

# Guide to Home Oxygen Therapy Contract Renewal

**Assistive Devices Program  
Ministry of Health**

[ontario.ca/page/assistive-devices-program](https://ontario.ca/page/assistive-devices-program)

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# Introduction

# 1

# Part 1: Introduction

## 100 Purpose of this Guide

This Guide includes:

- Background information on the Assistive Devices Program's (ADP) Home Oxygen Therapy device category.
- Invitation and process involved to enter confidential pricing negotiations with the ADP to discuss upcoming contract renewal.
- A timeline of important deadlines.
- A summary of changes to the application forms and the *ADP Home Oxygen Therapy Policy and Administration Manual*.
- Introduction of Key Performance Indicators for the Home Oxygen Therapy device category

## 105 Definitions

Capitalized terms used in this Guide shall have the meaning associated with them as described below:

**ADP-Registered Vendor** means any person or entity that holds an executed Vendor Agreement with the Ministry and completed their registration with the Program in April 2017.

Applicant means an individual who applies to the Program for funding assistance for a device.

**Client** means an individual who applied to the ADP, satisfied eligibility requirements for Home Oxygen Therapy, and has been approved to receive funding assistance for Home Oxygen Therapy.

**Community Care Access Centre (CCAC) now called Home and Community Care Support Services (HCCSS)** means a local agency established by the Ministry of Health to coordinate services for seniors, people with disabilities or people who need health care services to live independently in their community.

**First Time Applicant** means one of the following:

- An Applicant who is accessing funding for the first time;
- An Applicant whose previous funding was stopped because the Prescriber discontinued Home Oxygen Therapy or;
- A gap in funding greater than ninety (90) days between the funding period's start date and the expiry date of the previous funding period

**Guide** means the Home Oxygen Therapy Contract Renewal Guide.

**Key Performance Indicators (KPIs)** are a quantifiable measure of performance over time for a specific objective.

**Home Oxygen Therapy** includes the oxygen, the Oxygen Delivery System(s), and the services necessary to maintain oxygen therapy in the home.

**Manual(s)** means, collectively, the ADP Manual, the relevant Policy and Administration Manual(s) and the relevant Product Manual(s) published by the Ministry containing terms, conditions and polices in connection with the Vendor's compliance with the Program.

**Ministry** means the Ministry of Health

**Negotiations** mean the confidential discussions that will occur between an interested party and the Assistive Devices Program. Each interested Vendor will have their own discussions with the ADP in isolation.

**Oxygen Delivery System** means concentrators (portable or stationary), compressed gas (cylinders), compressed gas (cylinders) with oxygen conserving devices, liquid oxygen systems and transfill oxygen systems.

**Prescriber** means a Physician, a Physician who is a respirologist or internist with an expertise in respiratory medicine, or a Nurse Practitioner.

**Product Manual(s)** means the manual(s) published by the Ministry which contain(s) a description of the Device(s) approved for funding under the Program and prices where applicable.

**Program** means the Ministry's Assistive Devices Program, also referred to as the ADP.

**Registered Respiratory Therapist** – means a Regulated Health Professional who holds a valid certificate of registration from the College of Respiratory Therapists of Ontario and is entitled to practice in Ontario.

**Regulated Health Professional** means a health professional holding a valid certificate with a regulatory college specified by the *Regulated Health Professions Act, 1991* (RHPA), who has assessment skills within their scope of practice.

**Schedule B** means Schedule "B" to the Vendor Agreement.

**Vendor** means a person or entity that provides Home Oxygen Therapy to clients in Ontario.

**Vendor Agreement** means the document that outlines the terms and conditions that the Vendor must adhere to, and, together with *the Home*

*Oxygen Therapy Policy and Administration Manual*, constitutes the contract between the ADP and the Vendor.



# Background



# Part 2: Background

## 200 Assistive Devices Program (ADP)

The Assistive Devices Program (ADP) provides support to Ontario seniors and people with long-term physical disabilities. The purpose of the ADP is to enable people with physical disabilities to increase their independence through access to assistive devices responsive to their individual needs.

The mandate of the ADP is to provide customer-centred support and funding to help Ontario residents access personalized assistive devices that meet their basic needs. The ADP also aims to provide Ontario residents with fair and affordable access to a range of devices and to provide ADP-Registered Vendors with a fair and predictable return on their investment.

The ADP provides funding for assistive devices such as wheelchairs, walkers, home oxygen devices, hearing aids, respiratory equipment, insulin pumps, orthotic devices, limb prostheses and ostomy supplies; a total of over 8,000 pieces of equipment and supplies for 19 types of devices assisting approximately 400,000 Ontarians each year.

## 205 Home Oxygen Therapy

The ADP provides funding assistance for Home Oxygen Therapy to residents of Ontario who have a medical need for oxygen therapy. Home Oxygen Therapy is delivered by an ADP-Registered Vendor, who loans an Oxygen Delivery System to the Client and provides the services necessary to ensure that oxygen therapy and the Oxygen Delivery System is effective and used safely.

ADP-Registered Vendors for Home Oxygen Therapy must provide Clients with Home Oxygen Therapy in accordance with the policies and procedures outlined in the *Home Oxygen Therapy Policy and Administration Manual*, and the *Policies and Procedures Manual for the Assistive Devices Program*.

In its sole discretion, the ADP may revise the *Home Oxygen Therapy Policy and Administration Manual* and the *Policies and Procedures Manual for the Assistive Devices Program* at any time. See Section 5 for updates on the upcoming changes to the *Home Oxygen Therapy Policy and Administration Manual*.

The ADP began funding Home Oxygen Therapy in 1993. In FY 2022/2023, the ADP provided home oxygen funding for approximately 51,715 Clients totalling \$117M.

To receive funding for Home Oxygen Therapy, an applicant must:

- meet the program's general and medical eligibility criteria; and
- agree to receive Home Oxygen Therapy from a person or entity that the Ministry has authorized to provide Home Oxygen Therapy to Clients.

Under the current funding model, the ADP provides funding for each month that a Client receives Home Oxygen Therapy. The ADP bases the amount of remuneration on a fixed daily/monthly rate for Clients in northern Ontario and a fixed daily/monthly rate for Clients in southern Ontario. Approximately 8% of ADP-funded Clients live in northern Ontario.

The ADP will pay 100% of the fixed monthly rate if the Client is:

- sixty- five (65) years of age or older; or
- sixty- four (64) years of age or younger and:
  - receiving social assistance (Ontario Works, Ontario Disability

Support Program or Assistance to Children with Severe Disabilities);

- o living in a long-term care home; or
- o receiving professional services from a Community Care Access Centre now called Home and Community Care Support Services.

For all other Clients, the ADP pays 75% of the monthly rate and the Client pays the remaining 25% portion.

## **210 Remuneration for Home Oxygen Therapy**

The ADP provides funding for each day/month that a Client receives Home Oxygen Therapy. The current pricing schedule is set out in the *Product Manual – Home Oxygen*.

The ADP's funding policies are set out in the *Home Oxygen Therapy Policy and Administration Manual* and the *Policies and Procedures Manual for the Assistive Devices Program*.

See Section 4 of this Guide for more details on the ADP's current funding periods and the future changes to the funding periods. The funding model will remain the same.

## **215 Regulation and Legislation**

The ADP is operated pursuant to the authority of the Ministry to enter into agreements for the provision of health services and equipment 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.

## 220 Utilization and Cost

The Home Oxygen Therapy program continues to grow year after year. The table below provides the number of Clients and the total ADP expenditures for the five most recent fiscal years:

Fiscal Year	# of Clients	Expenditures
2018/2019	42,359	\$120M
2019/2020	45,617	\$119M
2020/2021	49,158	\$106M
2021/2022	56,208	\$121M
2022/2023	51,715	\$117M

## 225 Current ADP Home Oxygen Vendors

There are currently thirty-six (36) ADP-Registered Vendors authorized to deliver Home Oxygen Therapy to ADP Clients. They operate out of approximately 170 locations.

## 230 Requirements to become an ADP-Registered Vendor for Home Oxygen Therapy

A Vendor must meet the following requirements to obtain and maintain the status of an ADP-Registered Vendor:

- The Vendor must comply with all policies and procedures established by the ADP and outlined in the *Home Oxygen Therapy Policy and*

*Administration Manual and the Policies and Procedures Manual for the Assistive Devices Program, including the Conflict-of-Interest Policy, as well as any other applicable laws and policies.*

- The Vendor must be competent to act as a provider and seller of Home Oxygen Therapy in a responsible manner.
- The Vendor's past conduct relating to the ADP must afford reasonable ground to believe that the Vendor will operate in accordance with the law, with honesty and integrity, and in the best interest of Clients.
- The Vendor must not be charged with or have been convicted of an offence that relates to conduct that is relevant to the Vendor's participation in the ADP.
- The Vendor must maintain a permanent physical location or locations in Ontario that are open to the public in the community they serve.
- All permanent physical locations providing Home Oxygen Therapy must have authority to operate the business under applicable municipal zoning rules.
- All permanent physical locations providing Home Oxygen Therapy must have the required insurance policy.
- If the business is incorporated, it must be duly organized, registered and validly existing under the laws of Canada or Ontario, and must not have been dissolved.
- The Vendor must hold all necessary permits, licenses, consents, and authority to perform its obligations as a Vendor for Home Oxygen Therapy.
- All professional personnel providing Home Oxygen Therapy must have the requisite level of experience and expertise and the professional

designation and credentials required to carry out their respective responsibilities in providing such services in a competent manner and in accordance with all professional standards.

- All permanent physical locations providing Home Oxygen Therapy must comply with applicable federal, provincial and municipal laws, rules, orders, regulations, by-laws and policies.

# Negotiations

# 3



# Part 3: Negotiations

## 300 Invitation

On March 31, 2024, 11:59pm, the current registration period of Home Oxygen Therapy Vendors under the ADP will expire. This registration period began on April 1, 2017, and initially lasted for 5 years but was subsequently extended for 2 additional years until March 31, 2024.

The ADP is issuing an invitation to all current ADP-Registered Vendors for Home Oxygen Therapy and organizations not registered with the ADP as Vendors for Home Oxygen Therapy that wish to participate in individual and confidential pricing negotiations and/or to join the program based upon the outcomes of negotiations conducted by other Vendors. Vendors who wish to join the program on the basis of negotiations in which they decline to participate must agree to abide by the outcome of those negotiations and shall not have the opportunity to renegotiate.

To note – if you are currently not registered with the ADP as a Vendor, you can still join the negotiations and sign the registration that will be implemented on April 1, 2024. You will need to complete the ADP Vendor Registration Application (which is currently closed) but will be available on April 1, 2024. Once the Vendor application is completed, approved by the Ministry, and the registration signed, you will be an ADP-Registered Vendor.

See below link for Vendor Registration Application Information

[Register as an authorizer or vendor with the Assistive Device Program | Assistive Devices Program for health care professionals | ontario.ca](#)

## 305 Goals of the Negotiation

To ensure value-for-money in the remuneration of services provided by Home Oxygen Therapy Vendors.

To introduce Key Performance Indicators (KPIs) to measure service compliance and Client satisfaction.

To improve and streamline the process for a Client to obtain Home Oxygen Therapy from an ADP-Registered Vendor by implementing solutions that reduce burden for the Clients, the ADP, Vendors, and other administrators.

## 310 How to Apply

Any person or entity interested in remaining or becoming an ADP-Registered Vendor for Home Oxygen Therapy must respond by email to [Signy.Frederickson@ontario.ca](mailto:Signy.Frederickson@ontario.ca) by **5pm on August 18, 2023**. Late submission will not be accepted.

Email subject line: *"Home Oxygen Therapy Contract 2024"*

Please include in this email:

- Legal name of person or entity (e.g., corporate name)
- Business or operating name of person or entity (e.g., registered business name)
- Contact information
- Indicate which option you would like to be considered for:

A. I wish to participate in confidential pricing negotiations with the ADP.

- B. I do not wish to participate in confidential pricing negotiations but would like to be a participating ADP-Registered Vendor based upon my agreement to the terms and conditions set by the Ministry following negotiations.
  - C. I do not wish to be an ADP-Registered Vendor and will not be signing the new contract.
- Signed Non-Disclosure Agreement (NDA) – each Vendor wishing to participate in negotiations must sign the NDA.

## 315 Stages of the Negotiations

### 315.01 Stage 1

Determining parties' interest in continuing to be or becoming a Vendor to provide Home Oxygen Therapy and participating in the negotiation process.

- Communicate expression of interest decision by **August 18, 2023**.
- Updated *Home Oxygen Therapy Policy and Administration Manual* to be released prior to starting pricing negotiations.

### 315.02 Stage 2

Negotiating pricing based upon the new terms and conditions with interested parties.

- Starting week of September 18, 2023 – until November 24, 2023.
- The ADP will set up 1:1 meetings with each interested Vendor

### 315.03 Stage 3

Signing of contracts with existing Vendors and new eligible Vendors.

- Contracts to be signed between January – February 2024.
- New Vendors can sign the registration contract and then complete the Vendor Registration Application form in March 2024.

## 320 Scope of the Negotiations

### 320.01 In Scope

- Negotiation about the ADP's fixed prices under its new structure for the remuneration of Home Oxygen Therapy Vendors.
  - See Section 4 for more details on the new pricing structure.

### 320.02 Out of Scope

- Design of the ADP's new structure for the remuneration of Home Oxygen Therapy Vendors.
- Policies and procedures outlined in the *Home Oxygen Therapy Policy and Administration Manual*, and the *Policies and Procedures Manual for the Assistive Devices Program*.
- Changes to the *Home Oxygen Therapy Policy and Administration Manual* to be updated on April 1, 2024 (See Section 5 for more information about these changes).
- Introduction of new Key Performance Indicators for the Program. (See Section 6 for more information about these changes)

## 325 Next Steps

Contact Signy Frederickson ([Signy.Frederickson@ontario.ca](mailto:Signy.Frederickson@ontario.ca)), Senior Program Coordinator with your decision about the upcoming negotiations by **5pm on August 18, 2023**.

The ADP will reach out to all interested parties to set up a 1:1 meeting to start negotiations during the week of August 21, 2023.

After separate and confidential pricing negotiations with all interested parties, ADP will communicate the fixed prices for Home Oxygen Therapy services.

The ADP will then notify parties who wished to remain or become a new vendor but did not partake in the negotiation process and offer an opportunity to review the new terms and conditions for decision making. Vendors who wish to become a Vendor for Home Oxygen Therapy will sign a new Schedule B to the Vendor Agreement if they agree to the terms and conditions contained therein.

The new Schedule B, which will outline the new negotiated prices, terms and conditions, will be effective on April 1, 2024. This new Schedule B will be executed by each Vendor and the ADP. The Vendor Agreement which any current ADP-Registered Vendor has already signed is evergreen with no expiry date. If you are a new Vendor this Agreement can be completed after April 1, 2024.

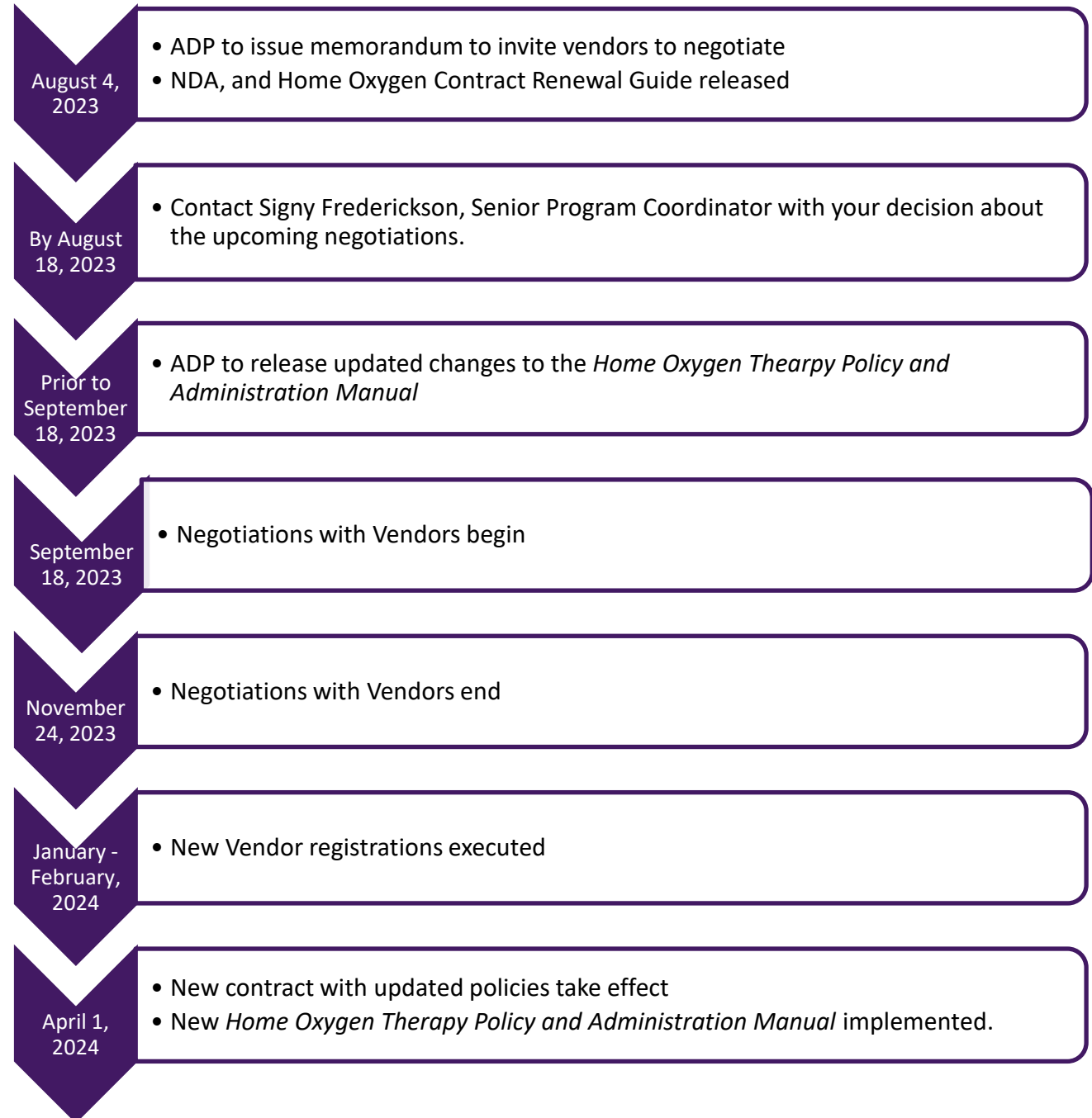
All Vendors that decide to participate in the program and agree to the new negotiated prices and Key Performance Indicators will be registered with the Ministry effective **April 1, 2024**. This registration authorizes the Vendor to provide Home Oxygen Therapy to Clients in accordance with the policies outlined in the *Home Oxygen Therapy Policy and Administration Manual*, and the *Policies and Procedures Manual for the Assistive Devices Program*.

This new registration, like the Vendor Agreement, will have no expiry date. The last registration had an initial five (5) year-end term and was extended for two (2) additional years.

The Ministry will accept any Applications from person or entities who submit a request to register as a Vendor for Home Oxygen Therapy at any point after April 1, 2024. The registration period will no longer be closed.

If at any time an ADP-Registered Vendor would like to discontinue their relationship with the ADP, the ADP-Registered Vendor can do so by providing 30 days' notice to the Program.

## 330 Important Dates



# New Funding Period Structure

4



# Part 4: New Funding Period Structure

## 400 Current Process – Long Term Oxygen Therapy for both resting and exertional Hypoxemia

Based on the *Home Oxygen Therapy Policy and Administration Manual*)

Currently, there are three designated funding periods for Home Oxygen Therapy for Resting and Exertional Hypoxemia:

1. 90-day funding period
2. 9-month funding period and
3. 12-month funding period

### 400.01 **The 90-day funding period**

On receipt and approval of a fully completed application form, the Client will receive funding for ninety (90) days.

First time Applicants must complete the First Time Application for Funding Home Oxygen Therapy.

The ADP will base day one (1) of the 90-day funding period on the date the ADP-Registered Vendor initiated Home Oxygen Therapy unless the ADP-Registered Vendor initiated Home Oxygen Therapy prior to the Prescriber's prescription date or the Registered Respiratory Therapist's authorization date.

In that case, the ADP will base day one (1) of the 90-day funding period on the Prescriber's prescription date or the Registered Respiratory Therapist's authorization date.

#### 400.02 **The 9-month funding period**

Must complete Renewal of Funding Home Oxygen Therapy form.

On receipt and approval of a fully completed application form to continue to receive Home Oxygen Therapy after an initial 90-day funding period for, the Client will receive funding for nine (9) months.

ADP will base day one (1) of the 9-month funding period on the expiry a date of the previous (90-day) funding period.

#### 400.03 **The 12-month funding period**

Must complete the Renewal for Funding Home Oxygen Therapy form.

On receipt and approval of a fully completed application form to continue to receive Home Oxygen Therapy after aa 9-month funding period for long-term oxygen therapy, the Client will continue to receive funding.

ADP will base day one (1) of the 12-month funding on the expiry date of the previous (9-month) funding period.

#### 400.04 **Annual Re-assessment**

The Prescriber must re-assess the Client's continued need for Home Oxygen Therapy annually.

If, based on the re-assessment, the Prescriber determines that Home Oxygen Therapy is still required the Prescriber must provide the Vendor with an updated written prescription must provide the ADP-Registered Vendor with a written authorization, to continue Home Oxygen Therapy.

If, based on the re-assessment, the Prescriber determines that Home Oxygen Therapy is no longer required the Prescriber must provide the Vendor with a written prescription, to discontinue Home Oxygen Therapy.

## 405 Current Process – Long Term Oxygen Therapy for Children

The current procedure for Home Oxygen Therapy for Children is as follows:

Must complete the First Time Application for Funding Home Oxygen Therapy

On receipt and approval of a fully completed application form, the Client will receive funding.

The ADP will base day one (1) of the 12-month funding period on the date the ADP-Registered Vendor initiated Home Oxygen Therapy unless the ADP-Registered Vendor initiated Home Oxygen Therapy prior to the Prescriber's prescription date or the Registered Respiratory Therapist's authorization date.

In that case, ADP will base day one (1) of the 12-month funding period on the Prescriber's prescription date or the Registered Respiratory Therapist's authorization date.

### 405.01 Annual Re-assessments

The Prescriber must re-assess the Client's continued need for Home Oxygen Therapy annually.

If based on the re-assessment, the Prescriber determines that Home Oxygen Therapy is still required the Prescriber must provide the ADP-Registered Vendor with an updated written prescription to continue Home Oxygen Therapy.

If based on the re-assessment, the Prescriber determines that Home Oxygen Therapy is no longer required the Prescriber must provide the ADP-Registered Vendor with a written prescription to discontinue Home Oxygen Therapy.

## **410 Current Process – Oxygen Therapy for Palliative Care**

The current procedure for Home Oxygen Therapy for Palliative Care is as follows:

First time applicants must complete a First Time Application for Funding Home Oxygen Therapy.

All other applicants must complete a Renewal of Funding Home Oxygen Therapy.

On receipt and approval of a fully completed application form, the Client will receive funding for ninety (90) days.

For first time applications, the ADP will base day one (1) of the 90-day funding period on the date the ADP-Registered Vendor initiated Home Oxygen Therapy, unless the ADP-Registered Vendor initiated Home Oxygen Therapy prior to the Prescriber's prescription date or the Registered Respiratory Therapist's authorization date.

In that case, ADP will base day one (1) of the 90-day funding period on the Prescriber's prescription date or the Registered Respiratory Therapist's authorization date.

## **415 Current Process – Oxygen Therapy for Short Term Oxygen**

The designated funding periods for short-term oxygen therapy are

1. 60-day funding period; and
2. 30-day funding period

#### 415.01 **The 60-day funding period**

Complete the First Time Application for Funding Home Oxygen Therapy

On receipt and approval of a fully completed Application Form, the Client will receive funding for 60-days.

The ADP will base day one (1) of the 60-day funding period on the date the Vendor initiated Home Oxygen Therapy, unless the Vendor initiated Home Oxygen therapy prior to the Prescribers' prescription date or the Registered Respiratory Therapist's authorization date.

In that case, the ADP will base day one (1) of the 60-day funding period on the Prescriber's prescription date or the Registered Respiratory Therapist's authorization date.

At the end of the initial 60-day funding period, a Client who continues to meet the Medical Eligibility criteria can apply for one of the following:

- 30-day funding period for short-term oxygen
- 90-day funding period for long term oxygen therapy.

#### 415.02.1 **The 30-day funding period**

Complete the Renewal of Funding Home Oxygen Therapy

On receipt and approval of a fully completed Application Form, the Client will receive funding for 60-days.

ADP will base day one (2) of the 30-day funding period on the expiry date of the previous (60-day) funding period.

## 420 Current Process – Designated Re-assessment Period: for all types of Home Oxygen Therapy

At the end of each designated funding period, the Client must be re-assessed to determine if they continue to meet the medical eligibility criteria that is set out in the *Home Oxygen Therapy Policy and Administration Manual*.

The current designated re-assessment periods are:

<b>Funding Period Ending</b>	<b>Re-assessment Period</b>
90-day funding period (long-term oxygen therapy)	45-day re-assessment period
9-month funding period (long-term oxygen therapy)	2-month re-assessment period
90-funding period (palliative)	30-day re-assessment period
60-day funding period (short term oxygen therapy)	10-day re-assessment period
30-day funding period (short term oxygen therapy)	10-day re-assessment period

## 425 Future Process – Long Term Oxygen Therapy for Resting Hypoxemia

Changes will be made to the Resting and Exertional Hypoxemia long-term funding application process with the goal of reducing burden on Clients, ADP-Registered Vendors, Prescribers, and the ADP.

There will be only **two (2)** designated funding periods for Home Oxygen Therapy for Resting Hypoxemia

1. The 90-day funding period
2. The 9-month funding period

### 425.01 **The 90-day funding period**

On receipt and approval of a fully completed Application Form, the Client will receive funding for ninety (90) days.

The ADP will base day one (1) of the 90-day funding period on the date the ADP-Registered Vendor initiated Home Oxygen Therapy unless the ADP-Registered Vendor initiated Home Oxygen Therapy prior to the Prescriber's prescription date or the Registered Respiratory Therapist's authorization date.

In that case, the ADP will base day one (1) of the 90-day funding period on the Prescriber's prescription date or the Registered Respiratory Therapist's authorization date.

### 425.02 **The 9-month funding period**

On receipt and approval of a fully completed application to continue to receive Home Oxygen Therapy after an initial 90-day funding period for long-term oxygen therapy, the Client will receive funding until discontinued by the Prescriber.

The ADP will base day one (1) of the 9-month funding period on the expiry a

date of the previous (90-day) funding period

#### 425.03 **Annual Re-assessments**

The Prescriber must re-assess the Client's continued need for Home Oxygen Therapy annually – starting at the end of the 9-month funding period.

If, based on the re-assessment, the Prescriber determines that Home Oxygen Therapy is still required, the Prescriber must provide the Vendor with an updated prescription to continue Home Oxygen Therapy.

If based on the re-assessment, the Prescriber determines that Home Oxygen Therapy is no longer required the Prescriber must provide the Vendor with appropriate documentation to discontinue Home Oxygen Therapy.

## **430 Future Process – Long Term Oxygen Therapy for Exertional Hypoxemia**

There will now only be **one (1)** funding period for Home Oxygen Therapy Exertional Hypoxemia

1. 12-month funding for long-term exertional Hypoxemia.

#### 430.01 **12-month funding period**

On receipt and approval of a fully completed application form, the Client will receive funding until discontinued by the Prescriber.

The ADP will base day one (1) of the long-term funding period on the date the ADP-Registered Vendor initiated Home Oxygen Therapy unless the ADP-Registered Vendor initiated Home Oxygen Therapy prior to the Prescriber's prescription date or the Registered Respiratory Therapist's authorization date.

In that case, the ADP will base day one (1) of the long-term funding period on the Prescriber's prescription date or the Registered Respiratory Therapist's



authorization date.

#### 430.02 **Annual Re-assessment**

The Prescriber must re-assess the Client's continued need for Home Oxygen Therapy annually – twelve (12) months after the initial application.

If, based on the re-assessment, the Prescriber determines that Home Oxygen Therapy is still required, the Prescriber must provide the ADP-Registered Vendor with an updated prescription to continue Home Oxygen Therapy.

If, based on the re-assessment, the Prescriber determines that Home Oxygen Therapy is no longer required, the Prescriber must provide the ADP-Registered Vendor with appropriate documentation to discontinue Home Oxygen Therapy.

### **435 Future Process – Long Term Oxygen Therapy for Children**

No change to above current process

### **440 Future Process – Oxygen Therapy for Palliative Care**

No change to above current process

### **445 Future Process – Short Term Oxygen Therapy**

No change to above current process

## 450 Future Process – Designated Re-assessment Period

At the end of each designated funding period, the Client must be re-assessed to determine if they continue to meet the medical eligibility criteria that is set out in the *Home Oxygen Therapy Policy and Administration Manual*.

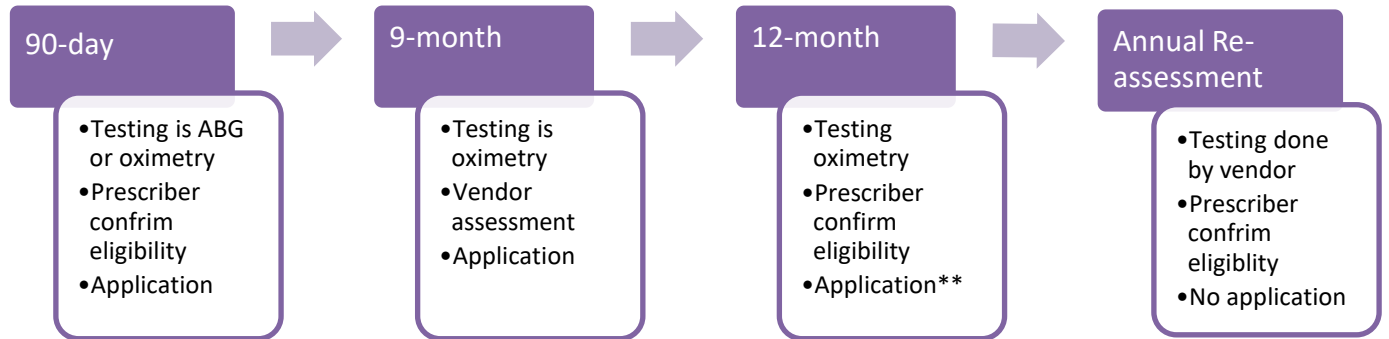
As of April 1, 2024, the designated re-assessment periods will be:

Funding Period Ending	Re-assessment Period
90-day funding period (long-term oxygen therapy resting Hypoxemia)	45-day re-assessment period to complete the 9-month application for resting Hypoxemia.
90-funding period (palliative)	30-day re-assessment period (no change)
60-day funding period (short term oxygen therapy)	10-day re-assessment period (no change)
30-day funding period (short term oxygen therapy)	10-day re-assessment period (no change)

## 455 Diagram of Current and Future Changes

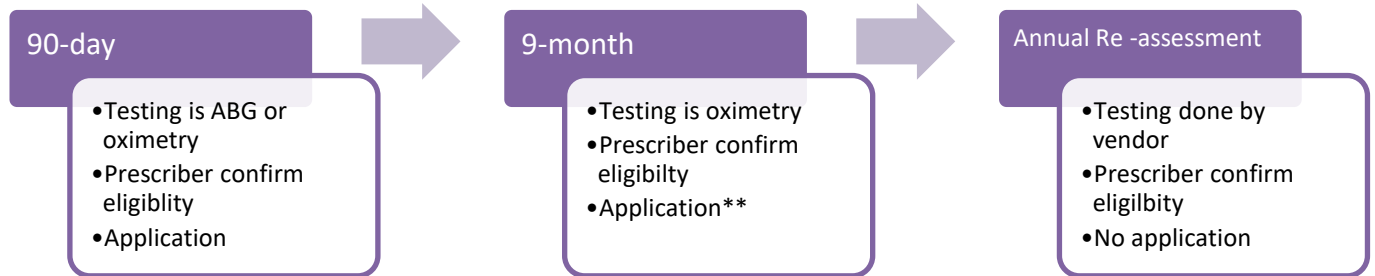
See below diagram to highlight the new application changes for Resting and Exertional Hypoxemia for Home Oxygen Therapy.

### 455.01 Current Long Term Home Oxygen Funding for Resting Hypoxemia



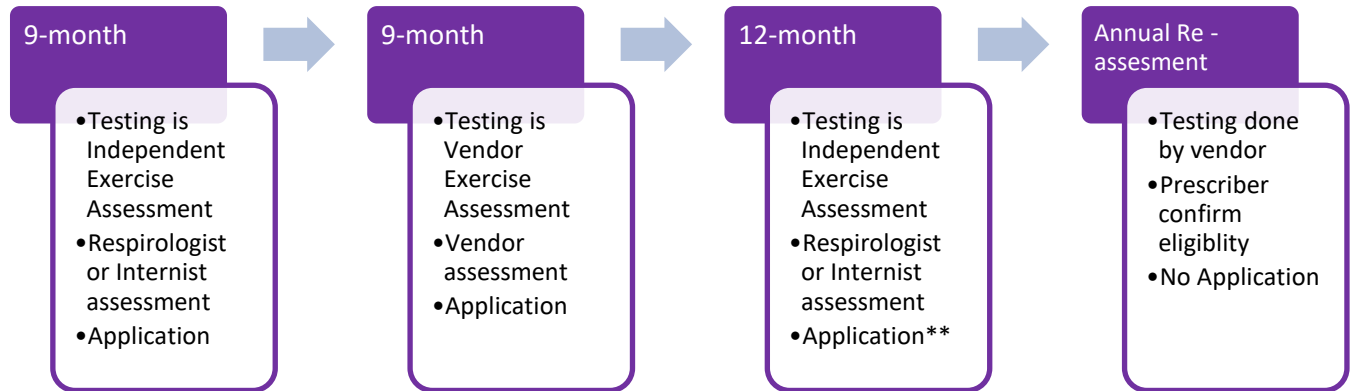
\*\*After this 12-month application approved, Client is on Home Oxygen Therapy funding for life or until discontinued by Prescriber.

### 455.02 Future Long Term Home Oxygen Funding for Resting Hypoxemia



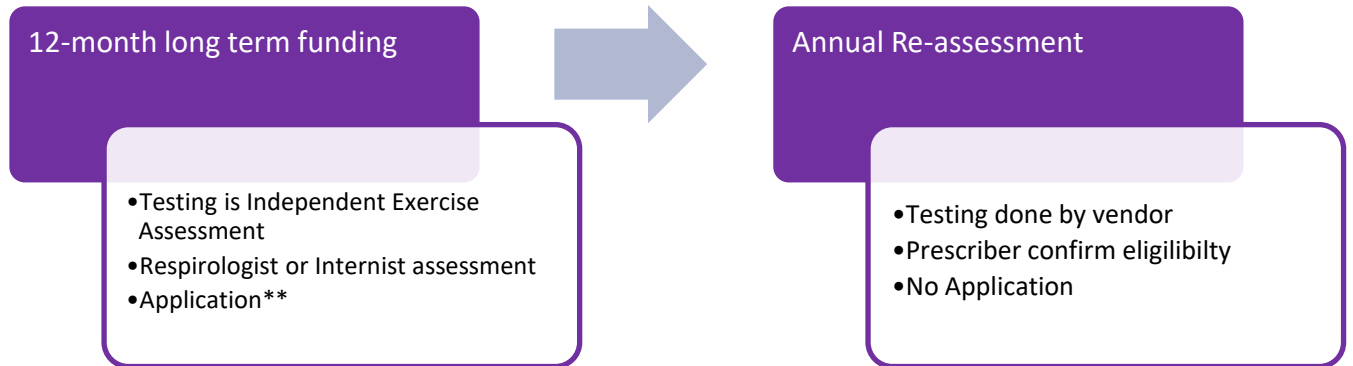
\*\*After this 9-month application approved, Client is on Home Oxygen Therapy funding for life or until discontinued by Prescriber

### 455.03 Current Long Term Home Oxygen Funding for Exertional Hypoxemia



\*\* After this 12-month application approved, Client is on Home Oxygen Therapy funding for life or until discontinued by Prescriber.

### 455.04 Future Long Term Home Oxygen Funding for Resting Hypoxemia



\*\* After this 12-month long term funding application is approved, Client is on Home Oxygen Therapy funding for life or until discontinued by Prescriber.

## 460 Change to Application Form

Currently there are two application forms to be completed for Home Oxygen Therapy – the initial and renewal form.

First Time Application for Funding Home Oxygen Therapy means the form used by Applications who meet the definition of a First Time Applicant and are applying for one of the following

1. 90-day funding period for long-term oxygen therapy
2. 60-day funding period for short-term oxygen therapy.
3. 90-day funding period for palliative care or
4. 12-month funding period for children.

Renewal of Funding Home Oxygen Therapy means the form used by the Clients who do not meet the definition of a First Time Applicant and are re-applying for one of the following

1. 30-day funding period for short-term oxygen therapy
2. 90-day funding period for long term oxygen therapy
3. 9-month funding period for long term oxygen therapy
4. 12-month funding for long term oxygen therapy or
5. 90-day funding period for palliative care.

With the change in funding periods for resting and exertional Hypoxemia, the ADP is going to be changing the application forms. There will no longer be a First Time Application and Renewal Application form for Home Oxygen Therapy.

There will be only one form to be completed regardless of whether the Client is applying for the first time or a renewal application.

## **465 Current Remuneration Model for Vendors**

At present, the ADP reimburses ADP-Registered Vendors for Home Oxygen Therapy via a daily rate for Palliative Oxygen Systems and Short-Term Oxygen Systems, and via a monthly rate for Children's Oxygen Systems, Exertional Oxygen Systems, and Resting Oxygen Systems.

Remuneration rates, whether daily or monthly, do not vary based on the type of Home Oxygen System provided.

They do, however, vary based on the geographical location of the Client. ADP-Registered Vendors are reimbursed for services to Clients residing in northern Ontario at the "Northern Rate" and are reimbursed for services to Clients residing in southern Ontario at the lower "Southern Rate".

Whether the Northern or Southern Rate applies to a particular Client depends on their postal code. The Northern Rate applies to Clients whose postal codes begin with the letter "P", while the Southern Rate applies to Clients whose postal codes begin with the letters "K", "L", "M", or "N".

The following chart provides a summary of Ontario's current remuneration model:

Region	Client Postal Code	Applicable Rate	Daily Rate (For Palliative and Short-Term Oxygen Systems)	Monthly Rate (For Children's, Exertional, and Resting Oxygen Systems)
Southern Ontario	Begins with "K", "L", "M" or "N"	Southern Rate	\$11.21 per day	\$336.15 per month
Northern Ontario	Begins with "P"	Northern Rate	\$11.91 per day	\$357.32 per month

## 470 Future Remuneration Model for Vendors

Proposed changes to the remuneration model for Home Oxygen Vendors:

- Updated daily/monthly rates
- Set-up fee for new Clients or Clients that have been off the program for more than 12 months.

### 470.01 Goal of the Set-Up Fee

The set-up fee will aim to compensate ADP-Registered Vendors for the costs they incur while setting-up Home Oxygen Therapy equipment for a Client. ADP-Registered Vendors will be able to invoice for payment of this fee by the ADP once they have set-up Home Oxygen Therapy equipment at a Client's residence. Included in the set-up fee is the cost associated with proper disposal of a device once a client is no longer using a device.

As with the ADP's daily and monthly remuneration rates, the set-up fee will vary depending on the location of the Client. A "Northern set-up fee" will apply to Clients residing in northern Ontario, while a smaller "Southern set-up fee" will apply to Clients residing in southern Ontario.

#### 470.02 **Pricing Negotiations**

As part of the contract negotiation process, the ADP will encourage all Vendors, those already registered with the Program and Vendors who wish to be registered to provide submissions with respect to the following:

- The amount of the daily and monthly Northern and Southern rates, and
- The amount of the newly added Northern and Southern set-up fee.

As a reminder, the following components of the remuneration model are NOT subject to negotiation:

- The ADP's decision to provide remuneration via fixed daily and monthly rates.
- The ADP's decision to implement a new set-up fee.
- The two-tiered fee and rate structure, with higher fees and rates for Clients in Northern Ontario.



The following chart provides a summary of Ontario's future remuneration model:

Region	Client Postal Code	Applicable Rate	Daily Rate (For Palliative and Short-Term Oxygen Systems)	Set Up Fee	Monthly Rate (For Children's, Exertional, and Resting Oxygen Systems)
Southern Ontario	Begins with "K", "L", "M" or "N"	Southern Rate	TBD	TBD	TBD
Northern Ontario	Begins with "P"	Northern Rate	TBD	TBD	TBD

# Home Oxygen Therapy Policy and Administration Manual Changes

5

# Part 5: Home Oxygen Therapy Policy and Administration Manual Changes

## 500 Policy Changes

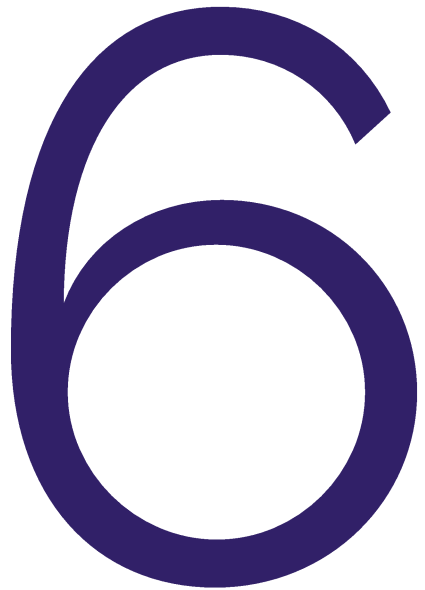
The ADP has reviewed the *Home Oxygen Therapy Policy and Administration Manual*. The following changes will take effect on April 1, 2024:

Section	Current policy	Policy Change
	<p>Language in existing materials</p> <ul style="list-style-type: none"> <li>- Community Care Access Centre (CCAC)</li> <li>- His/her</li> </ul>	<p>Ensure all organizational names are up to date and that language is gender inclusive</p> <ul style="list-style-type: none"> <li>- Home and Community Care Support Services (HCCSS)</li> <li>- They/them</li> </ul> <p>Policy changes were implemented in July 2023</p>
<p><b>315.02,</b> <b>315.03,</b> <b>335.02,</b> <b>335.03</b></p>	<p>Definition of nocturnal hypoxemia</p> <p>Resting hypoxemia medical criteria point (3) states that:</p> <p>An applicant with a PaO<sub>2</sub> consistently in the range of 56</p>	<p>Nocturnal hypoxemia defined as SpO<sub>2</sub> less than or equal to 88% on room air for at least 1 continuous minute during sleep.</p>

Section	Current policy	Policy Change
	<p>to 60mmHg on room air may be considered a candidate for funding if one of the following occurs:</p> <ul style="list-style-type: none"> <li>• Exercise limited by hypoxemia (SpO2 less than or equal to 88%)</li> <li>• <u>Nocturnal hypoxemia</u></li> </ul>	
<b>335.01</b>	<p>Short term medical eligibility criteria</p> <ul style="list-style-type: none"> <li>- "Applicant must be an inpatient in an acute care hospital requiring Home Oxygen Therapy for discharge OR</li> <li>- In the emergency room and require Home Oxygen Therapy for discharge"</li> </ul>	<p>Add bullet</p> <p>"If Applicant resides in a Long-Term Care home, the Applicant must:</p> <p>Require Oxygen Therapy to prevent an emergency room visit and must be assessed by a medical professional to ensure medical eligibility is met."</p>
<b>500</b>	<p>Funding period – long term oxygen therapy for both resting and exertional hypoxemia.</p>	<p>Changing application process for both resting and exertional long-term home oxygen funding.</p> <p>See Section 4 in Guide for more details re these changes.</p>
<b>805</b>	<p>Definition - Joint Venture means a relationship between a Vendor of Home Oxygen Therapy and a hospital that have entered into an agreement to carry on</p>	<p>Lifting the current prohibition on new Joint Ventures, which were put in place in 2017, to allow any Vendor to enter a Joint Venture.</p> <p>Any Vendor wishing to enter into a Joint Venture agreement can do so</p>

Section	Current policy	Policy Change
	<p>business together to provide Home Oxygen Therapy to ADP funded Clients.</p> <p>A Joint Venture may not be a Vendor unless the Joint Venture</p> <ol style="list-style-type: none"> <li>1. Was a Vendor of Record for Home Oxygen Services on March 31, 2017</li> </ol>	<p>and provide copies of the agreement to the ADP.</p>
<b>900 - 985</b>	Covid 19 temporary policy	Remove entirety of Section 9, as it is no longer relevant.

# Introduction of Key Performance Indicators



# Part 6: Introduction of Key Performance Indicators

The ADP is introducing Key Performance Indicators (KPIs) as part of a strategy to improve the program and services provided to clients.

These KPIs are outcome focused, concrete, measurable and can determine service compliance/quality and Client experience.

## 600 Goal

To include quantifiable measures that can be used to evaluate the success of the program for the client, Vendor, Prescriber, and the ADP.

To standardize performance metrics for the program.

## 605 New Key Performance Indicators

See below chart of the KPIs to be included in the next contract agreement.

Key Performance Indicators

- report to be completed annually 30 days after fiscal year end.

Metric	Results	Pre-existing in Home Oxygen Therapy Policy and Administration Manual (Yes/No)
Clients – total number of clients		No

<b>Metric</b>	<b>Results</b>	<b>Pre-existing in Home Oxygen Therapy Policy and Administration Manual (Yes/No)</b>
Clients – total number of new clients in fiscal year		No
Initial set up - % of clients that were seen within 3 (Southern) or 10 (Northern) business days from date the Vendor initialed Home Oxygen Therapy in the Clients' home.		Yes
Equipment - Number of maintenance and repair of the Oxygen Delivery Systems required.		Yes
Equipment - Number of replacement devices of defective equipment.		Yes
Training - % of staff that have received the appropriate training in the operation and safe handling of Oxygen Delivery Systems		Yes
Service compliance - Number of clients utilizing the 24hr emergency service		Yes



<b>Metric</b>	<b>Results</b>	<b>Pre-existing in Home Oxygen Therapy Policy and Administration Manual (Yes/No)</b>
Service compliance - % of clients that were seen in their home within 3 hours if the concern could not be solved over the phone – unless the client agrees that attendance is not necessary		Yes
Client choice - % of clients that confirm they received choice of vendor		No
Customer service satisfaction - % of clients that are satisfied with the Vendor services provided.		No