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for Disability and Medical / Rehabilitation Designated Assessment Centres

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The Pre-Assessment Cancellation Fee Schedule for Disability and Medical / Rehabilitation Designated Assessment Centres

To the attention of all insurance companies licensed

to transact automobile insurance in Ontario

The Financial Services Commission of Ontario (FSCO) is pleased to provide, for your information, a copy of the *Pre-Assessment Cancellation Fee Schedule for Disability and Medical/Rehabilitation Designated Assessment Centres* and the *Guide For the Use of the Pre-Assessment Cancellation Fee Schedule*.

The Pre-Assessment Cancellation Fee Schedule was used during a six month trial period ending November, 2000. DAC system stakeholders were invited and encouraged to provide the DAC Committee with feedback and data supporting any request for modifications to the model. The DAC Committee has gathered and analysed this input, and have modified the Schedule to produce a model that is fair to all DAC stakeholders.

The Pre-Assessment Cancellation Fee Schedule represents a stepped model to be employed in the calculation of a cancellation fee once the Disability or Medical/Rehabilitation DAC receives a referral. The Schedule only applies to those cases where a cancellation occurs before the assessment process has begun. No report is produced in these

cases. The total cancellation fee is calculated on a cumulative basis depending upon when the assessment is cancelled.

The Guide for the Use of the Pre-Assessment Cancellation Fee Schedule provides stakeholders with further information on the application of the schedule and a more detailed explanation of the charges applicable at each exit point in the schedule.

These new documents reflect the ongoing commitment of FSCO and the Minister's Committee to ensure that the DAC system is fair, accessible, timely and cost-effective.

Please ensure that the information contained in this bulletin is brought to the attention of your ADR Coordinator.

For More Information and to Provide Feedback

Questions about this bulletin and should be directed to FSCO's Accident Benefits Analysis Unit at 416-590-7137 or 1-800-668-0128 extension 7137. The fax number is (416) 590-7265. Written feedback regarding the Cancellation Fee Schedule for Disability DAC assessments can be faxed to the above number or forwarded to:

Accident Benefits Analysis Unit

Financial Services Commission of Ontario

5160 Yonge Street, Box 85

North York ON M2N 6L9

Dina Palozzi

Chief Executive Officer and

Superintendent of Financial Services

June 29, 2001

Attachments (PDF):

[Pre-Assessment Cancellation Fee Schedule for DAC](#)

[Guide for the use of the Pre-Assessment Cancellation fee Schedule](#)



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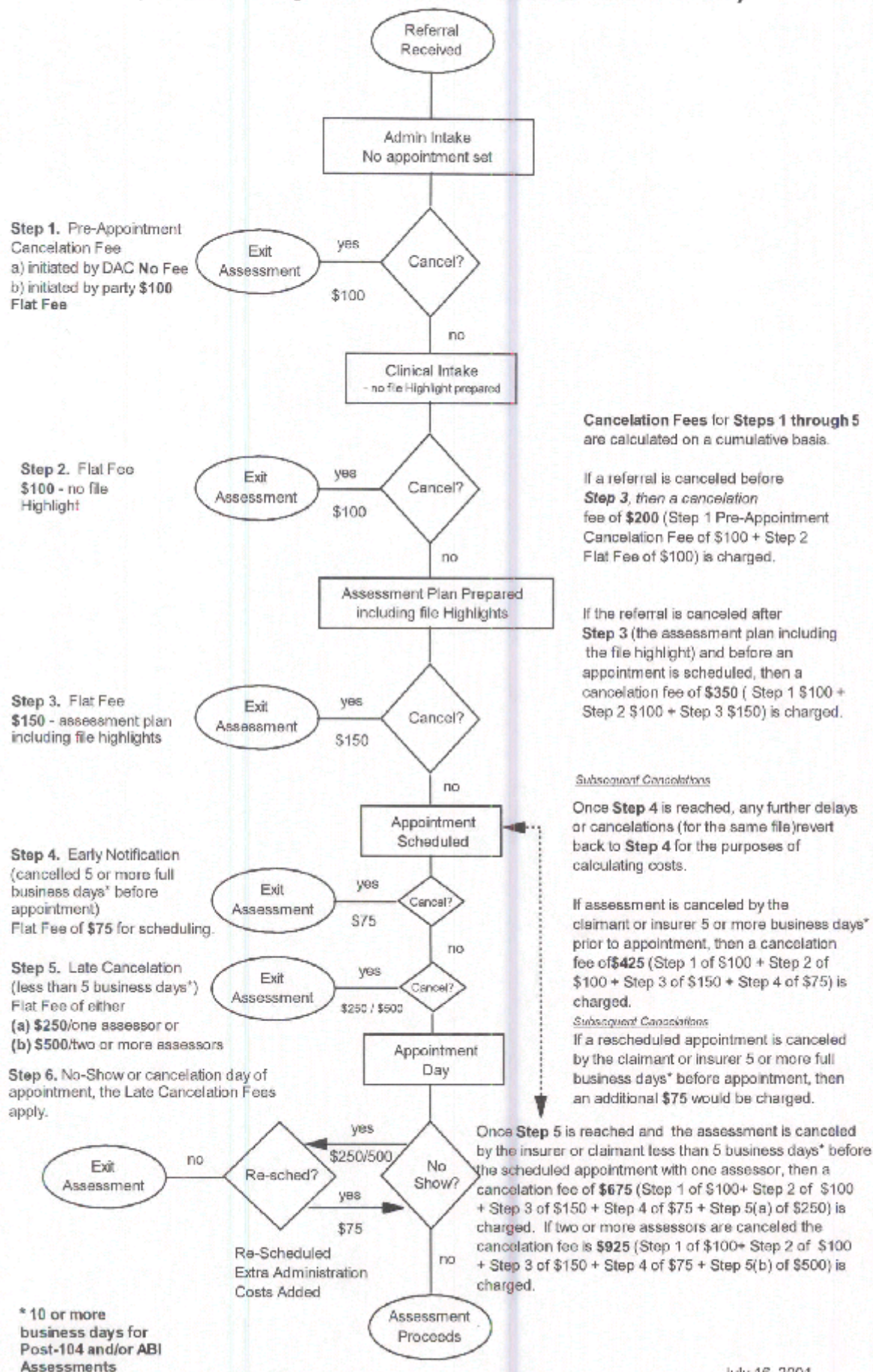
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Pre-Assessment Cancellation Fee Schedule (for Disability and Medical/Rehabilitation DACs)



July 16, 2001



July, 2001

GUIDE FOR THE USE OF THE PRE-ASSESSMENT CANCELLATION FEE SCHEDULE

The Minister's Committee on the Designated Assessment Centre (DAC) System is pleased to introduce the Pre-Assessment Cancellation Fee Schedule. The Fee Schedule is now applicable to both Disability and Medical/Rehabilitation DAC assessments.

The Pre-Assessment Cancellation Fee Schedule was used during a six month trial period ending November, 2000. DAC system stakeholders were invited and encouraged to provide the DAC Committee with feedback and data supporting any request for modifications to the model. The DAC Committee had gathered and analysed this input, and have modified the Schedule to produce a model that is fair to all DAC stakeholders.

The Pre-Assessment Cancellation Fee Schedule (attached) represents a stepped model to be employed in the calculation of a cancellation fee once the Disability or Medical/Rehabilitation DAC receives a referral. The Schedule only applies to those cases where a cancellation occurs before the assessment process has begun. No report is produced in these cases. The total cancellation fee is calculated on a cumulative basis depending upon when the assessment is cancelled.

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|------------|---|
| Step 1(a) | The first exit point is where the DAC identifies a reason why it cannot accept the assessment when it is first received, such as a conflict of interest. There is no cancellation fee associated with a cancellation at this step as it is usually identified early in the process and is considered a cost of the DAC doing business. |
| Step 1 (b) | Once the referral is received by the DAC and the administrative intake process has begun, a cancellation of the assessment by either party would be subject to a flat fee of \$100.00. This flat fee is only applied once per referral. |
| Step 2 | If the DAC has completed its clinical intake functions, then the cancellation would be subject to a second flat fee of \$100.00. The cancellation fee at Step 2 would then be \$200.00. This flat fee is only applied once per referral. |
| Step 3 | As the intake process progresses, the functions performed by the DAC as they prepare for the upcoming assessment become more technical in nature. At Step 3, the DAC is completing its assessment plan for approval and must complete a file highlight to earmark key medical information for the identified DAC assessors. If the file is cancelled at this step, the additional cancellation fee is \$150.00 (total cancellation fee becomes \$350.00). This fee is only applied once per referral. |
| Step 4 | Once the assessment plan is approved and the administrative and clinical preparation for the DAC assessment is complete, the |

assessment is scheduled. If the DAC receives early notification that the assessment is to be cancelled (5 or more business days¹ before the first scheduled assessment), then a flat fee of \$75.00 is added to the \$350.00 already incurred (total cancellation fee becomes \$425.00). Every time a DAC appointment is re-scheduled, an additional charge of \$75.00 is incurred.

- Step 5 In cases where the assessment team has been assembled and is prepared to proceed with the assessment, but the assessment is cancelled less than 5 business days¹ before the first scheduled assessment, an additional flat fee is charged. The amount of the fee charged at Step 5 depends on how many assessors were scheduled for the assessment. If there was only one assessor scheduled to see the claimant, a flat fee of \$250.00 is charged on top of the previously incurred \$425.00 for a total of \$675.00. If two or more assessors are scheduled to see the claimant, a flat fee of \$500.00 is charged to the existing expenses incurred on the file bringing the total up to \$925.00.
- Step 6 If a DAC assessment has to be rescheduled due to a cancelled appointment or a no-show, then the DAC refers back to Step 4 and charges an additional \$75.00 for each time an assessment needs to be rescheduled. This charge is to apply to the total charge applicable under Step 4 or Step 5 exit points.

This guide should only be used in conjunction with the attached Pre-Assessment Cancellation Fee Schedule.

The Pre-Assessment Cancellation Fee Schedule becomes effective Monday, July 16, 2001.

Should you have any questions regarding the application of this schedule, please call the DAC hotline at 416-590-7137 or 1-800-668-0128, extension 7137.

If your organization has Internet access, the Pre-Assessment Cancellation Fee Schedule can be accessed and downloaded from the Financial Services Commission of Ontario's website at **<<http://www.fscso.gov.on.ca>>.**

Yours truly,

Stephen Firestone, Chair

¹In the cases of referrals that involve an identified Acquired Brain Injured (ABI) claimant or a claimant that has been referred for a Post 104-week Disability DAC assessment, the early notification date is 10 or more business days before the first scheduled appointment and the late cancellation date is less than 10 business days before the first scheduled appointment.