Assistive Devices Program
eSubmission – Claims
November 4, 2020

ADP-Registered Authorizers and ADP-Registered Vendors

This document includes questions and answers to help Assistive Devices Program (ADP) stakeholders understand the new eSubmission process.

If you have additional questions not covered in this document, please send your questions to adpvendors@ontario.ca or adpauthorizers@ontario.ca.

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1 – General

Q1.1 Why should I submit claims electronically to the Assistive Devices Program (ADP)?

A1.1 The intent of eSubmission is to make submission of applications more efficient, resulting in faster claims processing, faster payments to ADP registered vendors and devices getting to clients faster.

Q1.2 When will the new fillable application forms be available?

A1.2 The updated application forms for each device category will be posted to the Central Forms Repository on the last business day prior to the month of implementation. Please refer to the Electronic Claim Submission Schedule for the dates of implementation for each category.

2 – Secure completion of claims

Q2.1 As an ADP registered vendor will I have to fill/data enter the information on the application form?

A2.1 No, if the pdf form is completed and shared electronically. Faster submission of claims will benefit clients. The ADP suggests that stakeholders work together to complete the information electronically and share to enable to submission of the form.

Q2.2   **Is the information on the application secure?**

A2.2   Yes. Once information is entered into a section of the application form and the section is signed electronically, the information is in the section protected from alteration by subsequent users. Stakeholders are reminded to protect the form when saving and sharing electronically to prevent any privacy breaches.

Q2.3   **How can stakeholders share the partially completed application while maintaining client privacy?**

A2.3   Stakeholders should work together, ensuring privacy of the information within the form, to share the details electronically in preparation for submission. Each scenario may be unique, and the ADP expects stakeholders to work together in this regard. In some cases, stakeholders may choose to not share this information electronically and ADP registered vendors may choose to enter the information themselves for submission or submit the form through the traditional channels (fax or mail) available to them. In all cases, the Program requires that the ADP registered vendor keep a copy of the completed application on file for verification purposes.

Q2.4   **How are signatures obtained on the new application forms enabled for electronic submission?**

A2.4   The updated PDF forms accept electronic signatures. Users may complete the information electronically and sign. Once signed the completed details will be locked and subsequent users will be unable to update or modify the data entered. If electronic signatures cannot be obtained, all required signatories must sign the form.

3 – Submitting the application

Q3.1   **Can we continue to submit completed applications via fax to the ADP for processing?**

A3.1   Yes. The current submission processes (fax and mail) continue to be available.

Q3.2   **Will I be required to use the new application form in order to submit the claim electronically?**

A3.2   Yes. All stakeholders will be required to use the new fillable PDF forms which, when completed will enable the data to be submitted electronically to the ADP. Please see the Technical Specifications Document for complete details.

Q3.3 How is supplemental information (ADP registered vendor Repair Quotes, Justification for Funding Chart, Oximetry, etc.) submitted through the eSubmission process?

A3.3 Supplemental information is not required to be submitted through the new process. Please ensure that the appropriate check boxes are ticked on the application form confirming the availability of additional information. Where the details are not submitted electronically, ADP registered vendors are required to keep the additional documentation along with the application for audit purposes.

Q3.4 Where a request for custom modifications is submitted, how may I submit the required information including cost details?

A3.4 The ADP-Registered Authorizer should include brief details related to the cost breakdown for custom modifications in the area of the form required to support the need for the custom modification (clinical rationale). ADP registered vendors are required to keep the additional documentation including the cost breakdown along with the application for audit purposes.

4 – Retaining documents

Q4.1 Are ADP registered vendors required to keep copies of the Application form?

A4.1 Yes. For review and audit purposes, ADP registered vendors are required to keep copies of the application and any additional supporting documentation. This may be an electronic form, a scanned version of a paper form or a hard copy paper form depending on the method of submission and the retention procedures of each ADP registered vendor.

Q4.2 When the application is submitted electronically are ADP registered vendors required to keep the XML files?

A4.2 Yes. ADP registered vendors are required to keep the XML file. The XML files are needed if changes and corrections to the application are required.

5 – Submitting changes

Q5.1 How are application form corrections/updates submitted?

A5.1 Do not send an update/correction via eSubmission for an **approved** claim. Changes to an approved claim must be sent to the ADP via fax with a covering page outlining the required updates/changes.

As per the Technical Specifications, corrections, updates or changes to an application that is currently **under review** may be sent through eSubmssion. Please import the submitted XML file to an application and apply the correction. Once updated, save, export and submit the newly created XML file through the portal.

Appeals or additional information to support an application that is **not approved** must be sent to the ADP via fax with a covering page outlining the required changes/additional information.

Should a new application replacing a not-approved application be submitted via the eSubmission portal, a **new claim number will be assigned to the submission**.

6 – GoSecure portal

Q6.1 Are there changes to the portal (GoSecure) application in regards to who can submit the claims electronically?

A6.1 No. Each ADP registered vendor registers and has individual access to the online system (administrator or primary account holder). The administrator or primary account holder may designate others to access their reports and enable submission of both invoices and claims.

Q6.2 Can ADP registered vendors create access to their reporting portal (GoSecure) to multiple staff members?

A6.2 Yes. The administrator or primary account holder of the reporting portal can create designee accounts by following the Designee Maintenance link available on the reporting portal's main page.

7 – Post-payment verification

Q7.1 What changes have been made to the ADP Post Payment Verification/review processes?

A7.1 None. Post payment verification will continue. ADP registered vendors will be required to submit supporting documentation upon request to the ADP.