

To: Residential Services Contracted Partners

From: Cindy Kozak-Campbell, Interim Executive Director, Residential Services
Melanie Reinhardt, Director, Contracted Services

Date: February 18, 2016

RE: Home and Community Care Policy Manual
Chargeable Extras (Wheelchairs)

In follow-up to our memo of January 4, 2016 we are pleased to provide information on one-time funding for basic wheelchair inventory purchases, and to confirm our understanding and approach to resident charges for assessments for basic wheelchairs.

The Interior Health Authority has identified one-time funding of \$214.71 per eligible bed. This funding is to be used for purchasing wheelchair, cushion, and parts inventory for basic wheelchairs. The funding will be distributed before March 31, 2016 and the Authority will require documentary evidence to account for the spending of the funds by September 30, 2016.

The Ministry of Health has also prepared a wheelchair fee table, inserted below and attached separately, intended to clarify who is responsible for costs associated with wheelchairs and to be a reference for providers and staff. It is important to note that some information in the table differs from the Wheelchair Policy Interpretation Guide published when the policy was first put into effect. The Ministry will be updating and circulating a revised Interpretation Guide later in March or April.

With regard to assessments for basic wheelchairs, the Interpretation Guide provided by the Ministry states that

“service providers may charge assessment and determination fees (therapist fees and related expenses) associated with basic, modified and specialized wheelchairs. Service providers must inform and receive consent from clients and/ or their family prior to charging the fees.”

If partners are charging assessment and determination fees for basic wheelchairs, evidence must be available to demonstrate that time charged to clients is separate and distinct from the hours funded through the service agreement.

The Authority provides funding for allied professional services, and requires 0.12 hours per resident per day under the service agreement with our partners. If you intend to charge clients for assessment and determination fees, please notify Paul Champness, Strategic Business Consultant, so that we can discuss verification requirements.

We look forward to working with you to ensure that quality services are available to our clients. If you require any additional information on this policy please contact Paul Champness at 250-549-5738 or at paul.champness@interiorhealth.ca.

Wheelchair Fees – Table Illustrating Whether a BENEFIT, CHARGEABLE EXTRA or RESIDENT RESPONSIBILITY

WHEELCHAIRS THAT ARE PROVIDED BY THE SERVICE PROVIDER (SP) OR DESIGNATE:

Scenario:	Wheelchair Itself	‘Basic’ Cleaning	‘Basic’ Maintenance (repair/replacement)	Non Basic and/or Emergency Cleaning	Non Basic Maintenance and/or Repairs	Fees related to OT/PT Assessment
<p><u>BASIC OR BASIC DONATED</u> wheelchair provided to the resident by the facility</p> <p>*Wheelchairs that are lower than 12 ½ inches are not considered to be basic.</p>	BENEFIT		BENEFIT		Treat as a BENEFIT (with the exception of damage deliberately caused by resident)	<p>Health Authority owned/operated sites - cannot charge for OT/PT assessments.</p> <p>Contracted facilities – may charge the resident if the SP experiences a financial impact related to this service.</p>
<p><u>MODIFIED BASIC OR MODIFIED BASIC DONATED</u> wheelchair provided to the resident by the facility</p> <p>NOTE: Resident is responsible for costs related to modifications, as well as cost of returning chair to ‘basic’ once the resident is done with the wheelchair.</p>	<p>Basic Wheelchair is a BENEFIT</p> <p>ANY Modifications made specifically for the resident that are a financial impact to the facility may be passed along to resident as a chargeable extra</p>		BENEFIT	<p style="text-align: center;">Treat as a BENEFIT</p> <p>(In the following scenarios, may be treated as a chargeable extra:</p> <ul style="list-style-type: none"> • Where damage is deliberately caused by resident; and • where non-basic cleaning/maintenance/ repairs are primarily related to the modification, the facility may charge the resident for expenses it incurs related to these modifications. 		<p>IE – if the assessment is done by their staff or service is sub-contracted. Fee must be ‘reasonable’ and resident must be provided with information in advance and must agree to charges prior to billing</p>
<p><u>SPECIALIZED</u> wheelchair provided to the resident by the facility</p>	MAY BE A CHARGEABLE EXTRA		BENEFIT		May be a CHARGEABLE EXTRA	
<p><u>SPECIALIZED DONATED</u> wheelchair provided to the resident by the facility</p>	BENEFIT					

WHEELCHAIRS THAT ARE RENTED OR OWNED BY THE RESIDENT:

Scenario:	Wheelchair Itself	'Basic' Cleaning	'Basic' Maintenance (repair/replaceme nt)	Non Basic and/or Emergency Cleaning	Non Basic Maintenance and/or Repairs	Fees related to OT/PT Assessment
BASIC wheelchair <u>RENTED</u> by the resident	RESIDENT RESPONSIBIL ITY	BENEFIT	RESIDENT RESPONSIBILITY (Vendor) (It is recommended that the facility <u>not</u> undertake this work as it should already be covered by the resident's existing agreement with the vendor, and any damage/changes may nullify the resident's existing contract).			HEALTH AUTHORITY OWNED AND OPERATED SITES - cannot charge for OT/PT assessments.
MODIFIED BASIC wheelchair <u>RENTED</u> by the resident		*ONLY SURFACE CLEANING TO BE PROVIDED BY FACILITY				
SPECIALIZED wheelchair <u>RENTED</u> by the resident						
BASIC wheelchair <u>OWNED</u> by the resident	RESIDENT RESPONSIBIL ITY	BENEFIT	RESIDENT RESPONSIBILITY (Facility has the option to offer as a benefit; if so, it is recommended that resident sign a liability waiver)			CONTRACTED FACILITIES – may charge the resident if the Service Provider experiences a financial impact related to this service. I.E. – if the assessment is done by their staff or the service is sub- contracted.
MODIFIED BASIC wheelchair <u>OWNED</u> by the resident		*ONLY SURFACE CLEANING TO BE PROVIDED BY FACILITY				
SPECIALIZED wheelchair <u>OWNED</u> by the resident						

NOTES:

For any CHARGEABLE EXTRAS: Charge must be 'reasonable' and resident must be provided with information in advance and must agree to charges prior to billing.

Revised Feb 17 2016, approved by the Ministry of Health February 18, 2016