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ADP Today Newsletter

June 2002
Summer Issue

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What's New in ADP - Karen Gansel, Senior Manager

The Assistive Devices Program (ADP) is excited to release the first edition of its new newsletter, ADP Today. The purpose of the newsletter is to build two-way communications with our stakeholders - providing program information and receiving advice and recommendations. Good relationships with our vendors/suppliers, authorizers and client representative groups will increase our ability to better serve clients.

New Medical Device Teams

In June 2001, Management of ADP completed an organizational redesign that created a new Program Design Unit, with four Medical Device teams. The new Program Design Unit will :

- develop and update policies,
- oversee planning, with assistance from the ADP Standing Committees,
- oversee processing and payment functions, and
- oversee the registration of vendors and authorizers.

Carol Jones, Program Manager heads the new Program Design unit, and the four Medical Device teams are :

1. Medical Supplies and Home Oxygen - Christel Galea, Lead
2. Wheelchairs and Mobility Devices - Joan Stevens, Lead
3. Prosthetics and Orthotics - Rebecca Egier, Lead
4. Sensory and Communications - Linda Hunter, Lead

Measuring Performance

In addition, the organizational redesign established new program objectives and performance measures. The Finance and Audit unit and Information Technology unit have become important functions in the measuring and reporting on the effectiveness of the program.

Staff in the Finance and Audit Unit produce all financial planning, analysis and reporting. Another important function of

the unit is the auditing of vendors and authorizers to ensure compliance with the program policies and procedures.

The Information Technology Unit coordinates all aspects of the design, development, planning and maintenance of the information systems used by the program. Information technology staff also assist in collecting data for program performance indicators and measures to assist staff in seeing that all program objectives are met.

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Changes to ADP Policies and Procedures

To help stakeholders better understand ADP and to ensure consistent service from medical device categories, we are updating our Policies and Procedures Manual. Two new policies include *Listing New Devices to be Eligible for ADP Funding*, and the *Removal of ADP Listed Devices*. The updated manual will be available on the [ADP web page](#), at the Ministry of Health and Long-Term Care website, in the summer of 2002. In the meantime, new or revised policies will be posted right away, so be sure to check regularly.

Pricing Reviews

A new Pricing Framework has been developed and approved by ADP Senior Management. Our next steps will include getting input on this from ADP Standing Committees, and preparing an implementation plan for updating the pricing.

Form Redesign

Application forms are being simplified and streamlined across ADP device categories. We are working to correct problems stakeholders have had with these forms. In addition, the option of adding more forms to the ADP web page is being explored. See, [What's on the ADP web page](#) for forms currently available on-line.

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A Report from the Medical Device Teams

Medical Supplies and Home Oxygen

Respiratory Services Standing Committee (RSSC)

The Senior Program Coordinator of the Medical Supplies and Home Oxygen Team meets regularly with RSSC. Reny Vaughan is the chair of the committee and committee membership includes ministry staff, vendors, manufacturers, healthcare providers, and consumers. Currently, the following Task Forces report to the committee :

- Ventilator Equipment Pool,
- Medical Criteria, and
- Continuous Positive Airway Pressure (CPAP).

The Medical Criteria Task Force has recently completed a review of medical criteria used to determine eligibility for funding assistance for Home Oxygen. In the near future, a Palliative Care Task Force will be established to examine the current palliative program provided by the Home Oxygen Program.

Application Process Improvements

A new application process for Home Oxygen became effective, October 2001. Ontario residents, who have a need for long-term oxygen therapy, and meet general and medical eligibility criteria, will only be required to complete an initial application at the beginning of therapy, a second application approximately 90 days later, and a third application approximately 12 months later, to be eligible for financial assistance.

Lower Prices for Home Oxygen

A new price for home oxygen funding became effective March 2, 2001. In southern Ontario the new price is \$383.00 per month and the new price per month in northern Ontario is \$408.00.

Pilot Project - Trial of an Alternative Assessment of Oxygen Eligibility

Phase three of the Pilot Project began April 25, 2001. The trial is being conducted together with McMaster University, West Park Healthcare Centre and the Royal Ottawa Healthcare Group. The pilot is designed to carry out a new assessment approach for identifying individuals requiring long-term oxygen therapy. The two pilot sites are West Toronto

and Ottawa. The results of the project will be available in approximately two years.

If you have any questions or would like additional information, please contact Christel Galea, Senior Program Coordinator at 416-327-8138.

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Prosthetics and Orthotics

Prosthetics and Orthotics Prosthetics and Orthotics Team Standing Committee

The Prosthetics and Orthotics Category Standing Committee has been meeting since March 2002. The purpose of the committee will be to provide advice and recommendations to ADP on issues relating to the Prosthetics and Orthotics device category. Peter Yourkevich is the Chair of the Standing Committee. Membership on the committee includes representation from Prosthetics and Orthotics suppliers, manufacturers, healthcare providers and companies.

Ostomy Grant Program

In November 2001, the Ostomy Grant Program moved to the Prosthetics and Orthotics team. Ostomy grants are provided to individuals with a permanent ostomy of the following types, colostomy, ileostomy, urostomy, and ureterostomy.

Monitoring for Health Program

The Canadian Diabetes Association, Monitoring for Health Program, is now under the Prosthetics and Orthotics team.

Clinic and Team Membership

Clinic and team membership information must be kept up to date so that completed applications can be processed quickly. Notification of changes should be submitted in writing or by fax, to the Registration Clerk within 10 business days. See section How to Contact Us, for the mailing address and fax number.

Frequently Asked Questions

Q. What does ADP fund in Orthotics?

A. ADP provides funding towards certain custom fabricated Orthotics devices that are fabricated by certified orthotists who are employed by ADP registered vendors. ADP does not fund custom-fit commercially made (centrally fabricated) devices, Orthotics that provide support under the foot, footwear (shoes), or treatment devices (ex TNS machines).

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Wheelchairs and Mobility

Wheelchair, Positioning and Ambulation Aids Standing Committee

The purpose of this committee is to provide advice and recommendations to ADP on issues relating to the Wheelchair, Positioning and Ambulation Aids device category. The first meeting was held in March 2002. Linda Norton is the chair of the standing committee. Membership reflects the range of ADP stakeholders including suppliers, healthcare providers, consumers and manufacturers.

Revised Product Manuals

Updates have been made to the Ambulation Aids and Paediatric Strollers (Section 3), Wheelchairs (Section 4), and Positioning Devices (Section 5) product manuals. To receive an updated copy please fax a written request to the ADP office 416-327-8192 and include your ADP authorizer/vendor registration number along with your full mailing address.

Frequently Asked Questions

Q. Why Eligibility Criteria?

A. The funding request for equipment is meant to meet the applicant's most basic and essential mobility needs. Refer to the Policy and Procedure Manual for more details. When applicable use the UPGRADE option (Section 1.2.6).

Q. What happens if I do not fill out all the application?

A. The application form must be completed in full before it is mailed to ADP. Incomplete forms will automatically be returned to the prescribing authorizer for correction. Make certain the applications have all required information such as :

- The applicant's biographical information,
- The authorizing signatures,
- Any information regarding previously funded mobility equipment by ADP,
- Any attachments (such as a power check list /change if functional status / body size / manual wheelchair checklist / supporting documents for power dynamic positioning devices).

"A Letter of Rationale," must include all prescriptions for category 5 special positioning manual wheelchairs (WMAE/WMKE)- Policy and Procedure Manual Appendix C.4. All requests for replacement devices must be accompanied by a vendor quote outlining the repairs required to return the equipment to safe and reliable working order.

Q. What if the mobility device is for occasional use?

A. Applications for devices that will not be used on a regular basis (devices for occasional use) must include, "A Letter of Rationale."

Q. Who is responsible for following up with the client?

A. The vendor must notify the prescribing authorizer when the ADP funded equipment is delivered to the client. The authorizer is responsible for confirming that the equipment was dispensed as prescribed and meets the client's mobility needs.

Q. How do I correct a prescription?

A. The procedures for correcting and/or revising prescriptions for approved applications are outlined in the Policy and Procedure Manual Section 1.8.2. The prescribing ADP authorizer may request changes. In cases where that may not be possible, a new application form must be submitted.

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Sensory and Communication

Sensory Standing Committee

The Sensory Standing committee discusses issues and makes recommendations relating to the three sensory program categories : Hearing Aids; Visual Aids; and Communication Aids. Sara Lankshear is the Chair of the Standing Committee and the membership also includes manufacturers, suppliers, and health-care professionals and companies from any one of these categories.

Frequently Asked Questions

Q. Can I purchase devices from outside Ontario?

A. ADP does not pay for items purchased from vendors out of province or out of country. Authorizers should ensure that clients are made aware of this policy, especially for those clients who are planning extended trips out of the province, for those clients moving out of province, or for those clients who may want to shop abroad because of convenience or cost.

Q. What if there is a relationship between prescribers, authorizers and dispensers?

A. Hearing device application forms cannot be approved if there is a financial relationship between the prescriber, authorizer and dispenser. Two healthcare professionals who are not financially related must complete every form. Refer to Page 1-10, Section 1.3.3 of the ADP Hearing Aid Program Manual (January 1999).

Q. What if I do not complete the entire application form?

A. A high number of application forms continue to be returned because of missing information which translates into payment delays and additional work for vendors and ADP claims assessors. A fully and accurately completed application form will ensure timely service to the client and will avoid delays in payments.

Q. What if I do not have a health card?

A. All applicants applying for funding assistance must meet all program category eligibility including a valid health card issued in his/her name. Devices prescribed, authorized or dispensed before a person is issued a valid health card in his/her name cannot be processed.

There is an ongoing need to recruit new members for the Standing Committees and/or Task Forces. For more information or if you would like to submit your resume, contact the appropriate Senior Coordinator. Further information is available on the [ADP web page](http://www.health.gov.on.ca/english/providers/program/adp/nletter/nl_0602.html) at the Ministry of Health and Long-Term Care website.

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Your Opinion Counts

Your questions, comments and feedback are extremely important to us at ADP. Feedback on your experiences in accessing the program is of great assistance in helping us improve our services. For this reason we would like to provide you with several opportunities to have your say.

Customer Satisfaction Survey

In the near future, we will be conducting quarterly Customer Satisfaction Surveys. Participants will be selected at random, and notified in writing that their names have been chosen. Responses to the survey will be summarized and used to help make improvements to the program. Participation is voluntary. Your personal information will not be disclosed to anyone or used for any other purpose. Results of the survey will be made available to ADP clients and partners on this website.

Comment Form

Comments or questions can also be mailed or faxed to us at the [address below](#) located at the end of this newsletter. You will receive a written response from ADP within five business days.

We welcome and appreciate receiving your feedback.

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See what's on the [ADP web page](#) on this site.

What you need to know about the program, which includes :

- Equipment funded
- Eligibility
- Accessing ADP
- Authorizer/Vendor information
- Financial assistance

List of Assistive Devices covered

ADP Policies and Procedures

List of Assistive Devices not covered

Fact sheets of all device categories covered

Forms which include :

- Insulin Syringes for Seniors Program
- Ostomy Grant Application
- Hearing Aid Dispenser Application
- Wheelchairs, Seating & Mobility, change in functional status/body size
- Special Request for Application - wheelchairs, seating and mobility - Request for Special Approval - Orthotics and Prosthetics
- Writing Aid Information
- Release of Information
- Authorizer Application
- Vendor Application : Part 1 - General Information
- Vendor Application : Part 3 - Teletypewriter for the Deaf (TTY)
- Vendor Application : Attachment "A"

Program Information, which includes :

- Who can apply
- Income limits for ADP assistance
- Eleven categories of equipment covered by ADP

Answers to frequently asked questions (Qs and As)

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About the Assistive Devices Program

The Health Services Division of the Ministry of Health and Long-Term Care has the responsibility for administering the Assistive Devices Program (ADP). Through the ADP, the ministry provides funding to Ontario residents with physical disabilities to purchase personalized assistive devices and supplies, to support them in independent living.

ADP Management and Staff Changes and Announcements

As part of our activities to increase our internal staff communication, we held a contest to name the newsletter. We are pleased to announce that Vasantha Skanthavarathan, one of our Claims Assessors from the Wheelchairs and Mobility Devices Team, was the winner with the title "ADP Today."

Vermalee Wignall has joined the Prosthetics and Orthotics Devices team as a Claims Assessor, a new Claims Assessor, Majeedah Tejpar joins Medical Supplies and Home Oxygen and Wheelchairs and Mobility Devices is welcoming back Hope Kelly.

Rob Lagace, Claims Assessor in Medical Supplies and Home Oxygen is "On the Road to Gold 2002...Salt Lake City, Utah." Once again, Rob has been selected to be a member of the Canadian Sledge Hockey Team that is participating in the 2002 Winter Paralympics in Salt Lake City, Utah, USA; ADP of course will be cheering for Rob.

FOR MORE INFORMATION

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