

Ocular Prostheses Policy and Administration Manual

Assistive Devices Program
Ministry of Health

ontario.ca/page/assistive-devices-program

Table of Amendments

This page will list all substantive changes to policies and procedures listed in the Manual.

Section	Change	Date
115.02	Updated to align with the new Authorizer Agreement.	October 1, 2014
900	Added policy regarding Manufacturers as Vendors.	September 22, 2015
500 - 515	Various updates to clarify Device Eligibility.	August 15, 2016
515.03	New Policy regarding Recolouring / Reveining Due to Change in Medical Condition or Physiological Changes.	August 15, 2016

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Introduction

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Part 1: Introduction to Ocular Prostheses Policy and Administration Manual

100 Purpose of the Manual

The purpose of this Manual is to present the policies and procedures for Funding of Ocular Prostheses in one document. This Manual is intended to complement the Policies and Procedures Manual for the Assistive Devices Program (ADP Manual).

This Manual forms part of the agreement between the Ministry of Health and the Vendor, and the agreement between the Ministry of Health and the Authorizer. The Ministry reserves the right to revise this Manual

100.01 Intended Target Audience

This Manual is intended to be used by Authorizers and Vendors who have an agreement with the Assistive Devices Program (ADP) to provide Ocular Prostheses, Devices and specified related fitting procedures.

105 Protecting Personal Health Information

Authorizers and Vendors must comply with all applicable privacy laws governing information regarding their Clients.

See the ADP Manual, Policy 700, Protection of Personal Information and Personal Health Information.

110 Definitions

Capitalized terms used in this Manual shall have the meaning associated with them as set out in the ADP Manual or such meanings as described below:

- 110.01 **Application Form** means the Application for Funding Ocular Prostheses form provided by the Program and used to request ADP funding assistance for Listed Devices.
- 110.02 **Authorizer** for this listed Device, means a Certified Ocularist who has met all registration requirements with the Program and who must be a party to an executed Authorizer Agreement with the Ministry.
- 110.03 **Certified Ocularist** means a person who has successfully completed examinations offered by the National Examining Board of Ocularists (NEBO) and is presently Board-certified.
- 110.04 **Conformer** means a custom-made Device used to retain the socket contours post-operatively. It prevents scar tissue intrusion and shrinkage of the artificial or natural opening after surgical repair. It can also be used to therapeutically expand the orbital cavity.
- 110.05 **Manual** means the Ocular Prostheses Policy and Administration Manual.

- 110.06 **Impression** means an impression of the orbital cavity taken under local anesthesia by a Certified Ocularist. The Ocular Prosthesis is then fabricated from this impression.
- 110.07 **Listed Device** means Ocular Prostheses, Devices and/or specified related fitting procedures that are approved for listing in the Product Manual.
- 110.08 **Ocular Prosthesis** means a custom-made Prosthesis that substitutes for a missing eye and is fabricated and fitted by a NEBO Certified Ocularist. The Prosthesis fits into the conjunctival sac or orbit:
- 110.09 **Ophthalmologist** means a Physician licensed to practice medicine in Ontario specializing in the diagnosis, medical and surgical treatment of the diseases and defects of the eye and related structures.
- 110.10 **Optometrist** means a member of the College of Optometrists of Ontario who is qualified to practice Optometry in Ontario under the *Regulated Health Professions Act, 1991*, or any successor legislation thereto.
- 110.11 **Personal Health Information** means the personal information as defined in the ADP Manual.
- See the ADP Manual, Part 7, Personal Health Information and Part 3, Policy 320, Release of Information About Previous Funding for more details.**
- 110.12 **Prescriber** means an Ophthalmologist or General Practitioner, licensed to practice medicine in Ontario or an Optometrist qualified to practice optometry in Ontario, who is responsible for prescribing Ocular Prostheses.
- 110.13 **Product Manual** means the Listed Devices and Approved Prices for Ocular Prostheses.

- 110.14 **Scleral Lens Prosthesis** means a custom-made Ocular Prosthesis fabricated to substitute for the sclera or white of the eye and fits over the eye globe. It is fitted by a NEBO-certified Ocularist.
- 110.15 **Trial Shell** means a clear shell designed from an impression of the eye globe. It is used to determine the comfort and fit for Scleral Lens Prostheses.

See Section 110 of the ADP Manual for more definitions.

115 Roles and Responsibilities

In the process of confirming eligibility for funding assistance, the Applicant/Client, the Authorizer and the Vendor have a specific role and certain rights and responsibilities. Additional information may be found in the ADP Manual, the Authorizer Agreement and the Vendor Agreement

115.01 Roles and Responsibilities of the Applicant/Client

- Has the right to choose from the list of Authorizers, any Authorizer in their community working in the private or public sectors.
- Provides the necessary and accurate information to the Authorizer.
- Makes an informed decision based on the accurate and complete information provided by the Authorizer and the Vendor during the Ocular Prosthesis assessment and the ADP application process.
- Determines whether or not to proceed with an application for ADP Funding and choice of Vendor.
- Provides the necessary and accurate information on the Application Form, Section 1, "Applicant's Biographical Information.
- Carefully reviews all of the information in the Application Form, Section 3, "Applicant's Consent and Signature", prior to signing the form.
- Has the right to seek a second opinion if the individual disagrees with the Authorizer's assessment of their needs.
- Is responsible for paying the Client portion (25 percent) of the Approved Price for the Ocular Prosthesis, Devices and/or procedures directly to the Vendor.

115.02 **Roles and Responsibilities of the Authorizer**

- Is the gatekeeper to the Program and assumes the leadership role in the assessment process, confirmation of the Applicant's eligibility and completion of the Application Form in a timely fashion.
- Will provide the Applicant with accurate information about ADP policies and procedures, eligibility criteria and the estimated cost to purchase the Authorized Device.
- Will provide the Applicant with the applicant information sheet.
- Will provide the Applicant with a list of Vendors serving their community and advise Applicants to consider more than one Vendor to compare options, service plans and, if relevant, prices. Lists are available on the ADP website.
- Maintains current knowledge of the fabrication and fitting techniques for Ocular Prostheses.
- Identifies the need for an Ocular Prosthesis, Devices and/or procedures as part of the Client assessment process and authorizes the Prosthesis, Devices and/or procedures that meet the needs of the Client.
- Provides the Applicant/Client with the Approved Price for the Prosthesis, Devices and/or procedures and explains any additional costs not covered by the ADP that the Applicant may expect to incur.
- Schedules regular follow-up appointments with the Client to check the fit of the Ocular Prosthesis and the manner in which the Client is wearing and maintaining the Prosthesis.

- Is responsible for ensuring that any Client with a suspected change in medical condition is referred back to their Physician for medical review.
- Must not submit an Application Form to the Program for an individual who does not meet the ADP eligibility criteria.
- Must continue to meet all conditions specified in the executed Authorizer Agreement and all applicable Manuals.

115.03 **Roles and Responsibilities of the Vendor**

- Must employ an Ocularist certified with the National Examining Board of Ocularists (NEBO) who is also registered with the ADP in the Ocular Prostheses category.
- Must ensure that Ocular Technicians and/or interns receive on-site supervision from a Certified Ocularist.
- Must provide quotes to the Client and the ADP as required
- Must honor Vendor's warranties.
- Must continue to meet all conditions specified in their executed Vendor Agreement and the Manuals.

115.04 **Roles and Responsibilities of the Prescriber**

- Provides the medical diagnosis.
- Assesses the Applicant's Ocular Prosthetic needs.
- Prescribes the initial Ocular Prosthesis.

- Prescribes replacement Ocular Prostheses, Devices and procedures required due to a change in medical condition.

Devices Covered



Part 2: Devices Covered

200 Devices Covered for Funding

Custom-fabricated Ocular Prostheses that are required as a substitute for a partially or totally absent eye, Devices and specified related fitting procedures are funded by the ADP.

Custom-fabricated Ocular Prostheses, Devices and specified related fitting procedures approved for ADP funding are listed in the Product Manual.

The procedure for Manufacturers or Certified Ocularists to apply for ADP approval of a new and/or updated Prosthesis, Device or procedure is available on the ADP website at:

<https://www.ontario.ca/document/assistive-devices-program-health-care-professionals>

The following types of Prostheses, Devices and procedures are funded.

205 Custom Fabricated Ocular Prostheses

- Custom-made Ocular Prostheses
- Custom-made Ocular Prostheses for porous implants
- Custom-made Scleral Lens Prostheses

210 Devices

- Trial Shells;
- Custom Conformers,
- Templates,
- Titanium Pegs.

215 Procedures

- Ocular Prosthesis, Processing.
- Scleral Lens, Processing
- Ocular Prosthesis, Re-glazing
- Coupling Procedures
- Therapeutic Build-up
- Adjustment – Reduction
- Re-coloring – Re-veining
- Impression under anesthesia

220 Modifications and Procedures

The Product Manual listings outline the Prostheses, Devices and procedures for which the ADP will provide funding. See Part 7 for details.

Note: The Applicant must pay the Vendor directly for any non-ADP funded items the individual may choose to purchase.

225 Repairs

The ADP does not provide funding towards the cost of repairs and/or maintenance for any Device

230 Devices and Procedures for Ocular Prostheses Not Funded by the ADP

Applicants may request Funding for modifications, Devices and/or procedures for Ocular Prostheses that have not been fabricated by an Authorizer.

The Authorizer must confirm and document during the assessment that:

- The type of Ocular Prosthesis is funded by the ADP; and
- The Ocular Prosthesis is in good condition; and
- With the Devices and/or procedures requested the Ocular Prosthesis will meet the Applicant's needs.

Applicant Eligibility Criteria for Ocular Prostheses

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Part 3: Applicant Eligibility Criteria for Ocular Prostheses

300 Eligibility

The Applicant must require a custom-fabricated Ocular Prosthesis, Devices and/or specified related fitting procedures as a substitute for a partially or totally absent eye.

305 Non-Eligible Items

- The Program does not provide funding for the following.
- A second Ocular Prosthesis for the same site when the first prosthesis is still functional;
- Repairs to Ocular Prostheses, Conformers and Scleral Lens Prostheses;
- Modifications and adjustments for cosmetic reasons;
- Prosthetic implants (e.g. hydroxyapatite) and attachment posts;
- Ocular Prostheses fabricated by non-registered suppliers; and
- Ocular Prostheses fabricated by suppliers who are located outside of Ontario.

310 Individual Identified as Ineligible by Authorizer

An Application for Funding Ocular Prostheses form, requesting ADP Funding, must **not** be submitted to the ADP if, after assessing the requirements of the Client, the Authorizer confirms that the individual does not meet ADP eligibility criteria:

315 Applicant Identified as Ineligible by ADP

An Applicant may be deemed ineligible if the criteria for their access to the Program are not met or where information supplied in connection with an Application Form is insufficient, incomplete and/or inaccurate.

In cases of denial, the Vendor will be advised of the reason.

Confirmation of Eligibility for Device(s) Required

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Part 4: Confirmation of Eligibility for Device(s) Required

400 First Access

The Applicant must be diagnosed by a Prescriber

The Physician or Optometrist reviews the Applicant's Ocular Prosthetic needs, then, if appropriate, refers the Applicant to an Authorizer

405 Confirmation of Eligibility

In order to determine what is clinically required for ADP funding purposes, the Authorizer must complete a comprehensive assessment. The Certified Ocularist reviews the Applicant's needs and authorizes the appropriate Ocular Prosthesis, Devices and/or procedures. Once the assessment has been completed and the Authorizer confirms eligibility for ADP funding, the Application for Funding Ocular Prostheses form may be completed.

Device Eligibility

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Part 5: Device Eligibility

500 Number of Devices Funded

Based on the person's medical condition, the Applicant may require more than one Ocular Prosthesis. One Ocular Prosthesis per side is funded.

500.01 Designated Funding Periods

This is the **minimum** period of time that a Device is expected to remain usable and in good condition.

The designated funding period is calculated from the date that the Authorizer signs the Application Form for the Device.

The designated funding period for Custom Ocular Prostheses and Scleral Lens Prostheses is five (5) years.

Refer to maximum quantities allowed for the 5 year designated funding period in the tables in Sections 500.02.

500.02 Funding Packages Approved with the Prosthesis

When an application is submitted and approved for an Ocular Prosthesis or a Scleral Lens Prosthesis, a pre-allocated maximum amount for related Devices and procedures will be automatically approved for the five (5) year designated funding period. The following table outlines the packages that are approved.

Note: During the five (5) year designated funding period, the Vendor does not submit Application Forms for the pre-allocated items, up to the maximum allowable quantities. During this time, the Vendor will invoice for the replacement Devices and procedures using the approved application number.

The maximum quantity per side per designated funding period for each type of prosthesis is given in the tables below.

See section 515.03 for information regarding funding of recolouring/reveining in the first year following the Authorizer's signature date.

Custom Ocular Prosthesis

Devices and Procedures	Maximum quantity per side per designated funding period
Custom Conformer	30 in 5 years
Impression under Anesthesia	1 in 5 years
Reglazing	10 in 5 years
Recolouring / Reveining	2 in 5 years
Ocular Prosthesis Processing	20 in 5 years
Therapeutic Buildup	20 in 5 years
Adjustment - Reduction	20 in 5 years

Custom Ocular Prosthesis for Porous Implant

Devices and Procedures	Maximum quantity per side per designated funding period
Custom Conformer	30 in 5 years
Template	1 in 5 years
Titanium Peg	2 in 5 years
Coupling Procedure for Porous Implant (Basic or Complex)	2 in 5 years
Impression under Anesthesia	1 in 5 years
Reglazing	10 in 5 years
Recoloring / Reveining	2 in 5 years
Ocular Prosthesis Processing	20 in 5 years
Therapeutic Buildup	20 in 5 years
Adjustment - Reduction	20 in 5 years

Custom Scleral Lens Prostheses

Devices and Procedures	Maximum quantity per side per designated funding period
Trial Shell	1 in 5 years
Impression under Anesthesia	1 in 5 years
Reglazing	10 in 5 years
Recoloring / Reveining	2 in 5 years
Scleral Lens Processing	20 in 5 years
Therapeutic Buildup	20 in 5 years
Adjustment - Reduction	20 in 5 years

505 Requests for a Replacement Device

This section pertains to replacements of Ocular Prostheses funded by the ADP with an identical Prosthesis. In cases where the replacement prosthesis is **different** from the previous Prosthesis, policies and procedures that apply to a first-time provision of a Prosthesis are used.

Ocular Prostheses funded by the ADP are **only** eligible for replacement under the ADP when the **Applicant's current Device is no longer usable**.

Ocular Prostheses are **not** automatically replaced when the designated funding period has been reached.

505.01 **Replacement Due to Growth/Atrophy**

The ADP will fund a replacement Ocular Prosthesis at any time, if required, because of **growth/atrophy** affecting the orbit and making the current Ocular Prosthesis no longer usable.

A **new** Application Form must be used when a replacement Prosthesis is required. Check the box for growth/atrophy.

When replacement before the designated funding period is required due to **growth/atrophy**, the Application Form must be completed and signed by the Applicant, Authorizer and Vendor. The Prescriber is **not** required in this case.

505.02 **Replacement Due to Change in Medical Condition**

The ADP will fund a replacement Ocular Prosthesis at any time, if required, because of a **change in medical condition** of the orbital cavity of the Client's affected eye, which makes the current Ocular Prosthesis no longer usable.

A **new** Application Form must be completed when a replacement Ocular Prosthesis is required. Check the box for **change in medical condition**. All sections of the Application Form must be completed and signed, including the Prescriber section.

505.03 **Loss or Damage**

The Program does not provide replacements in cases where the Ocular Prosthesis is lost or damaged beyond repair during the designated funding period.

505.04 **Damage Beyond Repair**

If, following the designated funding period, the Prosthesis previously funded is irreparably damaged due to normal use or where past and current costs of repairs are excessive, the Program will fund a new prosthesis.

510 Warranty

There are two types of warranties: (i) Satisfactory Fit, and (ii) Discolouration and Delamination.

510.01 **Satisfactory Fit**

The Vendor must warrant to a Client that the fit of the Ocular Prosthesis will remain satisfactory for a period of three (3) months after the date of delivery of the Device, if there is no change in the Client's ocular medical condition or growth/atrophy of the Client's orbital cavity.

During the warranty period, the Client is eligible for a full refund from the Vendor if the Prosthesis cannot be fit to the Client's satisfaction. The Vendor must advise the ADP to cancel the claim and invoice, providing credit to the ADP, if payment has been made.

510.02 **Discolouration and Delamination**

The Vendor must warrant in writing that **under normal use**, the Device is guaranteed against discolouration and delamination of the materials for **one year** from the date the completed Ocular Prosthesis is delivered to the Client. During this warranty period, the Vendor must provide or arrange any service, including repairs, cleaning or replacement of the Device, free of charge.

Funding is not available when the Vendor's warranty is in effect.

For information about funding for recolouring/reveining in the first year following the Authorizer's signature date, see section 515.03.

515 **Modifications and Procedures**

Listed modifications and/or procedures for Ocular Prostheses are eligible for ADP funding at any time when required due to a Client's growth/atrophy, a change in medical condition or physiological changes, such as dry eye or changes in eye colour.

515.01 **Modifications and Procedures Required Due to Growth/Atrophy**

Modifications and procedures required due to growth/atrophy do not require a new Application Form. Modifications and procedures required during the designated funding period are included in the initial funding package. The Vendor may invoice for these procedures, up to the maximum allowable, when they are needed. See policy 500.02.

515.02 **Modifications and Procedures Required Due to Change in Medical Condition**

Modifications and procedures required due to a change in medical condition affecting the fit of the Ocular Prosthesis do not require a new Application Form. Modifications and procedures required during the designated funding period are included in the initial funding package. The Vendor may invoice for these procedures, up to the maximum allowable, when they are needed. See policy 500.02.

The Authorizer must notify and/or consult with the Client's Physician or Optometrist when there is a change of medical condition affecting the fit of the Ocular Prosthesis or Scleral Lens Prosthesis. Details of the contact and/or consultation must be documented in the Authorizer's clinical notes.

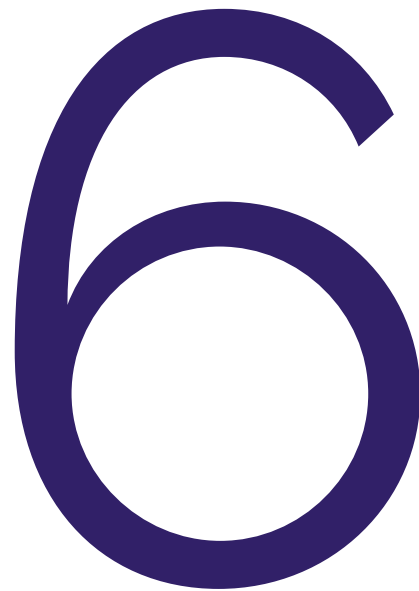
515.03 **Recolouring and Reveining Required Due to Change in Medical Condition or Physiological Changes**

Recolouring and reveining required due to a change in medical condition or physiological changes affecting the colour of the Ocular Prosthesis or required to match the colour of the intact eye, **in the first year following the Authorizer's signature date**, require the Applicant, the Authorizer and the Vendor to complete and sign the Application Form.

No Prescriber is required in these situations.

In these situations, a new Application Form must be submitted indicating **'growth/atrophy'**.

Funding and Payment



Part 6: Funding and Payment

600 Policies

No payment of an approved Device shall be made by the Ministry to anyone other than a Vendor in respect of Ocular Prostheses. Lists of Vendors in specific geographic areas can be obtained from the ADP website at:

<https://www.ontario.ca/page/assistive-devices-program>

Detailed information about funding amounts and payment are found in the ADP Manual: **Part 3, Clients and Part 9, Invoice Processing and Payment.**

605 Funding Amount for ADP Clients

The Program will pay 75 percent (75%) of the Approved Price for Ocular Prostheses, Devices and procedures listed in the Product Manual.

Vendors may **not** bill the Client more than the Approved Price for the approved Prosthesis, Device and/or procedure.

Vendors **may** charge the Client **less** than the Approved Price.

The Vendor **must** charge the Client 25 percent (25%) of the Approved Price and invoice the ADP for 75 percent (75%) of the Approved Price.

Note: Should the Vendor charge the Client less than the Approved Price, or provide a rebate or discount to the Client for their Ocular Prostheses,

Devices or procedures, both the Client portion (25%) and the ADP portion (75%) must be adjusted accordingly.

610 Funding for Ministry of Children, Community and Social Services (MCCSS) Benefits Recipients

Co-payment for Clients receiving Social Assistance Benefits:

- Ontario Works (OW) Ontario
- Ontario Disability Support Program (ODSP)
- Assistance for Children with Severe Disabilities (ACSD)

For Clients receiving social assistance benefits through OW, ODSP or ACSD as of the date reviewed and approved by an Authorizer, the ADP will pay 100 percent (100%) of the Approved Price for all approved Prosthesis, Device and procedure codes.

615 Delivery of Prostheses, Devices and Procedures

The Vendor will deliver/provide the Prosthesis, Device and/or procedures together with a fully itemized invoice to the Client, advise the Client regarding the warranty and after-purchase services offered and provide a copy of the Vendor's warranty and instructions regarding care and maintenance of the Prosthesis.

620 Expiry Date of the Application for Funding Ocular Prostheses Form

The Application Form is considered current and valid for one (1) year from the Authorizer assessment date.

Note: The expiry date will **NOT** be extended. After the expiry date, a new assessment must be completed and a new Application Form must be submitted to the Program.

Note: The Authorizer assessment date must precede the delivery of the Ocular Prosthesis or the Device(s) to the Client or the date of provision of the procedures.

Invoicing Procedures



Part 7: Invoicing Procedures

700 Guide to Completing the Invoice

Refer to the ADP Manual: Section 9, Invoice Processing and Payment for details.

705 ADP Processing Errors

In the event of an ADP processing error being identified following funding approval, the ADP will co-operate with the Authorizer and Client to make any necessary corrections.

The Authorizer must notify the ADP in writing of the error(s) along with a request for the approval to be amended.

710 Authorizer Prescription Errors & Omissions

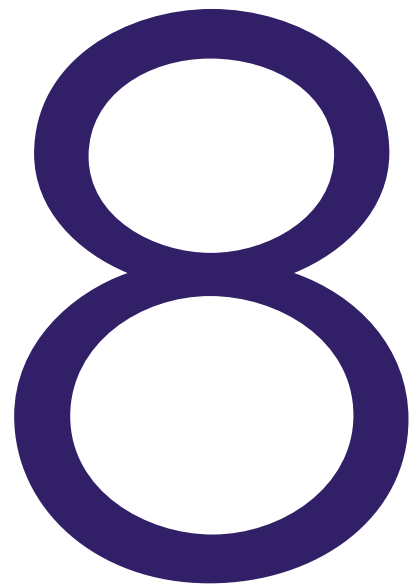
In the event of an Authorizer prescription error and/or omission being identified following funding approval, the ADP will co-operate with the Authorizer to make any necessary corrections.

The Authorizer must return a copy of the page of the Application Form to the ADP with the errors highlighted along with a request for the approval to be amended.

715 Client Refusal of Delivered Prosthesis

In the event of Client refusal, either at the time of delivery or immediately thereafter, the ADP will work co-operatively with the Client, Authorizer and Vendor to resolve the situation.

Authorizers



Part 8: Authorizers

800 Authorizer Status

Certified Ocularists wishing to authorize Ocular Prostheses must be registered as Authorizers in the Ocular Prostheses category:

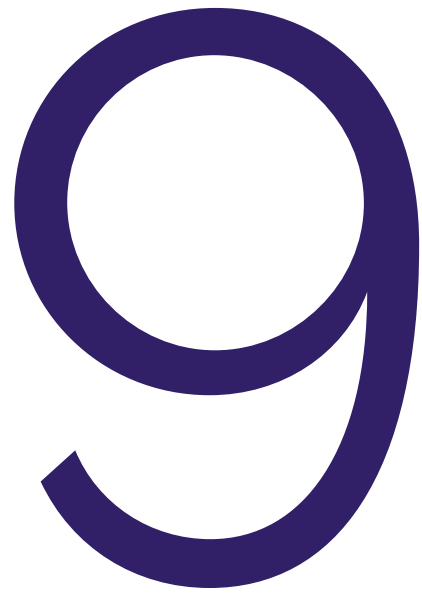
805 Requirements for Authorizer Status

An Authorizer for Ocular Prostheses must be a Certified Ocularist. The Authorizer must have successfully completed examinations offered by the National Examining Board of Ocularists (NEBO) and be currently Board-certified.

810 General Authorizer Policies

Detailed information about Authorizer registration and policies and procedures are found in the **ADP Manual: Part 4, General Authorizer and Vendor Policies** and **Part 5, Authorizers**.

Vendors



Part 9: Vendors

900 Vendor Status

Vendors wishing to submit a request for funding to the Ministry for Ocular Prostheses must be registered as Vendors in the Device category.

900.01 **Manufacturers As Vendors**

Despite policy 605 in the ADP Manual, Manufacturers and Distributors as Vendors, manufacturers of custom made Ocular Prostheses may apply to become ADP registered Vendors.

An ADP registered Vendor must meet, on an ongoing basis, the device specific requirements to become registered with the ADP. See policy 600, Becoming Registered and Maintaining Vendor Status with the Program, in the ADP Manual and the Vendor Registration section on the ADP website.

905 Staffing Requirements for Vendors

The Vendor must employ at least one full-time Ocularist certified with the National Examining Board of Ocularists (NEBO) in order to be registered with the ADP.

Vendors applying for registration status for Ocular Prostheses must submit the names of staff members who have the required **professional**

qualifications to fabricate and/or fit Ocular Prostheses, Devices and related procedures and proof of such qualifications.

910 General Vendor Policies

Detailed information about Vendor registration and policies and procedures is found in the ADP Manual in the following areas:

- Part 4, General Authorizer and Vendor Policies;
- Part 6, Vendors;
- Part 7, Personal Health Information, and
- Part 9, Invoice Processing and Payment.

Note in Particular:

- i. Policy 405, Conflict of Interest
- ii. Policy 415, Advertising
- iii. Policy 420, Referrals
- iv. Policy 600, Applying for Registration – New Vendor
- v. Policy 601, Applying for Registration – Additional Vendor Location or Additional Category of Devices
- vi. Policy 602, Maintaining Registration as a Vendor
- vii. Policy 615, Relationships of Hospitals and Vendors

- viii. Policy 620, Vendors Sharing Proceeds with Long-Term Care Homes
- ix. Policy 640, Informing Persons of the Program
- x. Policy 660, Refusal to Supply for Safety Reasons
- xi. Policy 665, Warranties of Purchased Devices
- xii. Policy 670, Repairs of Purchased Devices
- xiii. Policy 700, Protection of Personal and Personal Health information
- xiv. Policy 905, Rebates

The ADP Manual is available at:

<https://www.ontario.ca/document/assistive-devices-program-health-care-professionals/policies-procedures-administration-and>

Contact Information

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Part 10: Contact Information

1000 Program Addresses

1000.01 **Assistive Devices Program**

Assistive Devices Program
Ministry of Health
5700 Yonge Street, 7th Floor
Toronto, Ontario M2M 4K5

Email: adp@ontario.ca

Telephone: Toronto area (416) 327-8804

Toll free: 1-800-268-6021

TTY: 1-800-387-5559

Fax: (416) 327-8192

Public Website:

<https://www.ontario.ca/page/assistive-devices-program>

Health Professionals Website:

<https://www.ontario.ca/document/assistive-devices-program-health-care-professionals>

1000.02 **Financial Management Branch**

Ministry of Health

Financial Management Branch, Program Payments Unit

P.O. Box 48

49 Place d'Armes, 3rd Floor

Kingston Ontario K7L 5J3

Telephone: In Kingston (613) 548-6477

Toll free: 1-800-267-9458

Fax: (613) 547-1963