, as amended or replaced from time to time which contain(s) a description of the Device(s) approved for funding under the Program and prices where applicable.
- 110.19 **Program** means the Ministry's Assistive Devices Program, also referred to as the ADP.
- 110.20 **Regulated Health Professional** means a health professional holding a valid certificate with the College of a health profession or group of health professions established or continued under a health profession Act listed in Schedule 1 to the *Regulated Health Professions Act, 1991*, S.O. 1991, c. 18.
- 110.21 **Schedule "B"** means Schedule "B" to the Vendor Agreement.

- 110.22 **Vendor** means any person or entity that has met all registration requirements with the Program and holds an executed Vendor Agreement with the Program.
- 110.23 **Vendor Agreement** means the document that outlines the terms and conditions that Vendors must adhere to and, together with the Manuals, constitutes the contract between the Program and the Vendor.
- 110.24 **Vendor Registration Number** means the unique identification number assigned by the Province to the Vendor's business location(s) to confirm the Vendor's ability to sell Devices subject to the terms and conditions of the Agreement and the Manuals.

Devices

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Part 2: Devices

200 Devices Available for Funding Assistance

Policy

200.00 The Program will only list and provide funding assistance for Devices that meet the requirements set out in the Manuals and are approved for listing by the Program.

The Product Manuals list Devices or generic codes for a category of Devices that are eligible for funding through the Program.

200.01 Listing a Device is at the sole discretion of the Program. The submission of any documentation in connection with an application to list a Device with the Program is part of a non-entitlement, non-binding, discretionary process and does not necessarily guarantee listing by the Program.

200.02 The ADP does not provide additional funding for the purchase or lease of new and/or replacement batteries for a Device. Examples of battery types include but are not limited to: lead acid, zinc air, alkaline, lithium ion, lithium polymer, nickel-metal hydride.

200.03 To access the Program for funding of Devices, Clients must obtain Devices from Vendors, unless stated in the Policy and Administration Manuals. Medical supplies or Devices, for which the ADP provides a grant directly to the Client, may be purchased from any retailer of the Client's choice.

200.04 Devices in respect of which Funding is to be received can only be purchased after the Applicant has been assessed by an Authorizer or prescriber.

Otherwise, the Device will not be considered for funding. Clients who choose to purchase the Device prior to the health professional assessment cannot then submit a completed Application Form to the Program and expect reimbursement from the Program.

- 200.05 Except for rented or leased Devices expressly permitted by the Program, all Devices funded by the Program must be new. Additional exceptions may be specified in the Policy and Administration Manuals.
- 200.06 The Vendor cannot supply any Device, or any component, that has been previously used. The only exception to this policy is where the Vendor has an executed Vendor Agreement, which states that the Vendor is permitted to sell recycled equipment under the Program.
- 200.07 Equipment which manufacturers or dealers have loaned to institutions to promote their products and assist Authorizers in their assessments does not qualify as new equipment.
- 200.08 In order to allow the Ministry to verify that Devices supplied to the Vendor are new, a fully detailed itemized invoice including serial number, where applicable, must be provided to the Vendor upon purchase. These itemized invoices must be made available by the manufacturer/distributor to the Ministry upon request.

205 Listing New Products

Policy – New Types of Products

- 205.00 The ADP may consider listing a new type of product that is not currently represented in one of the Device categories listed in section 105.05 of the ADP Manual if:
- The product:
 - Supports the ADP mandate to increase the Client's independence through access to assistive Devices responsive to their individual needs;

- Where applicable, has been tested for safety, has undergone manufacturer clinical trials with clear durability specifications, has user manuals and pricing details;
- Can be personalized and recommended based on an assessment by a healthcare professional;
- Is customized to address a disability;
- Is approved by Health Canada and authorized for sale in Canada (for medical devices);
- Funding is not available from other government programs;
- There is evidence-based supportive documentation showing that it is a breakthrough product that provides substantial improvement over comparable products and the proposed price of the product is comparable with prices in other provincial or federal jurisdictions; and
- Funding of the product is aligned with current government priorities.

205.01 The ADP will not consider listing a product if the product:

- Is not deemed to be cost-effective for ADP funding assistance;
- Is a common/mainstream product used by the general population;
- Will be exclusively used for therapy or treatment purposes;
- Will be exclusively used for a diagnostic or monitoring procedure;
- Is a home or vehicle improvement and/or modification;
- Will be exclusively used for work, education or recreation purposes;
- Will be used for cosmetic purposes only;
- Will be implanted within the body;
- Is required for daily self-care activities (e.g., transferring, dressing, toileting or bathing);

- Is to be used exclusively to address a safety need; or
- Is for short-term use.

NOTE: See “Products and Supplies not funded by the Ministry of Health and Long-Term Care”, on the ADP Website, for examples of products not funded.

Procedures – New Types of Products

205.02 Manufacturers/distributors will inform the Program in writing that they wish to have a new type of product listed by the ADP. The manufacturer/distributor should forward to the Program a request to fund the new type of product which clearly demonstrates how it meets all of the criteria set out in section 205.00.

Policy – New Products

205.03 The Program must decide to formally list a new product before the Program can provide funding assistance for a Device as recommended by an Authorizer and/or provided by a Vendor. The product must be approved by the Program for funding.

205.04 A new product is a product that is an upgrade to a Device, or provides only moderate, little or no clinical or functional advantage over comparable Devices but the product remains priced at or below the comparable Devices.

205.05 In order for a product to be considered for listing with the Program, the manufacturer/distributor must provide, where applicable, confirmation or documentation that:

- the product meets any federal and provincial approvals and requirements;
- the manufacturer of the product holds the applicable Health Canada certification;
- the manufacturer’s warranty provisions meet the minimum requirements as set out in the Policy and Administration Manuals;

and

- a detailed, itemized invoice including serial number, where applicable, will be provided to the Vendor upon purchase and will be made available to the Program upon request.

Procedures – New Products

- 205.06 Where the product pertains to a Device category and an application form is not readily available, the manufacturer/distributor should submit information regarding the product, clearly demonstrating that the product falls within one of the Device categories listed in section 105.05.
- 205.07 Where applicable, manufacturers/distributors will inform the Program of their wish to have a new product listed by the ADP with an application to list new products, clearly demonstrating that the product falls within one of the Device categories listed in section 105.05 of the ADP Manual.
- 205.08 Upon receipt of the completed Manufacturer/Distributor Application Form the Program ensures the manufacturer/distributor has provided all required confirmations and documentation.
- 205.09 Where applicable (see Policy and Administration Manuals for Device specific requirements), the Program then forwards:
- the appropriate evaluation forms to an ADP equipment evaluation centre, or
 - a general enquiry to clinical centres to determine their willingness to perform a clinical evaluation of the new product.
- 205.10 If an evaluation is to be done, ADP staff will contact the manufacturer/distributor and provide the name(s) of the evaluator(s) and request that sufficient sample products are provided to the evaluators. ADP staff will also forward all manufacturers/distributors documentation to the evaluators.
- 205.11 The evaluator(s) will evaluate the product for a specified period of time. Evaluators test the product checking for ease of use, performance, safety, durability, reliability, warranties, etc.

- 205.12 The evaluator(s) will complete the appropriate forms and return them to the Program at the agreed upon time.
- 205.13 Equipment will be returned to the manufacturer/distributor directly by the evaluators at the manufacturer's/distributor's expense.
- 205.14 If the Program determines that the product should be listed, ADP codes will be assigned and the Approved Amount will be determined.
- 205.15 Once the manufacturer/distributor confirms that it will abide by the terms and conditions set out in Part 2 of the Manual, the Program advises the manufacturer/distributor of the listing and the effective date that the Device is eligible for funding assistance under the Program.
- 205.16 The Program shall review manufacturers' prices for new Devices to ensure prices are fair, consistent and equitable for all Device types. The price of a new product that provides only moderate, little or no clinical advantage over comparable products that are currently listed in the Product Manuals should be limited to the price range for the currently listed products for that purpose.
- 205.17 ADP will compare the prices of a breakthrough product that provides a substantial improvement over comparable products with other jurisdictions.
- 205.18 The manufacturer/distributor will receive a copy of the ADP list of eligible Devices that they may distribute to Authorizers and Vendors.
- 205.19 The Program staff lists the Device in the next revision of the Product Manual.

210 Removal of Listed Devices

Policy

- 210.00 The Program will remove a Listed Device where:
- the Listed Device is not cost-effective for the ADP;

- the Listed Device is not safe or reliable,
- the Listed Device is not utilized by Clients,
- the manufacturer/distributor is not abiding by the Policies and Procedures of the Program.

The manufacturer/distributor must inform the Program in writing of any reason that the Program should remove a Listed Device from the Product Manual including:

- the Listed Device is not supported by the manufacturer/distributor,
- the Listed Device has been discontinued or voluntarily recalled, or Health Canada or the United States Food and Drug Administration has recalled the Listed Device.

The ADP may remove a Listed Device from the Product Manual for any reason listed above.

Procedures

- 210.01 To ensure that the ADP is funding utilized Devices, the Program reviews the funding history for each Listed Device. If the ADP has not funded a Device for two years, the ADP may remove the Listed Device from the Product Manual.
- 210.02 Where ADP has indicated the removal of a Listed Device because the Listed Device is not cost-effective for the ADP, is not utilized by Clients or is not supported by the manufacturer/distributor, the manufacturer//distributor will be provided a specified time period in order to provide adequate documentation to support a request not to remove the Listed Device from the Product Manual.
- 210.03 If the Listed Device is to be removed for any reason, the manufacturer/distributor is notified of the effective end date of the Device code.
- 210.04 The Listed Device will be removed and the Product Manual will be updated by the ADP.

215 Device Pricing Reviews

Policy

215.00 ADP will review and update Approved Prices from time to time to ensure they are fair, consistent and equitable for all Device types.

Procedures

215.01 Approved Prices are determined based on factors that include manufacturer to Vendor cost, information obtained in market analysis or other jurisdictions, and fair markups based on Device personalization.

215.02 The outcome of pricing reviews could lead to increases and/or decreases for Devices.

215.03 During a pricing review the Program may establish a minimum price in order to identify Devices of a low dollar value that may be removed from the Product Manuals. Products removed from the ADP Product Manuals become the financial responsibility of the Client.

215.04 If a new product is listed in the year of a pricing review, it should be included in the pricing review.

215.05 Price increases requested by manufacturers for existing Listed Devices in a Product Manual should be cost neutral to the Program.

220 Replacement of Funded Devices

Policy

220.00 **Designated Funding Period for Funded Devices**

The designated funding period identifies how long the Device should, in most cases, remain in good repair under normal use. The Program does not automatically provide funding towards a replacement Device at the end of the designated funding period.

The designated funding period for supplies identify the period of time for which grant funding will be provided to individuals who are approved. Clients must continue to meet ADP eligibility criteria and may need to renew their supplies grant or re-apply for funding at the end of the designated funding period.

220.01 **Replacement due to Change in Medical Condition, Growth or Atrophy**

The Program provides funding towards a replacement Device, either during or after the designated funding period, where there is a documented change in medical condition or growth or atrophy, which renders the current Device unusable by the Client. The Client must meet the Program and Device specific eligibility criteria.

Procedure

220.02 A new application for funding must be submitted to the Program. Refer to the Policy and Administration Manuals for more information about Device specific eligibility criteria.

Policy

220.03 **Replacement due to Loss or Theft**

Clients own the Devices funded by the Program and are responsible for their protection, proper use and care. The Program does not provide funding to replace Devices that are lost or stolen within the designated funding period. Clients should refer to the Device warranty and consider buying insurance to cover these situations.

Procedure

220.04 After the designated funding period has passed, a new application for funding for a replacement Device may be submitted to the Program with supporting documentation including a Vendor quotation stating either: Not Repairable – Device Lost or Not Repairable – Device Stolen. The Program will assist with funding a replacement Device if the eligibility criteria are met.

Policy

220.05 Replacement due to Normal Wear

The Program provides funding assistance to replace a previously funded Device that is damaged due to normal use or wear, either during or after the designated funding period, where:

- the Device is no longer under warranty; and
- where specified in the Policy and Administration Manuals, the cost of repairs is more than one-third of the original purchase price of the Device.

The Client must meet the eligibility criteria.

Where funding for a replacement Device is requested and approved during the designated funding period, funding assistance may be a pro-rated contribution. The contribution is based on the age and designated funding period of the original Device.

Procedure

220.06 A new application for funding must be submitted to the Program together with supporting documentation for consideration (e.g., Vendor or manufacturer quotations for repairs, Vendor confirmation that the Device is not repairable, and verification that the Device is no longer under warranty).

Policy

220.07 Replacement due to Misuse or Negligence

Clients own the Devices funded by the Program and are responsible for their protection, proper use and care. The Program does not provide funding to replace Devices that are damaged due to misuse or negligence.

Clients

3

Part 3: Clients

300 Eligibility Criteria for Program Benefits

Policy

300.00 The eligibility criteria are established in keeping with the vision and mandate of the ADP. The following criteria must be met before an Applicant can be considered to be eligible for ADP funding.

300.01 **Not Eligible for Other Benefits**

The Applicant must not be entitled to coverage for the same Authorized Device under the *Workplace Safety and Insurance Act, 1997*, S.O. 1997, c.16, Schedule A or any successor legislation thereto.

The Applicant must not be entitled to coverage for the same Authorized Device under the Veterans Treatment regulations made under the *Department of Veterans Affairs Act (Canada)*, R.S. 1985, c. V-1, or any successor legislation thereto (Group A).

300.02 **Valid Ontario Health Card**

The Applicant must be insured as defined in the *Health Insurance Act* and have a valid Ontario Health number.

300.03 **Permanent Residence**

The Applicant must hold permanent residency in Ontario.

Applicants who reside in a long-term care home must retain the Device(s) for their personal use and the home must agree to accept the Device(s).

300.04 **Physical Disability**

The Applicant must have a long term physical disability or physical condition requiring the use of a Device for six months or longer.

For Home Oxygen, the Applicant must have a physical disability or condition requiring the use of home oxygen therapy for 90 days or longer.

300.05 **Additional Basic Eligibility Criteria**

In addition to the eligibility criteria noted above, the following general criteria must be met by the Applicant:

- The Applicant must have a primary diagnosis other than a learning disability;
- Devices for which funding is applied cannot be used exclusively for any one of the following: school/education, employment, recreation or sports.

300.06 **Device Specific Criteria**

Applicants must also meet any additional criteria specific to a particular category as outlined in the Policy and Administration Manual.

305 **Funding Available to Clients**

Policy

305.00 Program funding is dependent on the Device category and, in some cases, specific to Devices within a category. Funding models are established by the Program.

The funding models include:

- Fixed price: the ADP pays 75% of an ADP Approved Price. Where the Ministry pays 75% of the cost of the Device, the Client's portion must be at

least 25% of the cost of the Device. The Vendor cannot charge the Client more than the ADP Approved Price;

- Maximum contribution: the ADP pays up to 75% of an ADP approved maximum amount. In this case, the Client may pay more than 25% of the cost of the Device, depending on the retail cost of the Device;
- Grants: the ADP pays the Client directly for a portion of their costs for Devices;
- Hybrid contribution: a mixed model including a combination of any of the above funding model types;
- Transfer Payment Agency: the ADP pays monies to a person or entity that has an executed agreement with the ADP to deliver a specific service or program.

Refer to the Policy and Administration Manuals and the Product Manuals for the applicable funding model(s).

305.01 Unless noted otherwise, the Program pays up to 75% of the ADP Approved Price for equipment or supplies listed in the Product Manuals. The Client's portion is at least 25% of the cost of the equipment or supply item. The amount that the Client pays may be greater depending on whether the Approved Price is based on a fixed amount up to a maximum contribution and whether the Client purchases accessories, upgrades or other features not funded by the ADP.

305.02 The amount of funding paid by the ADP will not exceed the Approved Amount of the application.

310 Funding Available to Clients Receiving Social Assistance

Policy

310.00 Program funding for recipients of Ontario Works (OW), Ontario Disability Support Program (ODSP), and Assistance for Children with Severe Disabilities (ACSD) varies with the Device category and, in some cases, specific Devices within the category. Funding for recipients of OW, ODSP and ACSD is as follows:

- a. 100% of the ADP Approved Price;
- b. 100% of the maximum contribution of the ADP Approved Price;
- c. 100% up to a maximum contribution of the Device retail price; or
- d. 100% of a grant amount.

Refer to the Policy and Administration Manuals and the Product Manuals for the applicable funding model and contribution.

310.01 Unless noted otherwise, the Program will pay up to 100% of the ADP Approved Price for equipment or supplies listed in the Product Manuals. There may be an additional cost for the Client since the amount that the Client pays may depend on whether the Approved Price is based on a fixed amount up to a maximum contribution and whether the Client purchases accessories, upgrades or other features not funded by the ADP.

310.02 The amount of funding paid by the ADP will not exceed the Approved Amount of the application.

315 Payment to Clients

Policy

315.00 Except in specified categories, direct payment for Listed Devices from the Program to the Client is not available. Refer to the Policy and Administration Manuals for exceptions.

315.01 Where a Client receives direct payment for a Listed Device and the Device is returned, any funds issued for that Device must be returned to the Program.

Procedures

- 315.02 To return funds provided directly to the Client, a cheque should be directed to the attention of:

Minister of Finance
Financial Management Branch
Program Payments Unit
PO Box 48
49 Place D'Armes,
2nd Floor Kingston, ON K7L 5J3

320 Release of Information about Previous Funding

Policy

- 320.00 Clients may request information in the Ministry's custody/control regarding Funds previously paid to that Client, or to a Vendor in relation to that Client.
- 320.01 Information regarding funding previously paid will only indicate whether, or when, that Client has received funding assistance. Lack of recent access to Program funding assistance does not mean that the Client is automatically eligible to receive funding assistance. Eligibility for funding assistance is based on whether the Client meets all of the general Program eligibility criteria and criteria specific to that Device category. The Program determines eligibility after full assessment of the Application Form and related information.

Procedures

- 320.02 A request for release of information about Funds previously paid will only be provided by the Program upon receipt of a complete Release of Information About Previous Funding form (which can be accessed on the ADP website),

submitted and signed by the Client or the Client's Agent.

- 320.03 The information about Funds previously paid will only be provided by the Program to the Client, or to the Client's Agent or to a third party as directed in the Release of Information About Previous Funding form.

325 Letters for Insurance Purposes

Policy

- 325.00 A Client may request information in the Ministry's custody/control regarding Funds previously paid to that Client, or to a Vendor in relation to that Client.
- 325.01 Letters for insurance purposes regarding Funds previously paid for specified Devices will only confirm whether and when the Client received funding assistance for the Device(s) specified in the request from the Client.
- 325.02 Letters will not confirm ineligibility for funding assistance. Eligibility for ADP funding assistance is based on whether a person meets all of the general Program and device-specific eligibility criteria. The Program determines eligibility after full assessment of the Application Form and related information.
- 325.03 The Program will not provide letters in relation to individuals who are not Clients or who have not submitted an Application Form for a Device.

Procedures

- 325.04 A request for a letter to be used for third party insurance purposes will only be provided by the Program upon receipt of a written request to the Program by the Client or the Client's Agent. The request must include the Client's full name, address and Ontario Health card number. The request may be submitted via e-mail to adp@ontario.ca or by mail to:

Ministry of Health and Long-Term Care
Assistive Devices Program
5700 Yonge Street, 7th Floor
Toronto ON M2M 4K5

The Program will only process a request sent by mail if the request was signed by the Client or the Client's Agent.

325.05 The letter will only be provided by the Program to the Client or the Client's Agent.

325.06 The Program will not provide a letter where:

- the person has been assessed and determined by an Authorizer to be ineligible for funding assistance through the Program;
- the person has not been assessed by an Authorizer to determine Program eligibility;
- the product in question is itemized on the Program's website under "Products and Supplies Not Funded by the Ministry of Health and Long-Term Care".

General Authorizer and Vendor Policies

4

Part 4: General Authorizer and Vendor Policies

400 Conduct of Authorizers and Vendors

Policy

- 400.00 Authorizers and Vendors are expected to conduct themselves in accordance with the highest standards of personal integrity, ethics, honesty and diligence in performing their roles in connection with the ADP.

405 Conflict of Interest

Policy

- 405.00 Authorizers and Vendors are prohibited from carrying out their obligations in connection with the ADP while in a conflict of interest, in accordance with the conflict of interest provisions of their Authorizer Agreement or Vendor Agreement and the Manuals.
- 405.01 The Conflict of Interest policy is intended to ensure that Authorizers' and Vendors' interests and/or relationships do not interfere with every Applicant's entitlement to receive the best possible service in connection with the ADP, and do not influence the objectivity of their clinical and/or professional judgement in authorizing or recommending Devices or supplies that are funded by the ADP. This includes:

- a. ensuring that Authorizers and Vendors always consider the best interests and needs of Applicants when making recommendations for Devices;
- b. ensuring that Applicants have access to full information about their choice of Authorizers, Vendors and Devices; and
- c. allowing eligible Applicants to access approved Devices provided by the Vendor of their choice.

405.02 Subject to subsections 405.04 and 405.05, a conflict of interest exists whenever a reasonable person would conclude that an Authorizer's and/or Vendor's interests and/or relationships may interfere with the Authorizer's or Vendor's ability to exercise unbiased or impartial judgement relating to authorizing or selling Devices to Applicants, including in circumstances where:

- a. an Authorizer or Vendor has commitments, relationships or interests (financial, family or otherwise) that influence or detrimentally affect the Authorizer's or Vendor's performance of their obligations in connection with the ADP;
- b. there is a direct or indirect financial relationship or any other relationship of influence between an Authorizer and Vendor; and/or
- c. an Authorizer or Vendor enters into an agreement or arrangement that prevents, or would reasonably be regarded as having the effect of preventing, the Authorizer or Vendor from properly exercising professional judgement and/or limiting an Applicant's choice.

405.03 A conflict of interest:

- a. may be actual, potential or perceived;
- b. may influence, potentially influence, or appear to influence a person's exercise of their obligations in connection with the ADP; and
- c. can compromise the integrity of a decision, regardless of whether it is actual, potential or perceived.

405.04 Despite subsection 405.02 above, Vendors are permitted to have a financial relationship or other relationship of influence with an Authorizer, and vice versa,

where the existence of such a relationship is specifically permitted in the relevant device-specific Policy and Administration Manual for the category of Device in respect of which the Vendor or Authorizer is registered with the ADP and where that relationship is conducted in accordance with such Manual.

- 405.05 Despite subsection 405.02 above, Vendors or Authorizers are permitted to participate in educational sessions provided by a manufacturer/distributor of a Device or a Vendor for the purpose of learning about Devices that are available for Applicants. Vendors and Authorizers, however, are not permitted to accept any fee, benefit or gift, directly or indirectly, from a manufacturer/distributor of a Device or a Vendor, in connection with their participation in such educational sessions.
- 405.06 All registered Vendors shall ensure that all persons acting on behalf of the Vendor in connection with their role as a Vendor:
- (i) are given proper notice of the contents of the ADP Conflict of Interest policy; and
 - (ii) comply with the requirements of the Conflict of Interest policy.
- 405.07 Failure to comply with any part of policy 405 is an event of default under the Authorizer Agreement and the Vendor Agreement.
- 405.08 Nothing in this Conflict of Interest policy is intended to replace or otherwise interfere with any statute, regulation, standard, policy or guideline regarding conflicts of interest issued by a health regulatory college and to which a Vendor or an Authorizer is subject.

Procedures

- 405.09 Where an Authorizer or Vendor is involved in or otherwise becomes aware of an actual, potential or perceived conflict of interest, the Authorizer/Vendor must immediately inform the ADP in writing of the conflict of interest situation.
- 405.10 Where the ADP determines that the situation does not constitute a conflict of interest, the ADP will advise the Authorizer/Vendor in writing.

- 405.11 Where the ADP determines that the situation constitutes a potential or perceived conflict of interest, the ADP will advise the Authorizer/Vendor in writing and may include any possible actions that the ADP considers appropriate in order to mitigate or address the conflict of interest situation.
- 405.12 Where the ADP determines that the situation constitutes a conflict of interest, the ADP will advise the Authorizer/Vendor in writing and may take any action as permitted in accordance with the Manuals and the Authorizer Agreement/Vendor Agreement.
- 405.13 Where the ADP has determined that an Authorizer or Vendor is in a conflict of interest, the ADP may also provide information regarding the conflict of interest to a health regulatory College, including the determination that a conflict of interest situation exists, together with any other relevant information concerning the conflict of interest.
- 405.14 Examples of Behaviour that May Evidence a Conflict of Interest:

The following non-exhaustive list contains examples of situations which *may* evidence the existence of a conflict of interest and which must be immediately disclosed to the ADP in accordance with this policy and the Authorizer Agreement/Vendor Agreement:

1. An Authorizer influences an Applicant to purchase a Device from a specific Vendor where the Authorizer directly or indirectly benefits from referring to that specific Vendor;
2. A Vendor pays any salary to an Authorizer, other than in circumstances that are specified in the relevant Device-specific Policy and Administration Manual as being permissible;
3. An Authorizer accepts any salary from a Vendor or is on contract to a Vendor, other than in circumstances that are specified in the relevant Device-specific Policy and Administration Manual as being permissible;
4. An Authorizer has a financial interest in a Vendor's business, and the Vendor sells a Device authorized by the Authorizer;
5. An Authorizer or Vendor has a direct or indirect financial relationship with a

physician or other prescriber, or an ADP registered clinic, other than in circumstances that are specified in the relevant Device-specific Policy and Administration Manual as being permissible;

6. A Vendor accepts a referral from a third party company or organization with which the Vendor shares ownership or board members;
7. An Authorizer or Vendor accepts any fee, benefit or gift, directly or indirectly, from a manufacturer of a Device;
8. A Vendor accepts registration costs, costs for travel or accommodations or other benefits, directly or indirectly from a manufacturer/distributor of a Device in connection with attendance at educational sessions or conferences;
9. An Authorizer accepts registration costs, costs for travel or accommodations or other benefits, directly or indirectly from a manufacturer/distributor of a Device or a Vendor in connection with attendance at educational sessions or conferences;
10. A Vendor accepts rebates and/or discounts from a manufacturer/distributor of a Device, other than in accordance with the terms of the Manuals;
11. An Authorizer accepts a fee or other benefit from a manufacturer/distributor or Vendor to provide education regarding a Device or Devices;
12. An Authorizer or Vendor enters into an agreement respecting lease or use of premises under which any amount is payable related to the volume of sale of ADP Devices;
13. An Authorizer or Vendor improperly uses or discloses confidential information about Applicants or Clients obtained by virtue of their participation in ADP for any personal or commercial purpose or benefit.

410 Claims Verification and Review

Policy

410.00 The ADP conducts regular reviews of approved claims to ensure that funding assistance for Devices and supplies is provided only to eligible Clients and that the policies and procedures of the ADP are adhered to.

410.01 Specifically, the ADP may review claim patterns of the following parties:

- Authorizers;
- ADP Registered clinics;
- Regulated Health Care Professionals who perform Client assessments to determine eligibility for the Home Oxygen Program;
- Vendors, and
- Clients.

410.02 Reviews include:

- the number, type and details of approved applications submitted to the ADP;
- the amount of funding requested;
- the claim referral patterns; and
- the relationships between parties signing the Application Forms.

410.03 Information Reviewed

Authorizers

The ADP may review Authorizers to determine if:

- the total number of approved applications per Authorizer significantly exceeds the Local Health Integration Network (LHIN) average for the number of approved applications per Authorizer for the same Device category and/or Device and there is no reasonable explanation to account for the difference;
- the Authorizer's referral pattern identifies a potential conflict of interest with a Vendor;
- the frequency that a Device/equipment is recommended by the Authorizer identifies a potential conflict of interest with a manufacturer or distributor.

ADP Registered Clinics

The ADP may review registered clinics to determine if:

- the total number of approved applications per clinic significantly exceeds the LHIN average for the number of approved applications per clinic and is unaccounted for;
- the clinic's referral pattern identifies a potential conflict of interest for Vendor referral;
- the Device/equipment recommended identifies a potential conflict of interest with a manufacturer or distributor.

Regulated Health Professionals for Home Oxygen

The ADP may review Regulated Health Professionals to determine if:

- the total number of Clients who requalify for funding assistance per Regulated Health Professional exceeds the provincial average for the number of Clients who requalify for funding assistance.

Vendors

The ADP may review Vendors to determine if:

- the Device/equipment provided to the Client identifies a potential conflict of interest with a manufacturer or distributor;
- the Vendor is not adhering to the ADP policy on replacement of Devices;
- the Vendor is not adhering to the ADP policy on pricing of Devices;
- the Vendor is not adhering to the ADP policy on dispensing fees.

Clients

The ADP may review Clients to determine if the Client is not adhering to the ADP policy for Clients who receive funding assistance through grants, which include the following:

- Breast Prostheses
- Enteral Feeding Equipment and Supplies
- Insulin Pumps Supplies
- Insulin Syringes for Seniors
- Ostomy Supplies
- Respiratory Supplies, and
- Ventilator Equipment and Supplies.

In addition nothing in the Manuals is intended to limit the Ministry's right to exercise any legal right or remedy available to it in respect of any non-compliance revealed by any of the foregoing reviews including termination of any applicable agreement(s), commencing a criminal investigation and/or pursuing claims for losses or damages.

415 Advertising

Policy

- 415.00 For purposes of this policy, “advertising” includes any method of offering Devices for sale to Clients or potential Applicants, including broad messages to the general public and targeted solicitation methods to individuals.
- 415.01 A Vendor or Authorizer is permitted to reference their registration with the ADP in any advertising.
- 415.02 A Vendor, Authorizer, manufacturer or distributor of a Device should encourage Applicants or Clients to contact the ADP directly for details about the ADP and may, on their website, refer to the ADP’s website and where appropriate provide a link to the ADP’s website:

<http://www.health.gov.on.ca/en/public/programs/adp>.

Procedure

- 415.03 A Vendor, Authorizer, manufacturer or distributor of a Device must not state or imply in any advertising that the ADP endorses any particular brand or model of ADP funded Device.
- 415.04 Any advertising carried out by a Vendor, Authorizer, manufacturer or distributor of a Device must not state, refer to or otherwise interpret the ADP’s policies or procedures, including eligibility criteria set by the ADP, including the percentage or the dollar amount paid by the Program with regard to Devices, and the percentage or the dollar amount paid by the Client with regard to Devices.
- 415.05 A Vendor must not directly solicit business or attempt to contact a Client for the purpose of selling that Client a new or replacement Device unless the Client first directly contacts the Vendor for the purposes of obtaining information about a new or replacement Device.

- 415.06 A Vendor must not directly solicit business or attempt to contact existing or potential Applicants for the purposes of selling that Applicant a new or replacement Device prior to an Applicant having their ADP eligibility independently determined by a prescriber and/or an Authorizer or other assessor, as required by the ADP's policies and procedures in respect of each specific category of Device.
- 415.07 A Vendor or Authorizer must not contact Clients for the purpose of notifying them that the designated funding period for their Device has been reached.
- 415.08 Any advertising carried out by a Vendor or Authorizer must not include or provide an ADP Application for Funding form bearing the name of any particular prescriber, clinic, Authorizer or Vendor.

420 Referrals

Policy

- 420.00 Authorizers and Vendors must ensure that any referral made by an Authorizer or Vendor supports an independent and objective assessment. This ensures that each individual's needs are met through the Device and/or Supply recommendations. In addition, when making a referral, Authorizers must also comply with all other relevant requirements set out in the Manuals. See also Policy 515, Vendor Lists Provided to Client by Authorizers.
- 420.01 An Authorizer or Vendor must not refer a Client or Applicant to or accept a Client/Applicant referral from an Authorizer, Vendor, prescriber or other party with whom the Authorizer or Vendor has a direct or indirect financial or other form of beneficial relationship. See also Policy 405, Conflict of Interest.

425 Vendors, Authorizers and Clinics Not Located in Ontario

Policy

- 425.00 The Program will consider registering Vendors, Authorizers and clinics located outside of Ontario under the following circumstances:
- a. when an applicant is located in an area that borders an area of Ontario that the Program considers to be underserved by Vendors, Authorizers or clinics, and
 - b. when Applicants or Clients are unable to access a Vendor, Authorizer or clinic to access Devices within a reasonable distance, and
 - c. when the Program determines that registering such an applicant is in the best interests of Applicants and Clients in Ontario.
- 425.01 Registration of any person or entity as a Vendor, any individual as an Authorizer or any clinic not located in Ontario is at the sole discretion of the Program. Application for registration is a non-entitlement, non-binding, discretionary process and does not necessarily guarantee registration by the Program.

Procedures

- 425.02 A person or entity who is considering applying should contact the Program at adp@ontario.ca prior to completing the applicable registration form(s) to inquire if they would meet the requirements for registration of a Vendor, Authorizer or clinic not located in Ontario.
- 425.03 If the Program has advised the applicant that they would meet the requirements for registration of a Vendor, Authorizer or clinic not located in Ontario, the applicant must complete the applicable Vendor, Authorizer or clinic registration forms.
- 425.04 If the applicant becomes registered with the Program:

- A Vendor may invoice the Ministry for Devices for eligible Applicants;
- An Authorizer and/or ADP registered clinic must determine Applicant/Client eligibility for ADP funding as per the service delivery model in the Device-specific Policy and Administration Manual.

Authorizers

5

Part 5: Authorizers

500 Authorizer Roles and Ongoing Responsibilities

Policy

- 500.00 An individual must be registered with the ADP as an Authorizer in order to recommend approved Devices for eligible Applicants.
- 500.01 All Authorizers must adhere to the terms and conditions specified in the Authorizer Agreement, this ADP Manual and the Policy and Administration Manual(s) applicable to the Device(s) being authorized.
- 500.02 Authorizers must carry out the roles and responsibilities set out in the Policy and Administration Manuals(s) applicable to the Device(s) being authorized.
- 500.03 Authorizers must provide individuals with accurate information regarding the Program eligibility criteria, the assessment process and the application approval process, and the appropriate applicant information sheets as produced by the Program.

505 Becoming Registered with the Program

Policy

- 505.00 Registration as an Authorizer is at the discretion of the Program. The ADP will consider approving an application to become an Authorizer if, in the opinion of the Program:

- a. The applicant would comply with all policies and procedures established by the Program, and any applicable Act, regulation by- law or policy;
- b. The applicant is competent to act as an Authorizer in a responsible manner;
- c. The past conduct of the applicant relating to the Program affords reasonable grounds to believe that the applicant will operate in accordance with the law, with honesty and integrity, and in the best interests of Applicants;
- d. The applicant has not been charged with or convicted of an offence that relates to conduct that is relevant to the applicant's participation in the Program; and
- e. The person is not ineligible because of any other reason that may be provided for in the ADP Manual or Policy and Administration Manuals.

Procedures

505.01 In order to become registered as an Authorizer with the ADP, Authorizers must enter into an Authorizer Agreement with the ADP and must maintain all conditions and policies of the Authorizer Agreement throughout its term.

505.02 Individuals applying to be Authorizers must provide the information requested in the Authorizer application package. The Program needs to determine whether the applicant meets the established criteria to become an Authorizer. The Authorizer application package can be obtained at:

<http://www.health.gov.on.ca/en/pro/programs/adp/default.aspx>

505.03 The applicant's information collected includes the following:

- a) legal name, which must be used in the Authorizer Agreement;
- b) professional name, if different from your legal name, which should be used in the Authorizer application form;
- c) professional status;

- d) general mailing address including e-mail address, where ADP contacts the applicant; and
- e) authorizing location(s) information- any employer and any company with which the applicant has a contract, including the name, address, telephone number and e-mail address.

Your professional name and authorizing location information will be given to individuals who are seeking to be assessed by an Authorizer.

- 505.04 As each Device category has its own requirements to become an Authorizer, the applicant must complete an Authorizer application form for each category of Devices for which he or she wants to become an Authorizer.
- 505.05 The applicant must sign and submit the Authorizer Agreement when applying for registration status. The Authorizer Agreement stipulates the terms and conditions of becoming and remaining an Authorizer with the Program.
- 505.06 A copy of the applicant's qualifications must be provided to the Program with the application.
- 505.07 An individual who is a Regulated Health Professional must provide proof of being a member in good standing with his or her health professional College. Authorizers who are also members of a health regulatory College and/or professional association should also be aware of any additional requirements imposed by their respective regulatory College and/or professional association. Regulated Health Professionals may also be subject to additional requirements under the *Regulated Health Professions Act, 1991*, as well as under any applicable health profession-specific Act.
- 505.08 Applicants who do not fully complete the application, or fail to send the required documentation with the application, have 30 days during which to submit the missing information/documentation. After that, if the information is still missing, the applicant's file will be closed. After the file is closed, the person must submit

a new application.

- 505.09 If the information submitted in the application meet the Program's requirements and the Program approves the applicant's registration as an Authorizer, the Program will send to the applicant a letter confirming that he/she has been registered as an Authorizer, the assigned Authorizer registration number, the category or categories of Devices in which the Authorizer may assess Clients and complete Application Forms, and the applicable effective date.
- 505.10 The Program will assign an Authorizer registration number to each Authorizer. The Authorizer registration number must be used on all applications for funding assistance and for all other correspondence with the Program.

510 Change of Information

Policy

- 510.00 The Program must be able to provide an Authorizer's current contact information to individuals seeking to be assessed by an ADP registered Authorizer. Therefore the Authorizer must inform the Program, in writing, of a change in any information provided in 505.03 within 10 days of the date on which the change occurs.
- 510.01 An Authorizer commencing a temporary leave of absence must inform the Program within 10 days of the date on which the leave of absence occurs.

Procedure

- 510.02 Notice of change of information must be sent to:

adp@ontario.ca

or

Registration Unit
Assistive Devices Program
Ministry of Health and Long-Term Care
5700 Yonge Street, 7th Floor
Toronto, Ontario M2M 4K5

- 510.03 The Program will make an Authorizer registration number temporarily inactive if the Authorizer informs the Program that he/she is commencing a temporary leave of absence, the reason for the temporary leave of absence and the effective date.
- 510.04 An Authorizer returning from a temporary leave of absence of no more than two years from the date of commencement may request that the Program reactivate his/her number. An Authorizer returning from a temporary leave of absence longer than two years may be required to apply for registration as an Authorizer.

515 Vendor Lists Provided to Client by Authorizers

Policy

- 515.00 The Authorizer must provide Clients with a list of Vendors in their area.
- 515.01 Authorizers are expected to advise Clients to consider and compare more than one Vendor and to explain to Clients that Vendors may differ in Device options, service plans and in some instances, price.

Vendor lists can be accessed at:

http://health.gov.on.ca/en/pro/programs/adp/registered_vendors.aspx

520 Records and Review

Policy

- 520.00 The Authorizer must keep and maintain the following records:
- a. confirmation that the Authorizer is in good standing with his/her regulatory college or professional association, as applicable;
 - b. the Authorizer's complete clinical notes including clinical assessments for any Applicant;
 - c. verification of follow-up visits to any Applicant;
 - d. confirmation that any Applicant has been offered a full list of Vendors in the Applicant's community; and
 - e. a complete copy of all Application Forms submitted to the Program that have been signed by the Authorizer.

525 Maintaining Authorizer Status

Policy

- 525.00 The Authorizer must continue to meet all registration requirements to retain active status with the Program.
- 525.01 To ensure Authorizers are accountable and maintain a good working knowledge of ADP policy and procedures and reliable ADP equipment assessment skills, the Authorizer must authorize more than five ADP Client applications over a two-year period in order to maintain active registration status with the ADP.

530 Termination of the Authorizer Agreement

Policy

- 530.00 The agreement may be terminated as set out in the Authorizer Agreement.
- 530.01 An Authorizer whose Authorizer Agreement has been terminated can reapply to become an Authorizer.

Procedure

530.02 Consequences of Events of Default and Corrective Action

If an Event of Default occurs, the Province may, at any time, take one or more of the following actions:

- a. provide the Authorizer with an opportunity to remedy the Event of Default;
- b. terminate the Agreement at any time, including immediately, upon giving Notice to the Authorizer; or
- c. avail itself of any other rights available to it in law or equity that the Province considers necessary.

530.03 Opportunity to Remedy

If the Province provides the Authorizer with an opportunity to remedy the Event of Default, the Province shall provide Notice to the Authorizer of:

- a. the particulars of the Event of Default; and
- b. the Notice Period.

530.04 Authorizer not Remediating

If the Province has provided the Authorizer with an opportunity to remedy the Event of Default, and:

- a. the Authorizer does not remedy the Event of Default within the Notice Period;
- b. it becomes apparent to the Province that the Authorizer cannot completely remedy the Event of Default within the Notice Period; or
- c. the Authorizer is not proceeding to remedy the Event of Default in a way that is satisfactory to the Province,

the Province may extend the Notice Period, or initiate any one or more of the actions provided in 530.02.

535 Request for Access to the Health Card Validation System

Policy

- 535.00 To ensure the ADP meets its obligation to confirm an Applicant's eligibility and provide good customer service, Regulated Health Professionals are allowed to access to the Health Card Validation system. This enables Authorizers to determine the status of the Health number and version code on the date of an ADP assessment. This process reduces eligibility rejections and version code rejections resulting in increased accountability and improved customer service by improving the application processing turnaround time.

Procedures

- 535.01 Only Regulated Health Professionals who are registered as Authorizers and are members of one of the following health regulatory colleges are eligible to apply

for access to the Ministry's Health Card Validation system:

- College of Audiologists and Speech-Language Pathologists of Ontario
- Royal College of Dental Surgeons of Ontario
- College of Massage Therapists of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physiotherapists of Ontario

535.02 New Authorizers may request access to the Health Card Validation System. Information about the system, including instructions on how to enroll, can be found at:

http://www.health.gov.on.ca/english/providers/pub/ohip/ohipvalid_manual/ohipvalid_manual_mn.html

535.03 The ADP Authorizers who have access to the Health Card Validation system through their employer (hospital or other health facility) are not eligible to apply.

Vendors

6

Part 6: Vendors

600 Applying for Registration – New Vendor

Policy

- 600.00 Any person or entity that provides Devices to Clients and wishes to invoice the Ministry for the Devices that are funded by the Program must be registered with the Program as a Vendor.
- 600.01 Registration of an applicant person or entity as a Vendor is at the sole discretion of the Program. The submission of any documentation in connection with an application to become registered with the Program as a Vendor is part of a non-entitlement, non-binding, discretionary process and does not necessarily guarantee registration by the Program.
- 600.02 The ADP will consider approving an application to register as a Vendor if, in the opinion of the Program,
- a. the applicant is likely to
 - i. comply with all policies and procedures established by the Program, and any applicable law or policy and
 - ii. be competent to act as a Vendor in a responsible manner;
 - b. the past conduct of the applicant relating to the Program affords reasonable grounds to believe that the applicant would operate in accordance with the law, with honesty and integrity, and in the best interests of Applicants;

- c. the applicant has not been charged with or convicted of an offence that relates to conduct that is relevant to the applicant's participation in the Program;
- d. the applicant is not the subject of an investigation or finding by a regulatory body, including the College of a health profession, or other investigative or enforcement entity;
- e. the Program determines that there is a need for a new Vendor in the geographic area to be served by the applicant; and
- f. the applicant is not ineligible because of any other reason that may be provided for in the ADP Manual or Policy and Administration Manuals, including but not limited to a conflict of interest.

600.03 To be considered for registration, an applicant must maintain permanent physical premises in Ontario that are open to the public except as permitted under policy 425.

600.04 Until the applicant receives approval in the form of an executed Vendor Agreement and a Vendor Registration Number for each specific location, the applicant is not registered with the Program, cannot provide Devices to Clients under the Program and will not be entitled to any funding from the Program.

Procedures

600.05 Applicants must provide all information required in the Application for Vendor Registration section of the ADP Web site at:

http://www.health.gov.on.ca/en/pro/programs/adp/vendor_registration.aspx

The Application for Vendor Registration section contains forms and instructions on completing the application.

600.06 A separate application must be submitted by an applicant and approved by the Program in respect of each specific location where the applicant proposes to sell Devices. Each location must have fixed, physical premises.

- 600.07 Each Device category also has specific information submission requirements that pertain to the category. Additional information may be required depending on the category of Devices identified. Details of the specific requirements are found in the Guide to Vendor Registration and in the Device-specific Policy and Administration Manual(s).
- 600.08 The applicant is responsible for ensuring that the application submitted to the Program is complete and includes all supporting documentation.
- 600.09 The Program will review a submitted application for accuracy, completeness and compliance with ADP policies and procedures.
- 600.10 If the application is not complete, the Program will return the application to the applicant with a letter explaining what information is missing. No files will be held open and the Program will take no further action with the incomplete application.
- 600.11 The Program will contact relevant regulatory bodies, including the College of a health profession, or other investigative or enforcement entities to verify that the applicant is not the subject of an investigation or finding.
- 600.12 The Program will send to the applicant two copies of the Vendor Agreement for signing if:
- the application package is complete,
 - the applicant appears in the opinion of the Program to meet all Program requirements, and
 - the Program at its sole discretion accepts the applicant for registration.
- The applicant must sign and return both copies of the Vendor Agreement as specified in the instructions.
- 600.13 Where the applicant is responsible for more than one location, the applicant will enter into one Vendor Agreement. Each approved location and approved category of Device(s) will be listed and updated from time to time in Schedule “B” to the Agreement.

- 600.14 When the Program receives the two copies of the signed Vendor Agreement, a Vendor Registration Number is assigned to each Vendor location. The Vendor Registration Number is valid for all of the categories of Devices in which the Vendor location is registered. This registration number is to be used on all correspondence, Application Forms and Vendor invoices. The Vendor Registration Number is not transferable between registered locations or to any location not registered with the Program.
- 600.15 The Program will send to the Vendor a letter with one copy of the Vendor Agreement and Schedule “B” executed by the Program. This letter advises the Vendor that the Vendor location(s) is/are registered with the Program and states the Vendor Registration Number for each location and the effective date(s).
- 600.16 The Vendor must provide a full copy of the executed Vendor Agreement to each of its locations that is registered with the ADP. The Vendor is responsible to ensure all employees at each of its locations comply with all policies and procedures of the ADP.
- 600.17 The name of the Vendor and the Vendor location(s) will appear in the next updated Device specific Vendor list. The Vendor lists can be accessed at:
http://www.health.gov.on.ca/en/pro/programs/adp/registered_vendors.aspx

601 Applying for Registration – Additional Vendor Location or Additional Category of Devices

Policy

- 601.00 A Vendor may only provide Devices to Clients from locations that are registered with the Program as set out in Schedule “B” of the Vendor Agreement. All Vendors must register with and be approved by the Program

for each category of Devices, at each location, that the Vendor wants to sell to Clients and have funded under the Program.

- 601.01 Registration of an additional location(s) and/or additional category(ies) of Device(s) is at the sole discretion of the Program and the submission of any documentation in this connection is part of a non-entitlement, non-binding, discretionary process and does not necessarily guarantee registration by the Program.
- 601.02 The ADP will consider approving an application by a Vendor for an additional location(s) and/or category(ies) if, in the opinion of the Program,
- a. the applicant is likely to
 - i. comply with all policies and procedures established by the Program, and any applicable law or policy and
 - ii. be competent to act as a Vendor for the additional Device(s) and at the additional location(s) in a responsible manner;
 - b. the past conduct of the applicant relating to the Program affords reasonable grounds to believe that the applicant would operate in accordance with the law, with honesty and integrity, and in the best interests of Applicants;
 - c. the applicant has not been charged with or convicted of an offence that relates to conduct that is relevant to the applicant's participation in the Program;
 - d. the applicant is not the subject of an investigation or finding by a regulatory body, including the College of a health profession, or other investigative or enforcement entity;
 - e. the Program determines that there is a need for a new Vendor location for the device(s) in the geographic area to be served by the applicant; and
 - f. the applicant is not ineligible because of any other reason that may be provided for in the ADP Manual or Policy and Administration Manuals, including but not limited to a conflict of interest.

- 601.03 To be considered for registration, a location must maintain fixed, physical premises in Ontario that are open to the public except as permitted under policy 425.
- 601.04 Until the applicant receives approval in the form of an updated Schedule “B” to a Vendor Agreement, the Vendor is not registered with the Program to provide Devices to Clients under the Program except as permitted by the current, valid Schedule “B”, and will not be entitled to any funding from the Program for Devices and/or locations not listed in Schedule “B”.

Procedures

- 601.05 Applicants must provide all information required in the Application for Vendor Registration section of the ADP Web site at:

http://www.health.gov.on.ca/en/pro/programs/adp/vendor_registration.aspx

The Application for Vendor Registration section contains forms and instructions on completing the application.

- 601.06 A separate application must be submitted by an applicant and approved by the Program in respect of each additional specific location where the applicant proposes to sell Devices.
- 601.07 Each Device category also has specific information submission requirements that pertain to the category. Additional information may be required depending on the category of Devices identified. Details of the specific requirements are found in the Guide to Vendor Registration and in the Device-specific Policy and Administration Manual(s).
- 601.08 The applicant is responsible for ensuring that the application submitted to the Program is complete and includes all supporting documentation.
- 601.09 The Program will review a submitted application for accuracy, completeness and compliance with ADP policies and procedures.
- 601.10 If the application is not complete, the Program will return the application to the

applicant with a letter explaining what information is missing. No files will be held open and the Program will take no further action with the incomplete application.

601.11 The Program will contact relevant regulatory bodies, including the College of a health profession, or other investigative or enforcement entities to verify that the applicant is not the subject of an investigation or finding.

601.12 Where the applicant is responsible for more than one location, the applicant will enter into one Vendor Agreement. Each approved location and approved category of Device(s) will be listed and updated from time to time in Schedule “B” to the Agreement.

601.13 The Program will send to the applicant two copies of the revised Schedule “B” for signing if:

- the applicant has an existing Vendor Agreement, the application package is complete,
- the applicant appears in the opinion of the Program to meet all Program requirements, and
- the Program at its sole discretion accepts the new location for registration

The applicant must sign and return both copies of the revised Schedule “B” as specified in the instructions.

601.14 When the Program receives the two copies of the signed revised Schedule “B”, a Vendor Registration Number is assigned to each Vendor location. The Vendor Registration Number is valid for all of the categories of Devices in which the Vendor location is registered. This registration number is to be used on all correspondence, Application Forms and Vendor invoices. The Vendor Registration Number is not transferable between registered locations or to any location not registered with the Program.

601.15 The Program will send to the Vendor a letter with one copy of the updated Schedule “B” executed by the Program. This letter advises the Vendor that the Vendor location(s) is/are registered with the Program and states the Vendor Registration Number for each location and the effective date(s).

- 601.16 The Vendor must provide a full copy of the executed Vendor Agreement to each of its locations that is registered with the ADP. The Vendor is responsible to ensure all employees at each of its locations comply with all policies and procedures of the ADP.
- 601.17 The name of the additional location(s) will appear in the next updated Device specific Vendor list(s). The Vendor lists can be accessed at:

http://www.health.gov.on.ca/en/pro/programs/adp/registered_vendors.aspx

602 Maintaining Registration as a Vendor

Policy

- 602.00 All Vendors must adhere to the terms and conditions specified in the Vendor Agreement, the ADP Manual and the Policy and Administration Manual applicable to the Device(s) being provided.
- 602.01 A Vendor must notify the Program about any change that might prevent or inhibit the Vendor from complying with the Vendor Agreement and ADP policies and procedures. Such changes include but are not limited to the following:

Business Information: The Vendor must inform the Program by e-mail to adp@ontario.ca within ten (10) days following a change in the legal and/or operating name of the Vendor, its location(s), e-mail and/or telephone number. Changes to the legal name of a Vendor constitute material changes under the Vendor Agreement and will likely require a new application for registration in the Program.

Insurance: The Vendor must maintain in full force and effect during the entire term of the Vendor Agreement, at its own expense, the insurance requirements (see section 600.05 for link). If there are any changes to the Vendor's insurance after registration, such changes must not impact the minimum levels of insurance required by the Vendor Agreement and the Vendor must immediately provide an updated insurance certificate or other

proof of insurance to the Program indicating such changes, as required by the Vendor Agreement.

Employee Qualifications: In categories where the Vendor must employ a person qualified or licensed in a specific field, the Vendor must inform the Program if this person ceases employment. In categories of Devices where the employee must be certified or registered with an association, the Vendor must advise the Program if the employee loses certification or registration. Such changes must be sent to the Program immediately.

Assignments of the Vendor Agreement and changes of control in the Vendor's legal and operating structure: see section 635.

605 Manufacturers and Distributors as Vendors

Policy

- 605.00 Unless specified in a Policy and Administration Manual, Vendors may invoice the Program for a Listed Device which they also manufacture and/or distribute only if all of the following conditions are met:
- a. the Vendor does not also authorize, or employ persons to authorize, the Device;
 - b. the Vendor's manufacturing and distributing operation qualifies as a small business as defined in the *Canada Small Business Financing Act*, S.C. 1998, c. 36, or successor legislation;
 - c. the Vendor has access to, and offers for sale, a minimum of two (2) other manufacturers' products that qualify as Devices under the Program, unless another quantity is specified in a Policy and Administration Manual; and
 - d. the Vendor does not influence, either directly or indirectly:

- i. the independence of Authorizers in exercising their discretion to prescribing a wide range of available Devices;
- ii. the decision of Clients to choose a Device from a manufacturer in such a way that promotes the Vendor's Device when another product line would be more appropriate for the needs of the Client.

615 Relationships of Hospitals and Vendors

615.00 Vendors Sharing Proceeds with Hospitals

Policy

The Program will not enter into or maintain a Vendor Agreement with any Vendor who has a financial relationship with a hospital, whereby the Vendor and the hospital share in any profits made from the Vendor's sale of Devices funded by the Program. Exceptions to this policy are the Home Oxygen and Respiratory Equipment and Supplies categories.

615.01 Vendors Leasing Space from Hospitals

Policy

The Program will only enter into or maintain a Vendor Agreement with a Vendor that leases space from a hospital under the following circumstances:

- The Vendor is a separate legal entity from the hospital whose business is also independent from, and not consolidated in any way with, the business of the hospital. Any profit/loss accrued by the Vendor is retained by the Vendor; and

- The Vendor pays competitive, market rates to the hospital for any leased space on hospital property and does not provide any direct financial benefit back to the hospital including percentages of profits, sales volume or otherwise.

Restricting Vendors located on hospital property from providing any direct financial benefit back to the hospital including percentages of profits, sales volume or otherwise ensures that the Authorizers will not be pressured into referring Applicants to the Vendor.

615.02 **Hospitals as Vendors**

Policy

The Program will only register a hospital corporation or its legal subsidiary as a Vendor if the Vendor demonstrates to the Ministry and agrees to use a cost centre dedicated solely to the Vendor's participation in the Program that is separate from the Vendor-hospital's global budget. All profits/losses accrued in the dedicated cost centre must be retained by that cost centre. Requiring these cost centres to retain profits/losses ensures that the hospital has no vested interest in the number or dollar value of Devices sold to Clients and ensures that the hospital is not profiting by selling Listed Devices or is not profiting from leasing space to a Vendor of Devices which they authorize for the Program.

- 615.03 The Ministry provides funding to hospitals through their global budgets. As the Program has approved a price structure for most Listed Devices that includes a profit margin, there is a risk of duplicate funding if any part of the global budget is also used to operate the Program. As a result, in these cases, the Vendor can only participate in the Program through a dedicated cost centre to ensure there is no funding duplication.

620 Vendors Sharing Proceeds with Long-Term Care Homes

Policy

- 620.00 The Program will not enter into or maintain a current Vendor Agreement with any Vendor who has a financial relationship and/or an exclusive relationship with a long-term care home if the Vendor and the long-term care home share in any profits made from the Vendor's sale of Devices funded by the Program.
- 620.01 The Vendor shall not pay any fee or amount or give any benefit directly or indirectly to a long-term care home that is responsible for identifying a resident's need for a Device.
- 620.02 Applicants must be given the opportunity to decide on a Vendor of their own choosing. Restricting Vendors from paying any fee, amount or benefit to the long-term care home ensures that the Applicant or Applicant's family is provided the opportunity to decide on his/her own Vendor.

625 Removing a Registered Vendor Location or a Category of Devices

Policy

- 625.00 At any time and with at least 30 days written Notice, the Ministry or a Vendor can choose to:
- remove a registered Vendor location; and
 - remove from a registered Vendor location one or more than one category of Devices for which the registered Vendor location has been approved to

sell,

without terminating the Vendor Agreement.

625.01 The ADP conducts a review of registered Vendor locations and determines that if a registered Vendor location has not submitted any invoices for two (2) years, then the registered Vendor location may be removed.

Procedure

625.02 Upon receiving or giving written Notice to:

- remove a registered Vendor location; or
- remove from a registered Vendor location one or more than one category of Devices which the registered Vendor location has been approved to sell,

the Program will make the necessary changes to the Schedule “B”.

625.03 The Program will send an amended Schedule “B” to the Vendor for signing. The Vendor must return both signed copies to the ADP within seven (7) days of receipt. Failure to do so will be considered an event of default under the Vendor Agreement.

625.04 If the Program or the Vendor gives Notice to:

- remove a registered Vendor location; or
- remove from a registered Vendor location, one or more than one category of Devices for which the registered Vendor location has been approved to sell,

the Vendor shall, within 30 days of giving or receiving Notice, provide the Program with a final written report that lists and explains the details of all outstanding amounts that are owed by and between the Vendor and the Program.

625.05 The Program shall consider the report provided in section 625.04 and shall

deliver to the Vendor a reconciliation report within 60 days after delivery of the report, except payments by the Program to the Vendor that may be withheld where the Vendor has breached any terms or conditions of this Agreement or the Manuals as of the effective date of termination.

630 Vendors Applying for Another Category

Policy

630.00 Vendors registered with the Program must apply separately for each category of Devices. Each category of Devices has a unique Vendor application and if approved, will be separately recorded in Schedule “B”. Vendors must submit a separate registration application in order to add another category of Devices.

Procedures

630.01 Vendors contacting the Registration Unit must specify the category of Devices for which they are applying.

630.02 The Program will review the existing file and determine what information is required for the Vendor to be registered for the new category of Devices. The Vendor will be advised regarding the forms and information that are required. See policy 600 for more details. The Vendor may download the Vendor application package from the ADP website at:

<http://www.health.gov.on.ca/en/pro/programs/adp/default.aspx>

630.03 Once the Vendor is registered for the additional category of Devices, the Vendor receives a cover letter with two copies of an updated Schedule “B”. This letter lists the same Vendor Registration Number that has been previously issued to the Vendor and includes the effective date for the newly added category of Devices.

630.04 The Vendor must sign both copies of the updated Schedule “B” and return them to the ADP. When the Vendor receives back a signed copy from the ADP, the new location is then considered to be registered to sell Devices under the new category of Devices.

Until the Vendor receives the ADP-signed, updated Schedule “B”, the Vendor is not registered with the Program, for the new category of Devices. The Vendor is not entitled to Program funding for any Devices provided to Clients before receiving the updated Schedule “B”.

630.05 The Vendor is responsible for ensuring each Vendor location forming part of its business has received a copy of all relevant documentation, including the updated Schedule “B”.

630.06 The name, address and telephone number of the Vendor will appear in the next amendment to the Device specific Vendor list located at:

http://www.health.gov.on.ca/en/pro/programs/adp/registered_vendors.asp

635 Registration in Cases of Assignment or Changes of Control

Policy

635.00 Assignments of the Vendor Agreement and changes of control in the Vendor’s legal and operating structure may result in termination of the Vendor Agreement.

635.01 The Vendor Agreement cannot be assigned to any person or entity except with the prior written approval by the Ministry. In the event that the Vendor undergoes any material change in the management or change in control of all or any part of the Vendor’s business generally, or in respect of an approved location as a result of the sale, assignment or transfer of any shares in or assets of the Vendor, the Vendor shall immediately provide Notice of such

change to the Ministry in writing and shall comply with any terms and conditions prescribed by the Ministry resulting from the disclosure.

- 635.02 Nothing obligates the Ministry to approve and/or accept any assignee to an assignment or any newly constituted Vendor that has undergone a change of control as contemplated above into the Program, and each may need to file a new registration application as contemplated above and must first be accepted by the Ministry prior to being entitled to receiving any Funds from the Program.
- 635.03 It is incumbent upon the Vendor to advise the prospective purchasers to contact the Program as soon as possible to arrange registration as a new Vendor.
- 635.04 Where possible, the Program must be given advance notice by the Vendor of any changes contemplated by this section along with sufficient details to permit the Ministry to evaluate the Vendor's status. If advance notice is not possible, the Vendor must provide notice within ten (10) days of the changes having taken place.
- 635.05 The Program must ensure that the new owner meets the requirements of becoming a Vendor. The new owners must apply for registration. Nothing obligates the Ministry to approve any new owner as a result of any change contemplated by this section.
- 635.06 The Program must ensure that the new owners have the commitment to adhere to the Program's policies and the terms and conditions of the Vendor Agreement.
- 635.07 With the use of direct deposits into a Vendor's bank account, there must be written confirmation by the Vendor that the money is flowing to the correct legal entity's bank account following a change contemplated by this section.
- 635.08 The Ministry does not provide a temporary Vendor Registration Number.

Procedures

- 635.09 The current Vendor Registration Number will be made inactive as of the date of the change of control as contemplated above and in the Vendor Agreement.

- 635.10 Until the new Vendor Registration Number is issued, neither Application Forms nor invoices for Devices are to be submitted by the new Vendor.

640 Informing Persons of the Program

Policy

- 640.00 The Vendor must inform individuals enquiring about the purchase of a Device about the existence of the Program.

Procedures

- 640.01 To ensure that individuals are aware that they may be eligible to apply for funding assistance, the Vendor must inform the person of the existence of the Program. ADP Fact sheets are available at:

http://www.health.gov.on.ca/en/public/programs/adp/pub_adp.aspx

- 640.02 The Vendor must explain the procedures for accessing funding under the Program.

- 640.03 The Vendor must explain to the person that if the person decides to purchase the Device before being assessed, then the Device purchased is not eligible for funding assistance under the Program.

655 Provision of Devices

Policy

- 655.00 Any Devices provided to a Client must be provided directly by the Vendor, except as allowed in the Policy and Administration Manuals.

655.01 The Vendor shall not subcontract or assign its ability to provide or deliver Devices to a Client or any monies due to the Vendor under the Vendor Agreement without the prior written consent of the Ministry or as otherwise expressly permitted in the Policy and Administration Manuals. Such consent shall be in the sole discretion of the Ministry and subject to the terms and conditions that may be imposed by the Ministry. Without limiting the generality of the conditions which the Ministry may require prior to consenting to the Vendor's use of a subcontractor, every contract entered into by the Vendor with a subcontractor shall adopt all of the terms and conditions of the Vendor Agreement and the Manuals as far as applicable to the Devices provided by the subcontractor. Nothing contained in the Vendor Agreement shall create a contractual relationship between any subcontractor or its directors, officers, employees, agents, partners, affiliates or volunteers and the Ministry.

660 Refusal to Supply for Safety Reasons

Policy

660.00 The Program realizes that the Vendor may become aware of factors at the time of delivery which may not have been foreseen by the prescriber and/or Authorizer. Where, in the reasonable opinion of the Vendor, a Client may be endangered by the provision of an Authorized Device, the Vendor may refuse to provide the Device.

Procedures

660.01 Where a Vendor refuses to supply a Client with an Authorized Device for safety reasons, the Vendor must immediately inform the prescriber and the Authorizer of the decision.

665 Warranties of Purchased Devices

Policy

665.00 The Vendor must provide the Client with the manufacturer's written warranty at the time of providing the Device to the Client.

Procedures

665.01 Where the Vendor manufactures a Device for the Client, the Vendor will provide the Client with a written warranty. The terms of these warranties are described in the Policy and Administration Manuals.

665.02 The manufacturer is responsible for honouring warranties even in those situations where a Device has been purchased from a Vendor that is no longer operating, for example, the Vendor's business has been sold, closed or the Vendor is bankrupt.

665.03 As all Devices funded by the Program carry a manufacturer's or Vendor's warranty, the Vendor must provide the Client with the written warranty at the time of purchase.

670 Repairs of Purchased Devices

Policy

670.00 The Program does not contribute toward the cost of repairs of purchased Devices under any circumstances.

670.01 Warranties covering Devices may cover the cost for repairs but this will depend on the terms of the warranty.

670.02 Where there is no warranty coverage, the cost of repairs is the responsibility of the Client.

675 Bankruptcy

Policy

- 675.00 To ensure that the Program takes the necessary precautions where the Vendor makes an assignment, proposal, compromise, or arrangement for the benefit of creditors, or is petitioned into bankruptcy, or files for the appointment of a receiver, the Vendor, receiver and/or trustee, as the case may be, must immediately notify the Registration Unit of the details of any such activities.
- 675.01 The Vendor, receiver and/or trustee, as the case may be must keep the Program informed at all times of the status of any such activities.

Procedure

- 675.02 The Vendor, receiver and/or trustee, as the case may be must provide to the Program, in writing, any information concerning such activities. Information should be sent to:

Registration Unit
Assistive Devices Program
Ministry of Health and Long-Term Care
5700 Yonge Street, 7th Floor
Toronto, Ontario M2M 4K5

Email: adp@ontario.ca

Fax: (416) 327-8192 or (416) 327-8963

- 675.03 The Vendor, receiver and/or trustee shall provide the Program with a final written report that lists and explains the details of all outstanding amounts that

are owed by and between the Vendor and the Program. Contents of the report are set out in policy 685.

- 675.04 The Program shall consider the report provided in section 675.03 and shall deliver to the Vendor, receiver and/or trustee a reconciliation report within 60 days, which shall confirm final amounts owing between the Vendor and the Program and such other information as prescribed in the Manuals.
- 675.05 The Program or the Vendor, receiver and/or trustee, as the case may be, shall pay to the other party all amounts owing to the other as contained in the reconciliation report within 60 days after delivery of the reconciliation report, except payments by the Program to the Vendor that may be withheld where the Vendor has breached any terms or conditions of this Agreement or the Manuals.

680 Termination of the Vendor Agreement due to an Event of Default

Policy

- 680.00 The agreement may be terminated as set out in the Vendor Agreement.

685 Reconciliation Reports

Policy

- 685.00 Reconciliation reports are required in the case of termination of the Vendor Agreement in accordance with the terms set out in the Vendor Agreement.

Procedure

685.01 The reconciliation report shall contain the following information:

- List of all unpaid claims within the past twelve (12) months for which invoices have been submitted
- List of all approved applications and applications in process within the past twelve (12) months for which no invoices have been submitted
- List of all refunds/credits for the last three years including outstanding refunds to the ADP and Clients
- List of all remittances/deposits into Vendor's account for the last 3 months.

Personal Health Information



Part 7: Personal Health Information

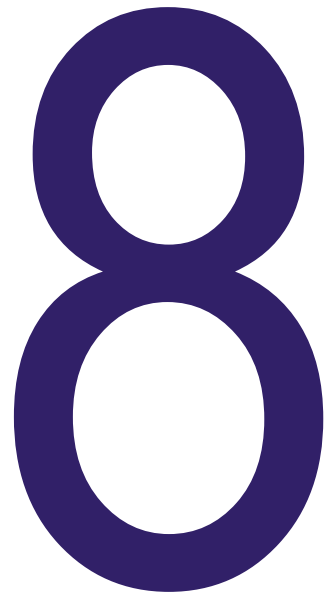
700 Protection of Personal and Personal Health Information

Policy

- 700.00 The Ministry, as a health information custodian, is governed by the terms of the *Personal Health Information Protection Act, 2004* (PHIPA).
- 700.01 The Vendor must treat all identifiable information regarding any Client, as confidential.
- 700.02 All Authorizers, Vendors, and clinics registered with the ADP, must comply with all applicable privacy legislation relating to the protection of personal information and personal health information of Clients.
- 700.03 All Authorizers, Vendors and clinics registered with the ADP must take reasonable steps under the circumstances to ensure that all personal information and personal health information regarding Clients in their custody or control:
- a. remains confidential and is collected, used or disclosed in accordance with any applicable legislative requirements,
 - b. is secured from theft, loss, unauthorized access, use and disclosure, as well as unauthorized copying, modification or disposal, and
 - c. is retained, transferred and disposed of in a secure manner.

700.04 The Vendor must advise its staff of these requirements and must take appropriate action to maintain compliance by staff.

Application Forms



Part 8: Application Forms

800 Types and Content of Application Forms

800.00 There are 19 Device specific Application Forms in use. The form type will depend on the Device or supplies for which the Applicant is applying. The Application Forms are as follows:

- Application for Breast Prosthesis Grant
- Application for Funding Communication Aids
- Application for Funding Enteral Feeding Pump & Supplies
- Application for Funding Hearing Devices
- Application for Funding Home Oxygen Program
- Application for Funding Insulin Pumps and Supplies for Adults
- Application for Funding Insulin Pumps and Supplies for Children
- Application for Funding for Insulin Syringes for Seniors
- Application for Funding Limb Prostheses
- Application for Funding Maxillofacial Extraoral Prostheses
- Application for Funding Maxillofacial Intraoral Prostheses
- Application for Funding Mobility Devices

- Application for Funding Ocular Prostheses
- Application for Funding Orthotic Devices
- Application for Funding Ostomy Grant
- Application for Funding Pressure Modification Devices
- Application for Funding Respiratory Equipment & Supplies
- Application for Funding Ventilator Equipment & Supplies
- Application for Funding Visual Aids

805 Completing the Application Form

Policy

- 805.00 An Application Form must be fully completed in order for the Applicant to access Program funding.

Procedures

- 805.01 The Application Form is divided into four sections. The Application Form is organized to take the individual(s) completing the form through a logical progression of assessment and Device recommendation leading to the submission of a completed Application Form. Most ADP Application Forms have the following structure:

Section 1 – Applicant’s Biographical Information

- Captures mandatory Client information (e.g. name, address, health card number)
- Collection of ‘Confirmation of Benefits’ information (e.g. social assistance)

Section 2 – Devices and Eligibility

- Fields that relate to the Applicant's primary and secondary diagnoses, completed by the prescriber
- Fields that identify the Devices, supplies or fees for which funding is being requested (check box format)
- Certain Devices (flagged with **) require the make, model and description to be provided
- Reason for Application and Replacement Required Due to: must be completed by the ADP Authorizer or registered clinic member (check box format)

Section 3 – Applicant's Consent and Signature

- Agreement by the Applicant re: release of personal health information to the ADP and its agents (Ministry requirement)
- In instances where the Client is represented by an Agent (e.g. Power of Attorney etc.) the Agent's contact information is required

Section 4 – Signatures

- Capture of signatures and associated contact details for prescriber, Authorizer, Vendor and clinic information, where applicable.

810 Submitting the Completed Application Form

Policy

- 810.00 Original Application Forms must be submitted to the Program prior to Vendors receiving any Funds from the Ministry in respect of Devices provided to Eligible Persons.
- 810.01 Each Application Form containing Applicant information is the property of the Applicant. The Authorizer or Vendor must complete the applicable sections of the Application Form and forward it to the Program immediately.
- 810.02 The Application Form must be completed in full. Incomplete Application Forms, Application Forms that are incorrectly completed, and Application Forms where correction fluid or tape has been used, will not be processed.

Procedures

- 810.03 The completed Application Form must be forwarded to:

Assistive Devices Program
Ministry of Health and Long-Term Care
5700 Yonge Street, 7th Floor
Toronto, Ontario M2M 4K5

- 810.04 A copy of an incomplete Application Form or an Application Form that is incorrectly completed, will be returned to the Vendor, Authorizer, clinic, prescriber or Client, as appropriate.

815 Application Form Processing

Policy

- 815.00 All Application Forms are processed and approved or not approved, according to the eligibility criteria in each Device specific category.
- 815.01 If the Application Form is complete, accurate, and conforms to the rules of the respective Policy and Administration Manual and the Applicant is eligible, the application is approved.
- 815.02 If applicable, the approval will include the quantities allowed for each Device as stated in the Policy and Administration Manuals and Product Manuals.
- 815.03 If the Application Form is not complete, not accurate, or does not conform to the eligibility criteria in the Policy and Administration Manuals, the Application Form is returned for correction or not approved and written notification is sent to the Client, Authorizer and/or Vendor, as appropriate.

820 Stale-Dated Assessments and Application Forms

Stale-Dated Assessments

- 820.00 The assessment date on the Application Form will become stale-dated after twelve (12) months.
- 820.01 The Client is required to obtain the Device(s) within twelve (12) months after the assessment date or the Client will have to be reassessed.
- 820.02 Refer to the Policy and Administration Manuals to determine whether the

application is valid when a Client is obtaining the Device.

Stale-Dated Application Forms

- 820.03 The Application Form is stale-dated when the Program receives the Application Form more than twelve (12) months after the prescriber's date or the Authorizer's assessment date noted on the application.

Invoice Processing and Payment

9

Part 9: Invoice Processing and Payment

900 General Funding Policy

Policy

- 900.00 The Vendor may claim payment from the Ministry by submitting the documentation required in such circumstances as described in a Manual after the Device is provided to the Client and shall not claim payment in any other manner or in any other circumstances except as described below.
- 900.01 The Vendor shall not bill or accept from the Client any amount for a Device unless such a charge is specifically permitted under the conditions as set out in the Manuals.
- 900.02 In the event that a Client requests non-funded equipment, accessories and/or related services which are in addition to or supplemental to the Device as outlined in a Manual, the Vendor may charge the Client directly. The Province shall not be responsible, under any circumstances, for making any payment to the Vendor in regard to such a transaction.
- 900.03 The Province shall be entitled, at any time, to impose such additional terms and conditions on claims for payment from the Vendor which it, in its sole discretion, considers appropriate for the proper administration of the Program.
- 900.04 Despite section 900.00, in the event of an operational disruption of the Ministry's ability to process claims for payment made by Vendors and to make such payments to Vendors, the Ministry may, in its sole discretion, provide payment(s) in advance to Vendors in respect of the anticipated provision of Devices to Eligible Persons by the Vendor in accordance with the terms of the Vendor Agreement and the Manuals.

- 900.05 Such advance payment(s) to Vendors shall be used solely for the purposes of ensuring the continuation of the provision of Devices to Eligible Persons in accordance with all requirements as set out in the Vendor Agreement and the Manuals during the anticipated period of the operational disruption.
- 900.06 Following the conclusion of any such operational disruption, the Ministry shall conduct a reconciliation of all claims for payment submitted by the Vendor for Devices provided to Eligible Persons during the period of the operational disruption.
- 900.07 Acceptance of any advance payment amount(s) as described in section 900.04 constitutes acceptance of the above described terms and conditions regarding the provision of such advance payment amount(s) by the Ministry to the Vendor.

905 Rebates

Policy

- 905.00 Where the Client receives a rebate on the Device before or at the time of the purchase of the Device, the Vendor must subtract the total value of the rebate from the purchase cost of the Device before calculating the Ministry's contribution.
- 900.01 Where the Vendor has received payment from the Ministry in respect of a claim where a rebate was not subtracted before calculating the ADP contribution, the Vendor shall subtract the rebate amount from the Device cost, recalculate the ADP and Client portions and reimburse the ADP and Client for any differences in these amounts. The Vendor shall submit a credit notification to the Ministry for the difference in the ADP portion. The credit notification must be submitted to the ADP within 15 days of the receipt of the rebate payment.

Procedures

900.02 The credit notification must include:

1. Vendor Registration Number
2. Claim number
3. Client Health number (last 4 digits only)
4. Vendor invoice number
5. Invoice date
6. Delivery date
7. Service start date (for Home Oxygen only)
8. Service end date (for Home Oxygen only)
9. ADP Device Code
10. Serial number (in appropriate category)
11. Device Placement ((L)eft, (R)ight, (N/A))
12. Quantity
13. Unit price (negative value)
14. ADP portion (negative value)
15. Client portion (negative value)
16. Benefit code (see section 915.04)

The credit notification must be included in the invoice file.

910 Returned Devices

Policy

- 910.00 Where the Vendor accepts the return of an ADP funded Device, the Vendor shall submit a credit notification for the funds paid by the Program within 15 days of the receipt of the returned Device.
- 910.01 The Vendor may charge a Client a reasonable return or re-stocking fee upon accepting the returned Device.

Procedures

- 910.02 The credit notification must include:
1. Vendor Registration Number
 2. Claim number
 3. Client Health number (last 4 digits only)
 4. Vendor invoice number
 5. Invoice date
 6. Delivery date
 7. Service start date (for Home Oxygen only)
 8. Service end date (for Home Oxygen only)
 9. ADP Device Code
 10. Serial number (in appropriate category)
 11. Device Placement ((L)eft, (R)ight, (N/A))

12. Quantity
13. Unit price (negative value)
14. ADP portion (negative value)
15. Client portion (negative value)
16. Benefit code (see section 915.04)

The credit notification must be included in the invoice file.

915 Invoice Requirements

Policy

915.00 All Vendors registered with the Program must follow the invoicing policies.

Requirements for Invoices Submitted to ADP

915.01 There are 16 essential data items required for all invoices:

1. Vendor Registration Number
2. Claim number
3. Client Health number (last 4 digits only)
4. Vendor invoice number (a unique number, never before used)
5. Invoice date
6. Delivery date
7. Service start date (for Home Oxygen only)

8. Service end date (for Home Oxygen only)
9. ADP Device Code
10. Serial number (in appropriate category)
11. Device Placement ((L)eft, (R)ight, (N/A))
12. Quantity
13. Unit price
14. ADP portion
15. Client portion
16. Benefit code (see section 915.04)

915.02 Serial numbers are required on all invoices as indicated below:

Device Category	Required / Not
Communication Aids	Required
Hearing Devices	Required
Home Oxygen	Not Required
Insulin Pumps and Supplies for Adults	Required
Insulin Pumps and Supplies for Children	Required
Limb Prostheses	Not Required
Maxillofacial Extraoral Prostheses	Not Required
Maxillofacial Intraoral Prostheses	Not Required
Mobility Devices	Required
Ocular Prostheses	Not Required
Orthotic Devices	Not Required
Pressure Modification Devices	Not Required
Respiratory Equipment & Supplies	Required
Ventilator Equipment & Supplies	Not Required
Visual Aids	Required

915.03 Components or parts of Devices that have separate Product Manual numbers must be itemized separately on the invoice.

915.04 Benefit Codes

ODS - Ontario Disability Support Program

OWP - Ontario Works

ACS - Assistance to Children with Severe Disabilities

LTC – Client who resides in a long term care home (home oxygen only)

CCA – Client who receives professional services through the CCAC (home oxygen only)

SEN – Client who is 65 years or older (home oxygen only)

REG - Client who is not under a program listed above.

920 Invoice Submissions

Policy

920.00 Clients must receive the Device(s) before the Vendor submits an invoice for the Device(s) to the Financial Management Branch of the Ministry.

920.01 Vendors must not invoice for Devices that were provided by a Vendor location that is not registered with the Program for the Device category and/or which is not listed in Schedule “B”.

920.02 Transfer of invoicing information between the Vendors and the Program using an email attachment is required by all Vendors.

920.03 Email Submission of Invoice File

A simple data file via email attachment is required to submit invoicing information required by Financial Management Branch. The benefit of submitting the invoices via email is a faster turnaround time for payment because of the

elimination of manual entry by Financial Management Branch staff. The submission of the invoice via email does not absolve the Vendor from obtaining Clients' signatures on delivery.

- 920.04 Vendors should note that the ADP does not supply or support a specific software package for the creation and submission of this email file.

Procedures

- 920.05 The Ministry's Financial Management Branch is responsible for processing invoices and making payment to Vendors on behalf of the Program.

- 920.06 To obtain information concerning Email Submission of Invoice File, contact the Registration Unit in Toronto.

Registration Unit
Assistive Devices Program
Ministry of Health and Long-Term Care
5700 Yonge Street, 7th Floor
Toronto, Ontario M2M 4K5

Email: adp@ontario.ca

Telephone: Toronto area (416) 327-8804

Toll free: 1-800-268-6021

Fax: (416) 327-8192 or (416) 327-8963

925 Invoice Processing

Policy

- 925.00 Financial Management Branch will process invoices that conform to the payment policies established with the ADP.

925.01 The ADP invoice processing system verifies the validity of the invoice data once it has been entered.

Procedures

925.02 When a Vendor submits an invoice file with an invalid or ineligible file format the invoice file will not be uploaded and a report will be returned immediately to the Vendor outlining the problem. Invoice files with an appropriate file format will be uploaded. If these invoices contain incorrect or inaccurate data, an error will occur with the invoice and it will be placed "on hold". The database will identify the error associated with the invoice. The "on hold" invoice will be retained in the database for ninety (90) days.

925.03 If an invoicing error is made, the entire invoice is placed "on hold" until the Vendor corrects the invoice. Partial payments are not made.

925.04 An Invoice Report which accompanies the Vendor's payment remittance advice will list the invoices that are "on hold" and describe the error conditions for each invoice. Vendors must review the Invoice Report and make the appropriate corrections. The invoice data must be corrected in the subsequent submission of the electronic invoice file. Telephone calls to make corrections will not be accepted.

925.05 Invoices with error conditions not corrected within the ninety (90) day "on hold" period will be deleted from the database. New invoices must be submitted.

930 Payment to Vendors

Policy

930.00 The Program will pay a contribution toward the cost of the Device as explained in each Policy and Administration Manual.

930.01 The Program will only pay for Devices that are approved on the Application Form.

- 930.02 The amount paid by the Program is set in Canadian dollars.
- 930.03 The Program only provides Funds in respect of those Devices provided to Clients which are listed in the Product Manuals. Substitution of a non-listed product is not allowable.
- 930.04 Submitted invoices that are fully completed and accurate and match a fully completed and accurate Application Form will be paid according to payment policy. The Program shall use reasonable efforts to pay for an approved application within thirty (30) days of receipt of the completed and accurate invoice.
- 930.05 Despite section 930.04 above, in the event of an operational disruption of the Ministry's ability to process claims for payment made by Vendors, the Ministry may, in its sole discretion, make payment(s) to Vendors in advance of the receipt of a completed and accurate invoice from the Vendor in accordance with sections 900.05 through 900.08 of this Manual.

Procedures

- 930.06 Vendors receive a report every two weeks from the Ministry's Financial Management Branch.

This report shows the ADP claim number and includes the following information:

- a. Status of Applications Report:
- Approved: Please note that the Client will not receive notification of approval.
 - Not Approved.
 - In Progress: The application has been received and entered into the system and is pending adjudication.
- b. Invoice Report:
- On Hold: Refers to those invoices that cannot be processed and identifies the error(s).

- Invoices Deleted: An invoice “on hold” due to errors will be deleted from the system if it has not been corrected by the Vendor within ninety (90) days.

c. Remittance Advice:

A remittance advice is produced in conjunction with a payment being made to the Vendor. It indicates the name of the Vendor, the date of payment and lists the invoice(s) paid and credit notifications applied. For each payment, the following details are noted:

- Invoice Number
- Invoice Date
- Claim Number
- Client Name
- Payment Date
- Payment Amount

935 Client Signature on Invoice

Policy

935.00 In order to confirm receipt of the Device, the Program requires an original Client signature with a signature date on, or included with, all invoices on file at the Vendor location, as proof of delivery of Devices to the Client. This is required because the Program is not directly involved in the Device purchase transaction.

Procedures

935.01 There are several options available to Vendors to record proof of delivery

signatures. The following are accepted by the Program:

935.02 Preferred Confirmation Method

In most cases, Vendors can obtain the Client's signature and date signed on the invoice at the time of the purchase transaction. This is the preferred method of obtaining confirmation that the Client has received the Devices as invoiced and must be used whenever possible.

935.03 Alternative Confirmation Methods

It may not be possible for Vendors to obtain the Client's signature on the invoice in all cases.

1. Devices delivered to Clients.
 - In these cases, the Vendor must attach a copy of the delivery receipt containing the Client's signature and date signed to the invoice. Photocopied delivery slips are acceptable as long as they are legible, clearly indicate the applicable Vendor's invoice number and are co-signed by the Vendor.
2. The invoice is created after provision of the Devices to the Client. In these cases, Vendors must have the Client sign a statement confirming receipt of the Devices at the time the Devices are provided and attach to the invoice.
3. Devices shipped to the Client.
 - The Vendor personnel do not meet with the Client. A document from the post office or courier company that is signed by the Client acknowledging receipt of the Devices must be attached to the invoice.

935.04 Photocopies

Photocopies of delivery slips, post office or courier confirmation of receipt documents containing Client signatures are acceptable where the Vendor is unable to provide the original documents.

935.05 Use of Agents

In cases where the Client has designated an individual or individuals to act as their Agent, the Agent's signature is acceptable. Agents should write "<their

name> for <Client's name>" when signing to acknowledge receipt of the Device(s). The relationship of the signer to the Client must be recorded as well as their address and telephone number and official documentation that permits a person to act as an Agent for the Client. A Vendor or Authorizer cannot act as the Client's Agent.

940 Electronic Funds Transfer (EFT) Accounts

Policy

940.00 Payments to Vendors must be made by direct deposit using Electronic Funds Transfer (EFT) to the Vendor's business bank account. The main benefit of EFT is that payment is made directly and securely to the Vendor's account.

940.01 Prior arrangements must be made with the Financial Management Branch of the Ministry. They can be contacted at:

Ministry of Health and Long-Term Care
Financial Management Branch, Program Payments Unit
P.O. Box 48
49 Place D'Armes, 2nd Floor
Kingston Ontario K7L 5J3

Telephone: In Kingston (613) 548-6477

Toll free: 1-800-267-9458

Fax: (613) 548-6514

A Remittance Advice will be forwarded by mail and should be received by the Vendor on or before the date of the electronic deposit of funds.

945 Stale-Dated Invoices

Policy

- 945.00 A valid and payable invoice received by the Financial Management Branch within twelve (12) months of delivery date or service date will be processed.
- 945.01 An invoice with a delivery date or service date more than twelve (12) months prior to the receipt of the invoice by the Financial Management Branch is considered stale-dated.
- 945.02 Subject to section 945.03 below, an invoice that is stale-dated will not be processed for payment of Funds to a Vendor.
- 945.03 The only exception under which the Program will process a stale-dated invoice is when the Ministry has been determined that:
- A valid and payable invoice was previously received by the Financial Management Branch within one year of the delivery date or dates of service; and
 - The invoice was entered by the Financial Management Branch; and
 - The invoice was deleted from the database and not paid by the Financial Management Branch due to an error on the part of the Ministry; and
 - The Vendor identified the error and informed the Financial Management Branch of the error within six months of the date of deletion.

Appeals and Complaints

10

Part 10: Appeals and Complaints

1000 Appealing a Program Decision

Policy

1000.00 The Program makes decisions on whether to provide funding assistance to an Applicant based on Program-wide policies, on policies established for each category of Devices and, in some cases, on policies for specific Devices. Based on these policies, when the Program receives a complete and accurate Application Form, the Program determines:

- if the Applicant is eligible for funding assistance; and
- if eligible, the Approved Amount.

An Appellant may appeal a decision made by the ADP to not approve a Client's or Applicant's specific application.

1000.01 Decisions made by the ADP that may be appealed must relate to a Program decision about a Client's or Applicant's specific application, and may include but are not limited to the following:

- an application denied because the Applicant does not meet the Device eligibility criteria;
- an application denied because the Applicant applied before the designated funding period had expired;
- the Approved Amount of the application.

1000.02 If necessary, ADP staff will request and review additional supporting documentation from prescribers, Authorizers or Vendors.

- 1000.03 The Program will not consider an appeal of the Approved Price for a Device.
- 1000.04 The Program will not review a prescription, assessment, recommendation or decision made by a prescriber, Authorizer or Vendor.
- 1000.05 The Program will not accept an appeal that has been prepared or submitted by a Vendor, a Vendor of Record for Home Oxygen Services, or their employee.

Procedure

- 1000.06 The appeal must be submitted in writing to the Program. The Program will accept appeals submitted by mail, e-mail or fax.
- 1000.07 The Program may accept a verbal appeal if the individual has a physical disability that prevents him/her from submitting an appeal in writing.
- 1000.08 The written appeal must contain the following information:
- the Client or Applicant's name;
 - the Client or Applicant's contact information;
 - the Agent's contact information, if relevant;
 - the Client or Applicant's health card number;
 - the decision being appealed;
 - why the decision is being appealed; and
 - other supporting documentation for the Program to review.
- 1000.09 If the appeal is from someone acting on behalf of the Client or the Applicant, the appeal must include the following information:
- their name and contact information; and
 - their relationship to the Client or Applicant.

1000.10 Contact Information:

Mailing Address: Assistive Devices Program
5700 Yonge Street, 7th floor
Toronto ON M2M 4K5

Email Address: adp@ontario.ca

Phone Number/General Inquiries: (416) 327-8804

Phone Number/Toll Free: 1-800-268-6021

Phone Number/TTY: 1-800-387-5559

Fax Number: (416) 327-8192 or (416) 327-8963

1000.11 Upon receipt of an appeal, the Program will endeavour to contact the person requesting the appeal within five (5) working days from the date the Program receives the appeal.

1000.12 During the initial contact, the Program will inform them that the Program has received the appeal and that the Program is undertaking a review.

1000.13 The Program will use reasonable efforts to complete all reviews within 30 business days from the date the Program receives the appeal. Thirty (30) business days allows the Program time to review the information provided to the Program and if necessary request and review additional supporting documentation.

1000.14 If the Program cannot complete the review within 30 business days, the Program will notify the person requesting the appeal that the Program has extended the review period for such additional time to enable the Program to complete its review.

1000.15 Once the Program has reached a decision, the Program will notify in writing the person requesting the appeal of the results.

1000.16 If the person requesting the appeal is not in agreement with the Program's decision, an individual may submit a complaint to the Program (see policy 1005 Complaints).

1005 Complaints

Policy

1005.00 Individuals may submit complaints regarding the operation of the ADP and/or their interactions with individuals/entities associated with the ADP.

1005.01 The Program will review complaints that relate to the Program, including in relation to the following matters:

1. Complaints with regard to:
 - a. ADP policies and procedures; or
 - b. ADP operational practices.
2. Complaints with regard to interactions with:
 - a. ADP staff;
 - b. an Authorizer;
 - c. a Vendor or a Vendor of Record for Home Oxygen Services; or
 - d. an ADP registered clinic, hospital or transfer payment agency.
3. Complaints regarding any Device that is eligible for funding assistance through the Program that may be defective, unsafe or unreliable.
4. Complaints about decisions under policy 1000.

See policy 1000 regarding requests to review a decision made by the ADP to not approve a Client's or Applicant's specific application.

Procedures

1005.02 An Applicant or Client can submit a complaint in the form of a letter to the Program. The letter can be sent to the Program by mail, e-mail or fax.

1005.03 The Program may accept a verbal complaint if the individual has a physical disability that prevents him/her from writing a letter to the Program.

1005.04 Contact Information:

Mailing Address: Assistive Devices Program
5700 Yonge Street, 7th floor
Toronto ON M2M 4K5

Email Address: adp@ontario.ca

Phone Number/General Inquiries: (416) 327-8804

Phone Number/Toll Free: 1-800-268-6021

Phone Number/TTY: 1-800-387-5559

Fax Number: (416) 327-8192 or (416) 327-8963

1005.05 Upon receipt of a written complaint or a verbal complaint the Program will endeavour to contact the individual within five (5) working days from the date the Program received the complaint.

1005.06 During the initial contact the Program will:

- confirm that the Program has received the complaint;
- review the information the complainant has provided;
- request additional information or documentation, if necessary;
- ensure the complainant understands the complaints process;

- obtain the complainant's consent for the collection, use and disclosure of the complainant's information for purposes of reviewing the complaint.
- 1005.07 If the complaint relates to matters other than those covered by the Complaints policy, the Program will notify the individual and if possible provide relevant referral information.
- 1005.08 The Program will use reasonable efforts to complete all reviews of complaints received within thirty (30) business days from the date the Program receives the complaint, so as to allow the Program sufficient time to review the complaint, and if necessary seek additional information/ documentation.
- 1005.09 If the Program cannot complete the review within thirty (30) business days, the Program will notify the individual that the Program has extended the review period for such additional time to enable the Program to complete its review.
- 1005.10 The complainant can, at any time during the process, request that the Program discontinue the review.
- 1005.11 The Program may inform the appropriate regulatory College, if during the course of the investigation the Program believes that the subject matter of the complaint is appropriate for the College to investigate.

Contacts

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Part 11: Contacts

1100 Program Addresses

1100.00 **Assistive Devices Program**

Assistive Devices Program
Ministry of Health and Long-Term Care
5700 Yonge Street, 7th Floor
Toronto, Ontario M2M 4K5

Email: adp@ontario.ca

Telephone: Toronto area (416) 327-8804
Toll free: 1-800-268-6021
TTY: 1-800-387-5559
Fax: (416) 327-8192 or (416) 327-8963

Public Website:
<http://www.health.gov.on.ca/adp>

Health Professionals Website:
<http://www.health.gov.on.ca/en/pro/programs/adp>

1000.01 **Financial Management Branch**

Ministry of Health and Long-Term Care
Financial Management Branch, Program Payments Unit
P.O. Box 48
49 Place d'Armes, 2nd Floor
Kingston Ontario K7L 5J3

Telephone: In Kingston (613) 548-6477 Toll free: 1-800-267-9458
Fax: (613) 548-6514

1105 Personnel to Contact

1105.00 Assistive Devices Program

Type of Request	Person to Contact
Authorizer Registration <ul style="list-style-type: none"> • New registration • Change in status • Change in employment 	Registration Clerk
Vendor Registration <ul style="list-style-type: none"> • New business • Change in an address, telephone number, location • Change in ownership 	Registration Clerk
Application Denial Inquiries Release of Client Information Status of Application	Claims Assessor
Device Specific Policy Interpretation Device Listings	Program Coordinator

Applications for Funding:

http://www.health.gov.on.ca/en/public/programs/adp/adp_fm.aspx

Fact Sheets:

<http://www.health.gov.on.ca/adp>

Appendices - Vendor Registration

A-C

Appendix A: Required Documents and Information

The following list outlines the information that is required to apply for Vendor Registration. See Part 6 in this Manual, the Device-specific Policy and Administration Manuals and the Guide to Vendor Registration Requirements for New Vendors (the Guide) document in the Vendor Registration section of the website for more details.

- 1.0 Vendor Registration Application Form
- 2.0 Legal Status
- 3.0 Insurance Documents
- 4.0 Lease Agreement(s) for a Vendor Located in a Hospital
- 5.0 Repair Service Agreements if repair services are not provided the Vendor's premises, if applicable.
- 6.0 Hospital/Clinic Team Affiliations, if applicable.
- 7.0 Manufacturer/Distributor Agreements, if applicable.
- 8.0 Professional Qualifications of staff members, if applicable.
- 9.0 Confirmation of Payment Instruction document.

Appendix B: Proof of Delivery Document

Suggested Format for ADP Vendors

I, _____ have received the
equipment and/or supplies as listed on Invoice # _____.

Signature on delivery

Date

Client's signature

Date received (yyyy-mm-dd)

Note: Proof of delivery document needed if Client does not sign the invoice.

Appendix C: Proof of Delivery Document

Suggested Format for ADP Home Oxygen Vendors

{Vendor Name}

For: {Client Name}

Invoice #:

_____ I hereby acknowledge receipt of _____ oxygen cylinders, or

_____ I hereby acknowledge receipt of the liquid oxygen system, or

_____ I hereby acknowledge receipt of the concentrator and back-up cylinders.

Signature on delivery

Date

Client's signature

Date received (yyyy-mm-dd)