

From: erin@cadaonline.ca
To: "Schachow, David (MOH)"
Cc: "Jeff Preston"
Subject: Thank You, and Questions for ADP
Date: March 30, 2020 3:02:00 PM

Good afternoon, David

We would like to thank you for ADP's timely communication with CADA and with ADP-registered vendors during this situation. We appreciate that you have a challenging schedule and considerable uncertainty.

We also appreciate the fact that ADP has promised to provide payments to vendors based on historical volumes. This will certainly help.

We have a few questions for you, please.

1. ADP Expectation: Our members need clarity on the quid pro quo associated with these payments.

- *Does this mean that ADP expects vendors to dispense equipment prior to receiving application approval during the ADP shutdown period?*

As applications are not being processed, this is the only way to provide devices to clients during the ADP shutdown.

2. ADP Confirmation of Policy: Does the pre-pandemic ADP policy apply during this shutdown period?

- *Will all applications prepared during this period be accepted if they meet pre-pandemic ADP policy requirements?*

3. Client Mortality: It is likely that some clients with unprocessed applications will become deceased due to the delay during the shutdown period, even when ADP policy has been followed on assessing life expectancy.

- *How will ADP approach payment for devices supplied to clients who become deceased during the shutdown period?*

4. Stale Dating: We appreciate that ADP has provided a stale dating extension during the shutdown period. However, we are unclear about the language in your email of March 27: "*For applications that are not received by the Program that become stale dated (greater than 12 months since prescriber's date or the Authorizer's assessment date) as a result of the delay due to the COVID-19 pandemic, the Program will **consider funding** for these claims (dated by the authorizer or prescriber between March 23, 2019 and August 31, 2019).*"

What does "consider funding" mean?

- *Does this mean that all applications that meet this stale-dating criteria will be approved if the application meets pre-pandemic ADP policy requirements?*
 - *Will ADP require vendors to restart the assessment process should an application become stale-dated, as per the pre-pandemic ADP policy?*
5. Reconciliation Process: We recognize that ADP has advised CADA that further information will be forthcoming on the reconciliation process that will take place after ADP resumes processing applications. We look forward to receiving this.
- *We recommend that the reconciliation period be set at a minimum of 24 months.*

The provision of historical payments will help vendors with cash flow during this period, but for many, volumes will be down during the pandemic. For them, the reconciliation process may result in them owing substantial amounts to ADP. This will be a challenging financial situation. A more rapid repayment period could result in permanent closures and further economic hardship.

6. Resumption of Application Processing: Although ADP has put alternatives in place, these will result in extra work and reconciliation efforts in the future. Continuing to stop processing could have an insurmountable impact on the Program going forward. We're expecting that efforts are underway in the background to allow the safe resumption of application processing during the pandemic.
- *Is this correct? Does ADP have a plan to resume processing applications, or will processing be ceased for the duration of the pandemic?*

David we look forward to continuing to work with you as we move through this challenging situation together. We offer you our full support, and we would appreciate the opportunity to collaborate with ADP on solutions to continue to allow vendors to provide Assistive Devices for Ontarians.



Erin Roberts
Executive Director

Canadian Assistive Devices Association

65 Overlea Blvd, Suite 210

Toronto, ON M4H 1P1

T: 416-233-4440

TF: 1-888-212-2133

www.cadaonline.ca