

POLICY & PROCEDURE:

MEDICAL TRANSPORTATION

POLICY REFERENCE:

Directive 31.0

Legislative Authority: Part VII, Section 55(1)

CRITERIA:

1. Mandatory item of assistance for **eligible participants**
2. Reimbursement for medical transportation costs may be paid where the participant must attend the following
 - medical appointments
 - rehabilitation (therapy)
 - a healing lodge
 - psychological counselling (i.e. AA meetings)

This may include the cost of meals and accommodation en route and must take into consideration if transportation coverage is available from the program itself or any other sources.
3. A monthly payment equivalent to a transportation pass can be issued if the participant is required to attend ongoing medical appointments. This may be included as part of their monthly assistance
4. Participants who cannot use the usual mode of transportation due to physical limitations may use wheels trans, be provided with taxi fare, or use more appropriate methods

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Allowable Medical Transportation Limits

- Brockville area to Kingston \$20.00
- Brockville are to Ottawa \$30.00
- Brockville area to Cornwall \$20.00
- Brockville area to Smiths Falls \$15.00
- Prescott area to Brockville \$15.00
- Prescott area to Kingston \$25.00
- Prescott area to Ottawa \$25.00
- Prescott area to Cornwall \$20.00
- Gananoque area to Brockville \$15.00
- Gananoque area to Kingston \$15.00
- Gananoque area Ottawa \$35.00
- Gananoque area to Cornwall \$30.00
- Westport area to Brockville \$15.00
- Westport area to Kingston \$15.00
- Westport area to Ottawa \$25.00
- Westport area to Cornwall \$30.00
- Kemptville area to Brockville \$15.00
- Kemptville area to Kingston \$35.00
- Kemptville area to Ottawa \$15.00
- Kemptville area to Cornwall \$20.00
- Smiths Falls area to Brockville \$15.00
- Leeds and Grenville to Toronto Based upon individual circumstances (normally between \$50.00 - \$70.00)

It is expected that the most economical means of transportation will be used

Meal Limits

- Breakfast \$ 5.00
- Lunch \$ 8.00
- Dinner \$15.00

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Accommodation

Based upon individual circumstances. It is expected that the most economical will be chosen (McDonald House, Rotel, etc)

Restrictions

1. The benefit unit must incur a minimum of \$15.00 in approved transportation costs in any given month to be eligible for reimbursement of the full amount
2. Medical transportation does not include travel costs associated with
 - Repatriation
 - School programs
 - Child Care
 - Court
 - Appointments (not medical related)

PROCEDURE:

1. Ontario Works Case Manager receives information from the participant that they have medical transportation costs
2. Ontario Works Case Manager requests participant provide written verification of the medical appointment and the related travel expenses
3. Ontario Works Case Manager determines if the participant has contacted all available programs or sources to assist them with their costs ensuring that they have sought the most economical means of transportation or type of accommodation, etc.

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4. Ontario Works Case Manager creates a note in SDMT with the details of the request

Note Category: Payments/benefits

Note Type: Benefits

Subject: Medical Transportation - mm/yyyy

The note should detail

- the medical appointment the participant is attending
 - the amount and details of the requested benefit
 - whether verification was received prior to appointment or will be provided following appointment
 - whether the benefit was approved or denied and the reason
 - whether the monthly threshold of \$15.00 has been met
5. Ontario Works Case Manager will not approve the benefit until all required documentation has been provided
 - under some circumstances, it may be necessary to provide approval based upon verbal confirmation of an appointment and the participant will be required to submit verification after attending the appointment
 7. The Ontario Works Case Manager will advise the participant in writing of their decision when denying the benefit
 8. Requests that exceed the allowable limits outlined in this policy, do not meet prescribed conditions as listed or require further clarification must be forwarded to the Team Leader for approval.

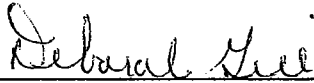
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Method of payment

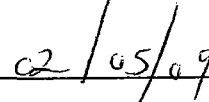
1. The preferred method is direct payment to the client
 - The Ontario Works Case Manager will create a benefit in SDMT and issue the payment
2. Where the payment is being directed to a third party (i.e. Volunteer Bureau) the Ontario Works Case Manager will advise them to forward an invoice to the Finance Clerk for payment
 - The Ontario Works Case Manager will create the benefit in SDMT leaving the Release Date blank
 - When the invoice has been received by the Finance Clerk, they will verify the benefit has been approved by searching for the applicable note
 - The Finance Clerk will search for the created benefit, complete the Release Date, verify the payment amount, append the original note and issue the payment
3. Vouchers are to be used when time restriction does not permit the issuance of a system-generated cheque
 - The Ontario Works Case Manager will create the benefit in SDMT entering the amount of the voucher and leaving the Release Date blank
 - A copy of the voucher must be forwarded to the Finance Clerk
 - Once the invoice is received from the vendor, the Finance Clerk will search for the created benefit, revise the amount of the benefit based upon the invoice, complete the Release Date, verify the payment amount, append the original note and issue the payment

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Reviewed and Approved By:



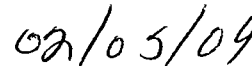
Deborah Gill,
Program Review/Quality Assurance Manager



Date



Dorothy Theobald
Director of Community and Social Services



Date