

CIRCULAR

Date: May 17, 2013

CIRCULAR NUMBER: #2011-07 Revised

Alternate Program(s): MarketAbilities
(formerly Supported Living)

To: Community Social Service Supervisors/Program Managers

Subject: Provision of Wheelchairs – Administrative Process

Type: Policy
 Procedure
 Rate
 Information Only

Replaces:

Effective Date: Immediately

Revisions include procedures for: single grants for wheelchairs and customized seating or adaptations; the repair of manual or power wheelchairs and customized seating or adaptations; and the new address for the Society for Manitobans with Disabilities – Wheelchair Services.

The purpose of this circular is to provide case coordinators/counselors with the procedure that occupational/physical therapists (OT/PT) must follow in submitting an application, assessment, and repairs when requesting the following:

- manual or power wheelchairs;
- manual or power wheelchairs that include customized seating or adaptations; and
- customized seating or adaptations for an existing chair.

When a wheelchair is being requested for any EIA participants (regardless of where they reside), OT/PTs have been directed to submit applications and assessments directly to the Occupational Therapist at Society for Manitobans with Disabilities – Wheelchair Services (SMD - WCS). SMD-WCS will provide a consistent review and professional recommendation for all requests.

The following outlines the administrative procedures for acquiring:

Manual and power wheelchairs

Manual and power wheelchairs that include customized seating or adaptations

SMD-WCS will review the application and/or assessment report. Upon completion, SMD-WCS will send the recommendation by e-mail or fax to the case coordinator/counselor and copy the therapist who submitted the original request.

If the costs are less than \$3,000.00:

- SMD-WCS (upon review of OT/PT referral) will send the recommendation directly to the EIA case coordinator/counselor via email or fax for consideration.
- A quote from SMD-WCS or private vendor may also be attached for EIA funding approval if the equipment is deemed required and appropriate for the participant's needs. The EIA case coordinator/counselor will approve the request, sign the quote, check the approval box and fax the request back to SMD at 204-975-3240.
- SMD-WCS will then advise the OT/PT of the decision

If the costs are over \$3,000.00:

- SMD-WCS (upon review of OT/PT referral) will send the recommendation directly to the EIA Program Specialist via e-mail or fax for consideration.
- A quote from SMD-WCS or private vendor may also be attached for EIA funding approval if the equipment is deemed required and appropriate for the participant's needs. If the EIA Program Specialist approves, they will sign the quote, check the approval box and fax back to SMD-WCS as well as send an e-mail to the Community Social Services Supervisor/Program Manager and the OT at SMD-WCS at 204-975-3240. If the EIA Program Specialist denies the request, the case coordinator/counselor and SMD OT will be advised of the rationale for the Program Specialist's decision
- SMD-WCS will then advise the OT/PT of the decision

Single Grants for Wheelchairs:

In situations where a Single Grant for the purchase of a power or manual wheelchair is being requested, applicants should have their OT/PT submit the application and assessment forms to SMD-WCS to determine applicant eligibility for the category of chair requested. Once SMD-WCS make their assessment, the SMD OT will contact the OT/PT and the applicant on the outcome. SMD-WCS will fax the quote for costs of the wheelchair to the Program Specialists regardless of the dollar amounts. Program Specialists will forward the quote to the office where the applicant will be applying. Eligibility for Single Grants is outlined in Section 22.1.7 of the EIA Administrative Manual.

SMD-WCS will send invoices directly to the Winnipeg/Regional offices for payment. The Information Specialist/Financial Worker will enter that expenditure in SAMIN and if over \$3,000.00 contact the EIA Program Specialist for approval.

In the event the OT/PT does not go directly to SMD-WCS, the EIA Case Coordinator/Counselor is to advise the OT/PT to send the application and assessment directly to:

Occupational Therapist, – Wheelchair Services
Society for Manitobans with Disabilities – Wheelchair Services
1857 Notre Dame Avenue
Winnipeg MB, R3E 3E7
Tel: (204) 975-3250; Toll-Free: 1-800-836-5551; TTY: 1:800-856-7934; TTY: (204) 975-3239
SMD OT: (204) 975-3253
Fax: (204) 975-3240

Customized seating or adaptations for an existing chair:

- If the OT is requesting customized seating or adaptations for an existing chair, the OT is now required to provide only one quote to EIA staff directly for their review and approval if under \$3,000.00. When they are recommending services above \$3,000.00, the request must be submitted to a Program Specialist for their review and approval (see attached memo for further information/direction).

Repairs and regular maintenance for manual or power wheelchairs and customized seating or adaptations:

Repairs to Adaptations on Equipment Owned by SMD-WCS

SMD-WCS do not bill EIA for repairs and maintenance performed on equipment owned by their program. SMD-WCS will bill EIA only if the maintenance or repair is for a customized item paid for by EIA on an SMD-WCS wheelchair. EIA staff is not required to review and approve these invoices as EIA has authorized SMD-WCS to make professional recommendations regarding wheelchairs and customized seating, including repairs.

Repairs to Adaptations on Equipment Not Owned by SMD-WCS

EIA will accept repair estimates from technicians and private vendors as well as from OTs. EIA staff should review estimates and invoices from private vendors. The review should ensure that:

- Repairs are not for a spare wheelchair that a participant may have. EIA only provides for one wheelchair. Repairs or maintenance on a spare wheelchair are not covered by EIA;
- Repairs are the lowest cost option to regain function of the wheelchair; and
- Services billed on the repair invoice are for common repairs and regular maintenance, not for complex repairs that are more expensive than the purchase of new equipment. Program specialists and SMD-WCS staff can assist when estimates are questionable.

Information Specialists/Financial Workers can enter invoices received for repairs and regular maintenance from SMD-WCS or a private vendor in SAMIN for payment. Custom changes or specialized accessories are not repairs or regular maintenance. Any requests for customized seating or adaptations should follow the procedures outlined above.