

Changes to the Way Social Assistance Clients Access Coverage for Physiotherapy Services



Starting December 1, 2016, there are changes to the way that social assistance clients access coverage for publicly funded, community-based physiotherapy services

News Update

The Ministry of Community and Social Services (MCSS) is improving service delivery and changing the way social assistance clients access drug coverage under the Ontario Drug Benefit (ODB) program.

Effective December 1, 2016, most social assistance clients will no longer receive a paper drug eligibility card as proof of social assistance eligibility. Instead, publicly funded community-based physiotherapy clinics can accept other forms of proof of eligibility – such as the client’s monthly Statement of Assistance (SOA) – to confirm eligibility for coverage for physiotherapy services.

Clients who are not eligible for an Ontario health card number will continue to receive paper drug eligibility cards until they obtain a health card.

If a client does not provide proof of eligibility, publicly funded community-based physiotherapy clinics can call the Social Assistance Verification Helpline toll-free at 1-888-284-3928 from 7:00 a.m. to 7:00 p.m., Monday to Friday (excluding statutory holidays).

This change will apply to all clients of the:

- Ontario Disability Support Program (ODSP)*, which includes Assistance for Children with Severe Disabilities (ACSD)
- Ontario Works Program (OW)*, which includes Temporary Care Assistance (TCA)

* This includes First Nations clients who receive benefits from ODSP and M’Chigeeng First Nation.

Note: There is no change for clients served by First Nations Ontario Works Administrators who do not use the Social Assistance Management System (SAMS). They will continue to receive monthly paper drug eligibility cards until further notice.

Supports for Publicly Funded Community-Based Physiotherapy Clinics

To further support publicly funded community-based physiotherapy clinics and social assistance clients as they transition to the new process, publicly funded community-based physiotherapy clinics can accept paper drug eligibility cards issued in November 2016 as proof of social assistance eligibility during the month of December.

Publicly funded community-based physiotherapy clinics should review the support materials provided with this information sheet including:

- business process flow chart,
- user guide outlining the new process and
- Q&A/FAQ document

Questions related to the initiative should be directed to MCSS at SASM-Q&A@ontario.ca.

