

Ministry of Health

Assistive Devices Program Authorizer Training

Introduction to Mobility Devices

July 2023

Assistive Devices Program Authorizer Training

Introduction

The Assistive Devices Program (ADP) provides 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 accomplish this goal and to ensure that ADP clients are assessed for cost-effective devices that best suit their needs, the ADP establishes contractual relationships with health professionals.

As part of the contractual obligation between health professionals/clinicians (authorizers) and the ADP, all ADP registered authorizers for mobility devices are required to complete mandatory ADP training prior to completing an ADP application on behalf of a client.

Assistive Devices Program Authorizer Training

ADP Documents and Resources

- [Authorizer Agreement with the Assistive Devices Program](#)
- [Policies and Procedures Manual for the Assistive Devices Program \(ADP Manual\)](#)
- [Mobility Devices Policy and Administration Manual](#)
- [Application for Funding Mobility Devices](#)
- [Applicant Information Sheet – Wheelchairs, Positioning Devices \(Seating\) and Ambulation \(Walking\) Aids](#)
- [Power Dynamic Positioning Devices - Justification for Funding Chart](#)
- [Mobility Devices Product Manual](#)

Assistive Devices Program Authorizer Training

Authorizer Agreement

The Authorizer Agreement is the contract between the ADP and its authorizers, and is comprised of five parts:

1. The Authorizer Agreement
2. The Policies and Procedures Manual for the ADP
3. The Mobility Devices Policy and Administration Manual
4. The Mobility Devices Product Manual
5. The Authorizer confirmation letter (sent with the confirmation of registration)

The contract establishes the terms and conditions under which an individual may be registered with the ADP as an authorizer of devices in Ontario.

In order to maintain a valid registration status with the ADP, authorizers must abide by the terms and conditions specified in this agreement, the manuals and the confirmation letter.

Policies and Procedures Manual for the ADP (the ADP Manual)

General Information

The purpose of the Policies and Procedures Manual for the Assistive Devices Program (the ADP Manual), is to present, in one comprehensive document, the policies and procedures that apply across the Program.

This manual is complemented by the Mobility Devices Policy and Administration Manual.

All ADP registered authorizers (Occupational Therapists and Physiotherapists) are required to review the ADP Manual.

The ADP Manual (cont'd)

Conflict of Interest Policy

This is intended to ensure that the relationships between authorizers and vendors do not interfere with Clients' entitlement to receive the best possible service under the ADP.

In accordance with the conflict of interest policy, authorizers and vendors are expected to conduct themselves with the highest standards of personal integrity, ethics, honesty and diligence in performing their roles in connection with the ADP.

If the ADP determines that an authorizer or vendor has breached the conflict of interest policy, the ADP will take corrective action, up to and including termination of the Authorizer Agreement or Vendor Agreement, as outlined in the agreements and in policies 530 and 680 of the ADP Manual.

The ADP Manual provides a list of examples of conflict of interest situations. For example you may not directly or indirectly profit in the sale or supply of ADP funded devices. Authorizers are required to read the Conflict of Interest policy as it clarifies the ADP's expectations and may assist you with meeting your responsibilities as authorizers with the Program.

Policy and Administration Manual – Mobility Devices

Overview

This manual contains all the policies and procedures for the funding of mobility devices. It should be used by authorizers and vendors who have an agreement with the ADP to provide devices and services related to:

- Ambulation Aids
- Wheelchairs
- Positioning Devices for Mobility (seating)

The Mobility Devices Policy and Administration Manual complements the ADP Manual. They should be used together to provide comprehensive information about the program. The most current version of the manual is posted on the ADP website.

Roles and Responsibilities of the Applicant/Client and/or Agent

Overview

- Make a decision on whether or not to proceed with an application for ADP funding assistance, based on the information provided by the authorizer and vendor during the mobility assessment.
- Choose the vendor, and the make and model of their mobility device.
- Carefully review all the information on the application form, particularly Section 3 – Applicant’s Consent and Signature, prior to signing.
- Seek a second opinion if they disagree with the authorizer’s assessment of their mobility equipment needs.
- Pay 25 per cent of the ADP-approved price for the mobility device to the vendor. For applicants receiving social assistance benefits under Ontario Works (OW), Ontario Disability Support Program (ODSP) or Assistance for Children with Severe Disabilities (ACSD), ADP will pay 100 per cent of the ADP-approved price for the mobility device.

Roles and Responsibilities of the Authorizer

Overview

- Assume the leadership role in the assessment process, identify as part of the assessment process whether there is the need for mobility equipment, and confirm the applicant's eligibility for ADP funding.
- Prescribe a device that provides the opportunity for adjustments and modifications should they be required in the future. For example:
 - If your client has a degenerative neurological disease requiring power mobility, consider prescribing a power device that will allow changes and additions as required.
 - If your client's standing balance is deteriorating, consider prescribing a wheeled walker that will provide increased support and stability on an ongoing basis.
- Provide the applicant with accurate information about ADP policies and procedures, eligibility criteria and the estimated cost to purchase the authorized device.
- Provide the applicant with the Applicant Information Sheet.

Roles and Responsibilities of the Authorizer (cont'd)

Overview

- Provide the applicant with a list of ADP registered vendors serving their community and advise applicants to consider more than one vendor to compare options, service plans and prices. Lists are available on the ADP website.
- Work with the vendor to ensure appropriate assessment and trial equipment is obtained and authorize the device that meets the client's functional requirements and the ADP eligibility criteria.
- Follow up with the client once ADP funding has been approved to ensure the correct authorized equipment has been delivered and that the client's functional status for the authorized equipment continues to be met.
 - If you cannot reach the client or they refuse follow-up, this should be documented in your clinical notes.
 - If you are unable to personally see the client, document in your clinical notes how you carried out the follow-up. For example, another authorizer may have taken over the file.

Roles and Responsibilities of the Authorizer (cont'd)

Overview

- Comply with all applicable privacy laws governing information regarding their clients. Review Policy 700, Protection of Personal Information and Personal Health Information, of the ADP Manual for more detailed information.
- Continue to meet all the conditions specified in their Authorizer Agreement and the ADP manuals.
- Complete the ADP application form in a timely manner.

Assistive Devices Program Authorizer Training

ADP Registration Number

The ADP registration number will be sent to the authorizer in the mail once the mandatory ADP training is completed. Authorizers should carefully review once received to ensure all the information is accurate.

Do not sign applications before you receive approval from the ADP. Only sign application forms for devices you are registered to authorize.

Applications with invalid authorizer registration numbers or submitted by authorizers not registered with the program will not be approved.

Assistive Devices Program Authorizer Training

ADP Registration Updates

Once registered, Authorizers must notify ADP of:

- a change in professional association registration;
- a change in location and facility location in which employed;
- a change of name or change of contact information; and
- a leave of absence from work.

ADP will continually review Authorizer's compliance with ADP policies and procedures.

Non-compliance will result in corrective action by the Program, up to and including termination of the Authorizer Agreement, as outlined in the agreements and in policies 530 and 680 of the ADP Manual.

Roles and Responsibilities of the Vendor

Overview

- Resource for the applicant/client and the authorizer about the devices available and the amount of technical support that may be required.
- Provide a reasonable variety of assessment and trial equipment requested by the authorizer for a reasonable length of time.
- Work cooperatively with the applicant/client and the authorizer to ensure that the choice of device is appropriate to meet the individual's basic mobility requirements and provide quotes to the applicant/client as required.
- Notify the authorizer when the device has been delivered to the client to ensure appropriate follow-up is completed by the authorizer.
- Maintain a current knowledge of the mobility devices listed by the ADP, keep an adequate stock of the devices which they are authorized to sell to ADP clients, honour manufacturer warranties, and provide after-sale service.
- Comply with conditions specified in the Vendor Agreement and the ADP manuals.

Applicant Eligibility Criteria for Mobility Devices

Overview

ADP provides funding assistance for the mobility device that meets the applicant's basic mobility requirements as specifically defined by ADP for funding purposes.

The required and intended use of the equipment must be to provide mobility on an ongoing daily basis within the applicant's place of residence and to gain entry/exit from the applicant's place of residence.

An applicant's place of residence may be a home, apartment building, long-term care home, chronic care facility etc.

Funding is not provided for mobility devices or specific components used solely for travelling to and from destinations in the community, to meet short-term post-operative rehabilitation needs, exercise or supervised walking programs, recreation and social activities or feeding, sleeping and other non-mobility related activities.

Applicant Eligibility Criteria for Mobility Devices (cont'd)

Ineligible Applicants

The program does not provide funding for devices that will be used intermittently or as an alternative means of transportation for example a car, taxi or bus.

Authorizers must not submit an application to the Program if, after assessing the mobility requirements of the applicant, they confirm that the individual does not meet the ADP eligibility criteria.

Applicants receiving coverage from the Workplace Safety & Insurance Board (WSIB) or Veterans Affairs Canada (VAC) – Group A for a device are not eligible for ADP funding for the same device.

Confirmation of Eligibility for Device Required

Overview

To determine what device is clinically required and basic for ADP funding purposes, the authorizer must complete a comprehensive functional assessment. Device trials should be provided from the most basic to the more complex, taking the individual's medical condition and all environmental and safety issues into consideration. Once the assessment has been completed and the authorizer confirms eligibility for ADP funding assistance, the Application for Funding Mobility Devices form may be completed.

Individuals must meet specific functional status requirements for the device that has been authorized. For example operating wheeled walkers and power wheelchairs independently with no verbal or physical prompting. Funding for manual wheelchairs is available regardless of the applicant's ability to operate the equipment independently or not.

The authorizer must provide the medical diagnosis in the appropriate section on the application form. Avoid including a list of symptoms. Further details related to the need for the device must be provided within the functional mobility section of the form using precise language to confirm eligibility.

Confirmation of Eligibility for Device Required (cont'd)

Overview

All applications are assessed using the eligibility criteria outlined in the Mobility Devices Policy and Administration Manual. The ADP makes the final decision on the applicant's eligibility and the approved funding amount. Applicants may appeal a decision made by the ADP to not approve an application. For more information, review Part 10 of the ADP Manual – Appealing a Program Decision.

Should your client indicate to you that they do not intend to use the equipment as prescribed or in accordance with ADP policies, an ADP application form must not be submitted on their behalf.

Some individuals may only need the authorized equipment for part of the day due to their medical condition or living conditions. They will be eligible for funding. For instance, an individual who lives in a care facility and due to staffing resources will not be taken out of bed every day.

Confirmation of Eligibility for Device Required (cont'd)

Important

A client's ability to transport their equipment in and out of their place of residence is not an eligibility requirement. The authorizer will need to address transportation and safety issues in their clinical assessment.

Individuals must meet specific functional status requirements for the device that has been authorized. For example operating wheeled walkers and power wheelchairs.

Mobility Devices Product Manual

Overview

The [Mobility Devices Product Manual](#) lists the types of mobility devices that ADP funds, the device codes with the approved amounts.

Application for Funding Mobility Devices

Overview

- The [application form](#) is posted on the ADP website in a PDF format. Applicants (or legal agents) must be given a copy of the [Application Information Sheet](#) at the time of their assessment before the application form is completed.
- Applications are completed electronically and uploaded by the ADP-registered Vendor via the GoSecure portal.
- The form is made up of four sections. Each section includes instructions on completing the form:
 - **Section 1:** Applicant's Biographical Information
 - **Section 2:** Devices and Eligibility
 - **Section 3:** Applicant's Consent & Signature
 - **Section 4:** Signatures

Application for Funding Mobility Devices (cont'd)

Overview

- Authorizers must complete pages 1, 2, 11 and 12 of all applications. On these pages the authorizer provides the following:
 - Applicant's biographical information
 - Confirmation of applicant's eligibility
 - Prescription details for the device being authorized
 - Authorizer's signature
- The [application form](#) has been designed to focus on equipment prescription based on clinical assessment results – not funding based on device codes. As an authorizer your role is to assess the client, confirm ADP eligibility using the policies outlined in the Policy and Administration Manual and then complete the form based on the assessment results.
- Authorizers must not submit an application form for an individual who does not meet the eligibility criteria.

Application for Funding Mobility Devices (cont'd)

Overview

- The applicant must select their vendor before the application form is sent to the ADP. The vendor must sign the application form along with the applicant and the authorizer.
- The applicant's Health card is the unique identifier for accessing funding from the Program. Once an application form is entered at ADP it will be assigned a unique reference number which will subsequently be used on all communication with the client, authorizer and vendor.
- Authorizers will receive a monthly report listing the status of all applications submitted and processed during that month.
- Vendors are updated on the status of all applications they have submitted on their current biweekly report. This report has 4 sections: remittance advice, invoices deleted, invoices on hold and application status.

Application for Funding Mobility Devices (cont'd)

Overview

- Clients are not sent approval letters. However, if funding is denied the client will receive written notice and a copy of the letter will be sent to the authorizer. The denial letters are generated by ADP's IT system, which allows staff to provide responses from a standard set of explanations. It is the authorizer's responsibility to review ADP's eligibility criteria against what was submitted, and provide a detailed explanation to clients about the denial.
- Where applications require corrections, a return letter is sent to the vendor detailing the specific reason for the return.

Completing the Application Form

Section 1: Applicant's Biographical Information

- Authorizers must ask to see the applicant's Ontario Health card to verify the number and version code in Section 1 of the application form.
- The applicant's biographical information must match the information on the Health card, e.g. legal name and date of birth. Incorrect Health card numbers will impact the application approval and processing time, and may result in the application being denied.
- Eligibility for social assistance must be checked – either yes or no.
- Applicants receiving coverage from the Workplace Safety & Insurance Board (WSIB) or Veterans Affairs Canada (VAC) – Group A for a device are not eligible for ADP funding for the same device. Eligibility for both WSIB and VAC must be checked – either yes or no.

Completing the Application Form (cont'd)

Section 2: Devices and Eligibility

- Be precise. Use phrases that provide specific and relevant diagnoses, symptoms or descriptions, like:
 - “non ambulatory”; or
 - decreased balance causing frequent falls
- The prescription details and definitions of those details are not determined by the ADP; therefore, a glossary of terms is not available. To ensure that all parties understand the prescription, it is suggested that the authorizer and the vendor meet prior to the completion of the form to discuss the prescription and set-up of the equipment.
- Authorizers may include more detailed requirements of the equipment in the “Set Up Instructions for Vendor” section on page.

Completing the Application Form (cont'd)

Section 2: Devices and Eligibility

- The ADP requires the authorizer to confirm the applicant's eligibility for ADP funding assistance and not the exact ADP device code or description of the device required. The Prescription Details section is required to allow the ADP registered authorizer to focus on the clinical needs of their client. When the form is completed it provides the vendor with a comprehensive prescription from which to dispense the equipment.
- When a clinical rationale is required, or where custom modifications are requested for a particular device, and where no ADP code is available, authorizers must complete the appropriate Provide Clinical Rationale and/or Custom Modifications Required sections.

Completing the Application Form (cont'd)

Types of Manual Wheelchairs

1. Adult Standard Manual Wheelchair

- **Description:** Wheelchair type most suitable for user who is not consistently independently mobile and requires minimal adjustments to accommodate postural and mobility requirements. ADP price includes frame (sizes up to 18"wide x 18"deep), standard upholstery, swing away detachable footrests, height adjustable armrests, rear anti-tippers, 2 point seat belt any closure, brake extensions, front casters, wheels.
- **Appropriate clients:** Wheelchair type most suitable for user who is not consistently independently mobile and/or requires minimal to no adjustments to accommodate postural and mobility requirements.
- **Chair characteristics:** These chairs are typically of heavier construction and have limited adjustability and options. Different seat to floor heights are usually achieved by changing the wheel size.

Completing the Application Form (cont'd)

Types of Manual Wheelchairs

2. Lightweight Standard Manual Wheelchair

- **Description:** Wheelchair type most suitable for user who is not consistently independently mobile and requires minimal adjustments to accommodate postural and mobility requirements. ADP price includes frame (sizes up to 18"wide x 18"deep), standard upholstery, swing away detachable footrests, height adjustable armrests, rear anti-tippers, 2 point seat belt any closure, brake extensions, front casters, wheels.
- **Appropriate clients:** Wheelchair type most suitable for user who is not consistently independently mobile and/or requires minimal to no adjustments to accommodate postural and mobility requirements.
- **Chair characteristics:** These chairs are typically of heavier construction and have limited adjustability and options. Different seat to floor heights are usually achieved by changing the wheel size.

Completing the Application Form (cont'd)

Types of Manual Wheelchairs

3. Lightweight Performance Manual Wheelchair

- **Description:** Wheelchair type offers maximum adjustments and options. Suitable for the very active user who requires altered wheel placement for optimal postural support and mobility. ADP price includes frame (adult sizes up to 18"wide x 18"deep; paediatric sizes up to 25 16" wide x 16" deep), standard upholstery, swing away detachable footrests, height adjustable armrests, rear anti-tippers, 2 point seat belt any closure, brake extensions, front casters, wheels.
- **Appropriate clients:** Wheelchair type most suitable for the very active user who requires altered wheel placement and/or optimal postural support and mobility.
- **Chair characteristics:** Wheelchair type most suitable for the very active user who requires altered wheel placement and/or optimal postural support and mobility.

Completing the Application Form (cont'd)

Types of Manual Wheelchairs

4. High Performance Rigid Manual Wheelchair

- **Description:** Wheelchair type offers lightweight rigid frame and optimal maneuverability. Suitable for the very active user who requires postural support and altered wheel placement for mobility. ADP price includes frame (adult sizes up to 18"wide x 18"deep; paediatric sizes up to 16" wide x 16" deep), standard upholstery, swing away detachable footrests, height adjustable armrests, rear anti-tippers, 2 point seat belt any closure, brake extensions, front casters, wheels.
- **Appropriate clients:** Wheelchair type offers lightweight rigid frame and optimal maneuverability. Suitable for the very active user who requires postural support and altered wheel placement for mobility. ADP price includes frame (adult sizes up to 18"wide x 18"deep; paediatric sizes up to 16" wide x 16" deep), standard upholstery, swing away detachable footrests, height adjustable armrests, rear anti-tippers, 2 point seat belt any closure, brake extensions, front casters, wheels.
- **Chair characteristics:** These chairs are typically of heavier construction and have limited adjustability and options. Different seat to floor heights are usually achieved by changing the wheel size.

Completing the Application Form (cont'd)

Types of Manual Wheelchairs

5. Manual Dynamic Tilt Wheelchair

- **Description:** Wheelchair type offers manual dynamic tilt required by the user who cannot maintain an upright posture through the use of seating components alone. ADP price includes dynamic tilt frame (adult sizes up to 18"wide x 18"deep; paediatric sizes up to 16" wide x 16" deep), standard upholstery, swing away detachable footrests, height adjustable armrests, rear anti-tippers, brake extensions, 2 point seat belt any closure, front casters, wheels.
- **Appropriate clients:** Suitable for the user who cannot maintain an upright posture through the use of seating components alone or who cannot effectively weight shift to relieve pressure.
- **Chair characteristics:** The chairs offer manual dynamic tilt wheelchair frame.

Completing the Application Form (cont'd)

Types of Manual Wheelchairs

5. Paediatric Specific Specialty Stroller

- **Description:** ADP price includes stroller frame and upholstery, foot support, seat and back supports, headrest, chest and pelvic positioning straps (harness), abductor, and wheels.
- **Appropriate clients:** Suitable for the young user who is not independently mobile.
- **Chair characteristics:** These products are comprised of a stroller frame and upholstery, foot support, seat and back supports, headrest, chest and pelvic positioning straps (harness), abductor and wheels. Usually foldable.

Completing the Application Form (cont'd)

Manual Wheelchair Options

Titanium-Composite Frame: additional funding assistance may be available for devices fabricated with titanium or composite frames where the ADP registered authorizer provides sufficient justification on the application for to confirm that the applicant requires this option to meet ADP eligibility criteria.

Heavy Duty Cross Braces and Upholstery: devices approved and listed by the Program are suitable and warranted against normal use to the weight capacity of the device being provided. Where an applicant has a basic functional mobility status and/or medical condition where additional structural integrity is required, funding may be available for heavy duty cross braces and upholstery. **Please select this option only when this criteria is met.**

Completing the Application Form (cont'd)

Types of Power Wheelchairs

1. Power Base Type 1

- **Description:** Wheelchair type most suitable for use on hard, flat surfaces. Primarily for user who requires minimal adjustments to support independent mobility. ADP price includes seat and back frame (adult sizes up to 18" wide x 18" deep; paediatric sizes up to 16" deep x 16" wide), standard joystick control, swing away detachable footrests, height adjustable armrests, 2 point seat belt any closure, front casters, wheels.
- **Appropriate Clients:** Primarily for the client who requires power for mobility but does not require a lot of adaptive accessories or seating modification.
- **Chair Characteristics:** This is a basic power wheelchair with conventional seating. Seating is generally fixed in structure but may accommodate manually operated accessories. There is some customization of the electronics possible, and the frame is possibly foldable for transportation, but is not easily portable. The device is most suitable for indoor/outdoor, hard/flat terrain. The device is generally not suitable for all terrain.

Completing the Application Form (cont'd)

Types of Power Wheelchairs

2. Power Base Type 2

- **Description:** Wheelchair type suitable for use on most surfaces. Primarily for user who requires postural support, modifications to electronics, and other specific options to support independent mobility. ADP price includes seat and back frame (adult sizes up to 18" wide x 18" deep; paediatric sizes up to 16" deep x 16" wide), standard joystick control, swing away detachable footrests, height adjustable armrests, 2 point seat belt any closure, front casters, wheels.
- **Appropriate Clients:** Primarily for the client who requires special controls and adapted seating options.
- **Chair characteristics:** This is a rehab power wheelchair base that can accommodate more complex seating. The device allows for a lot of modification to modular seating and/or customization to electronics and other features. It may accommodate power seating options. The device is suitable for indoor/outdoor use on most terrains.

Completing the Application Form (cont'd)

Types of Power Wheelchairs

3. Power Base Type 3

- **Description:** Wheelchair type suitable for use on most surfaces. Primarily for the user who requires ongoing changes in postural support, modifications to electronics, and other specific options to support independent mobility. ADP price includes base, 2 point seat belt any closure, and standard joystick control.
- **Appropriate Clients:** Primarily for the client who requires ongoing changes in postural support, modifications to electronics, and other specific options to support independent mobility. The client is very active and requires greater chair functionality than the average rehab client. The client's environment requires hill climbing, rough terrain traversing, greater speed and/or long distance capabilities.
- **Chair characteristics:** This wheelchair is designed for very active use. Extreme changes in seating are possible without requiring any modification of the base device. The device is suitable for both indoor and outdoor on all terrain and has greater speeds, range, curb and incline climbing ability and durability than typically found in Type 2.

Completing the Application Form (cont'd)

Section 3: Applicant's Consent & Signature

This page **must** be submitted with all applications. It contains the client's consent and signature.

The consent meets the requirements of the Personal Health Information Protection Act and once signed, allows the Ministry of Health and Long-Term Care to collect the personal health information necessary for the purpose of assessing and verifying eligibility for the ADP funding and for all other purposes related to the administration of the Program.

Applicants may withhold their consent to the collection of this information; however, doing so would disqualify the applicant from receiving ADP funding.

Completing the Application Form (cont'd)

Section 3: Applicant's Consent & Signature

The signed consent allows ADP and its agents, which includes authorizers and vendors, to share information regarding the application form and the eligibility of the individual for ADP funding assistance. No other release or consent is required.

If the applicant is unable to sign, their spouse, parent, legal guardian, the Public Trustee or power of attorney may sign. If this is the case, the agent must check their relationship to the applicant on the application and provide their address and telephone number in the space provided at the bottom of the page. No one else is legally able to sign the form on the applicant's behalf.

Completing the Application Form (cont'd)

Section 4: Vendor/Vendor Representative Information

A maximum of two vendors are allowed to sign the application form. In some cases one vendor will provide the wheelchair, and another vendor will provide the custom seating.

The vendor's signature confirms that they have delivered or will deliver the equipment to the applicant as prescribed by the authorizer.

Completing the Application Form (cont'd)

Section 4: Authorizer's Signature

- This page must be submitted with all applications. It contains the client's consent and all signatures.
- The authorizer's signature validates the application and should not be present until the application is completed. It confirms that the authorizer has performed a comprehensive clinical assessment and that the applicant is eligible for ADP funding. It also confirms that the information on the application form is accurate as requested by the authorizer.
- The assessment date is the date you completed the clinical assessment and prescribed the device. Applications are valid for 12 months from the date you sign the application form, with no extension of this time period.

Completing the Application Form (cont'd)

Section 4: Authorizer's Signature

Please note, as an authorizer and a regulated healthcare professional you are:

- accountable to their professional and regulatory associations for your professional conduct and clinical skills,
- accountable to ADP for devices that are authorized, and
- must review all approvals to confirm accuracy once delivery has occurred.

Submitting the Application Form

Overview

- The ADP only accepts electronic applications via the GoSecure portal. The ADP application form supports electronic signatures. Where electronic signatures are not possible, a form copy must be printed and traditionally signed by the respective signee. If a wet (ink) signature is obtained, the wet signature cannot be uploaded through the portal but must be retained and readily available if requested by the ADP (e.g. claim review or future audit).
- Authorizers must complete pages 1, 2, 11 and 12. Complete pages 3-10 depending on the type of device that you have authorized. Only send the pages that are required for the equipment that you have authorized.
- Do not submit additional documentation as it cannot be uploaded via the portal.

Corrections to the Application Form

Overview

- Once an application has been processed by the ADP, any corrections made to the application form must be made on the PDF and uploaded via the GoSecure portal.
- Authorizers **MUST NOT** submit a new application form.

Central Equipment Pool for High Technology Wheelchairs (CEP)

Overview

- The CEP provides ADP clients throughout Ontario with new and recycled high technology wheelchairs at discounted prices and provides a rebate on the client's costs once the device is returned to the pool.
- The CEP provides a consistent level of service to ADP clients across the province regardless of their location.
- Clients are provided with quality reconditioned equipment that meets their individual requirements when available. If reconditioned equipment is unavailable, the client will receive new equipment.
- Technical support, assessment/loaner equipment, a province-wide on-call emergency service, and repairs and maintenance are also provided at no additional cost to the client.

Central Equipment Pool for High Technology Wheelchairs (CEP) (cont'd)

Overview

- The Central Equipment Pool for High Technology Power Wheelchairs is managed and operated on behalf of ADP by Motion Specialties. Contact numbers for CEP are 416-701-1351 or 1-800-395-6661.

Authorizer Prescription Errors and Omissions

Overview

- In the event of an authorizer prescription error and/or omission being identified following funding approval, the ADP will co-operate with the authorizer to make the necessary corrections.
- The authorizer must return a copy of the page of the application form with the errors highlighted to the ADP, along with a request for the approval to be amended.
- A vendor will only be paid for devices that are approved by ADP according to the application form submitted. The vendor will not be reimbursed for equipment that was not approved on the application form.

Program Contact Information

ADP Website:

[General Public Website](#)

[Health Professionals Website](#)

Mailing Address:

Program Coordinator, Mobility Devices

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