

Guide to Apply for Registration as a Vendor for Home Oxygen Therapy

Assistive Devices Program
Ministry Of Health & Long-Term Care

September 2016

www.health.gov.on.ca/adp

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Introduction

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Introduction

Purpose of This Guide

This Guide provides information about:

- Home Oxygen Therapy funded by the Assistive Devices Program (ADP);
- the process to become an ADP-registered Vendor for Home Oxygen Therapy; and
- instructions for submitting the completed Application.

ADP may issue updates from time to time about the process to become a Vendor for Home Oxygen Therapy. Interested Applicants are encouraged to check the following website regularly for any updates: Program Updates.

If interested in receiving ADP updates via email, please send an e-mail to adp@ontario.ca. The e-mail should include the following:

- subject headline: home oxygen vendor application;
- contact name;
- company name; and
- e-mail address.

The Applicant should not include Part 1 – 4 of this Guide with the Application.

The Ministry of Health and Long-Term Care (Ministry) reserves the right to cancel the invitation for Applications at any time.

The Ministry is issuing an invitation to establish a list of qualified Vendors for Home Oxygen Therapy whom the Ministry will:

- authorize to provide Home Oxygen Therapy to Clients; and
- reimburse for providing Home Oxygen Therapy to Clients for the period of April 1, 2017, to March 31, 2022.

Any person or entity interested in becoming a Vendor for Home Oxygen Therapy must submit an Application to ADP by October 19, 2016. Like all Applicants, current Vendors of Record who wish to continue as a Vendor for Home Oxygen Therapy after March 31, 2017, must:

- meet the requirements set out in this manual; and
- submit an Application.

The Ministry will register each successful Applicant, effective April 1, 2017, to provide Home Oxygen Therapy to ADP-approved Clients in accordance with the policies outlined in the *Policy and Administration Manual – Home Oxygen Therapy*, and the *Policies and Procedures Manual for the Assistive Devices Program*.

The registration period will be for five years, starting April 1, 2017 and ending March 31, 2022, with an option in favour of the Ministry to extend the registration period, on the same terms and conditions, for two (2) additional terms of up to one (1) year each.

From April 1, 2017 until March 31, 2022, the Ministry will not accept any Applications from persons or entities who submit a request asking ADP to register them as a Vendor for Home Oxygen Therapy unless the Ministry determines, in its sole discretion, that additional Vendors for Home Oxygen Therapy are required, for any reason, in order to serve Clients in any part(s) of the province.

At the end of the 5-year registration period, the Ministry will consider accepting new Applications if there is evidence that additional Vendors for Home Oxygen Therapy are necessary in order to meet the needs of Ontario residents who require Home Oxygen Therapy.

The Application must contain the following documents:

- Application Form (one Application Form for each location that will be providing Home Oxygen Therapy);
- Appendix B, a complete list of Regulated Health Professionals (by location);
- Appendix C, Conditions Precedent, including hard copies of the following documents:
 - ownership documentation;
 - insurance coverage (for each location that will be providing Home Oxygen Therapy);
 - service agreements for repair services;
 - manufacturers/distributor agreements;
 - vendors in hospital;
 - documentation that all Regulated Health Professionals hold a valid certificate with his/her regulatory college; and
 - Conformation of Payment Instructions Form.
- Appendix D, Applicant's policy and procedure for the following:
 - Client Safety and Education;
 - Staff Training and Education;
 - Infection Prevention and Control;
 - Client Record Keeping; and
- Appendix E, List of Preferred Vendor Agreements (by location).

Interested persons or entities who have questions regarding ADP-funded Home Oxygen Therapy, the process to become a Vendor for Home Oxygen Therapy or the revised ADP policies and procedures, may submit questions to ADP on or before September 28, 2016. ADP will answer all questions submitted on or before this date within ten (10) business days.

Answers will be posted on the ADP website and e-mailed to any person or entity that has asked to be included on ADP's notification list. ADP may edit the questions prior to posting/distributing.

ADP **will not review** an Application if the Application:

- was received after the due date set out in the Application Submission (Part 3) of the Guide;
- is incomplete and/or missing any of the mandatory supporting documentation; or
- is from an Applicant who is a Joint Venture that ADP **does not** currently list as a Vendor of Record.

ADP will notify an Applicant if ADP does not review their Application for any of the reasons outlined above.

The Ministry makes no guarantee of the value or volume of work to be assigned to each of the successful Applicants. The Ministry may register multiple Applicants for the provision of Home Oxygen Therapy.

Definitions

Capitalized terms used in this Application Instructions shall have the meaning associated with them as described below.

Applicant means a person or entity who applies to be a Vendor for Home Oxygen Therapy.

Application means the Application Form and all supporting documentation.

Application Form means the form provided by ADP and used to apply to be a Vendor for Home Oxygen Therapy.

Client means an individual who applies to ADP, satisfies eligibility requirements and subsequently receives funding assistance for Home Oxygen Therapy.

Guide means the Guide to Apply for Registration as a Vendor for Home Oxygen Therapy.

Joint Venture means a relationship between a vendor of Home Oxygen Therapy and a hospital that have entered into an agreement to carry on business together to provide Home Oxygen Therapy to ADP-funded Clients.

Home Oxygen Therapy means the oxygen, the Oxygen Delivery System(s) and the services necessary maintain oxygen therapy in the home.

Oxygen Delivery System means concentrators (portable or stationary), compressed gas (cylinders), compressed gas (cylinders) with oxygen conserving devices, liquid oxygen systems and transfill oxygen systems.

Preferred Vendor Agreement means an agreement between a hospital or a long-term care home, and a vendor, where the vendor will be the exclusive provider of Home Oxygen Therapy.

Regulated Health Professional means a health professional holding a valid certificate with a regulatory college specified by the *Regulated Health Professions Act, 1991* (RHPA), who has assessment skills within their scope of practice.

Schedule B means schedule B to the Vendor Agreement.

Vendor Agreement means the document that outlines the terms and conditions that the Vendor must adhere to and, together with *the Policy and Administration Manual – Home Oxygen Therapy* and *the Policies and Procedures Manual for the Assistive Devices Program*, constitutes the contract between ADP and the Vendor.

Vendor for Home Oxygen Therapy means a person or entity that has met all the registration requirements with ADP for Home Oxygen Therapy and holds an executed Vendor Agreement with ADP.

Vendor of Record means any person or entity that holds an executed Vendor of Record Agreement (that will expire on March 31, 2017) with the Ministry.

Background

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Background

Assistive Devices Program (ADP)

ADP is a program funded by the Ministry. The purpose of ADP is to enable people with physical disabilities to increase their independence through access to assistive devices responsive to their individual needs.

The mandate of ADP is to provide customer-centred support and funding to Ontario residents who have long-term physical disabilities to provide access to personalized assistive devices appropriate for the individual's basic needs, to provide Ontario residents with a fair and affordable access to a range of devices and to provide vendors with a fair and predictable return on their investment.

Home Oxygen Therapy

ADP provides funding assistance for Home Oxygen Therapy to residents of Ontario who have a medical need for oxygen therapy. Home Oxygen Therapy includes the oxygen, the Oxygen Delivery System and the services necessary to deliver and maintain oxygen therapy in the home.

Vendors for Home Oxygen Therapy must provide Clients with Home Oxygen Therapy in accordance with the policies and procedures outlined in the *Policy and Administration Manual - Home Oxygen Therapy*, and the *Policies and Procedures Manual for the Assistive Devices Program*.

In its sole discretion, ADP may revise the *Policy and Administration Manual – Home Oxygen Therapy* and the *Policies and Procedures Manual for the Assistive Devices Program* at any time.

In 2015/2016, ADP provided funding to 42,675 recipients, of whom 80% were seniors. To receive funding for Home Oxygen Therapy, the recipient must:

- meet the program's general and medical eligibility criteria; and

- receive Home Oxygen Therapy from a person or entity that the Ministry has authorized to provide Home Oxygen Therapy to Clients.

ADP pays for each month that a Client receives Home Oxygen Therapy. ADP bases reimbursement on a fixed monthly rate for Clients in northern Ontario and a fixed monthly rate for Clients in southern Ontario. Approximately 14% of ADP-funded Clients live in northern Ontario.

ADP will pay 100% of the fixed monthly rate if the Client is:

- sixty- five (65) years of age or older; or
- sixty- four (64) years of age or younger and:
 - receiving social assistance (Ontario Works, Ontario Disability Support Program or Assistance to Children with Severe Disabilities);
 - living in a long-term care home; or
 - receiving professional services from a Community Care Access Centre.

For all other Clients, ADP pays 75% of the monthly rate and the Client pays the remaining 25% portion. Of the current number of ADP-approved Clients:

- 90% receive 100% funding; and
- 10% receive 75% funding and pay the 25% Client portion.

On average, Clients use the program for approximately:

- eighteen (18) months when receiving Home Oxygen Therapy for resting or exertional hypoxemia; and
- forty-five (45) days when receiving Home Oxygen Therapy for palliative care.

Regulation and legislation

ADP is operated pursuant to the authority of the Ministry to enter into agreements for the provision of health services and equipment set out in paragraph 4 of subsection 6 (1) of the *Ministry of Health and Long-Term Care Act*, R.S.O. 1990, c. M. 26.

Utilization and Cost

The number of Clients has increased since ADP took over administrative responsibility for Home Oxygen Therapy. ADP expects that growth will continue as Ontario’s population ages. The table below provides the number of Clients/expenditures for five (5) years.

Fiscal Year	# of Clients	Expenditures
2011/2012	33,624	\$84.5 M
2012/2013	34,640	\$86.8 M
2013/2014	37,397	\$93.9 M
2014/2015	40,522	\$102.5 M
2015/2016	42,675	\$106.5 M

Current ADP Home Oxygen Vendors

There are currently fifty-one (51) Vendors of Record authorized to deliver Home Oxygen Therapy to ADP-approved Clients. They operate out of approximately 138 locations.

Reimbursement for Home Oxygen Therapy

ADP pays for each month of service that a Client receives Home Oxygen Therapy. The pricing schedule is set out in the Product Manual – Home Oxygen.

The funding policies are set out in the *Policy and Administration Manual – Home Oxygen Therapy* and the *Policies and Procedures Manual for the Assistive Devices Program*.

See Appendix F of the Guide for the pricing schedule effective April 1, 2017.

Application Submission

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Application Submission

Process

- a. **Application Form(s):** The Applicant must complete an Application Form for each location where they will be providing Home Oxygen Therapy. The Applicant can find the Application Form at <http://www.health.gov.on.ca/en/pro/programs/adp/default.aspx>.
- b. **Application:** The Applicant must submit the Application Form(s) and all supporting documentation.
- c. **Application Due Date:** ADP **must** receive the Application by end of business day on October 19, 2016.
- d. **Application Delivery Method:** The Applicant must deliver a hardcopy of the Application, with original signatures, to the Senior Manager, ADP.
- e. The Application may be delivered by mail, courier or in person to:

Assistive Devices Program
Attn: Senior Manager
Ministry of Health and Long-Term Care
7th floor, 5700 Yonge Street
Toronto ON M2M 4K5

ADP is not responsible for Applications not received, or received late, due to error by the Applicant or a delivery agent.

- f. **Page Numbering:** The Application (Application Form(s) and all supporting documentation, appended to the Application), must be consecutively numbered and include the total number of pages in the submission (e.g., page 1 of 30, page 2 of 30 etc.).
- g. **Receipt:** Upon receipt of the Application, Vendor Registration will review the Application for completeness. If the Application contains all the required documentation, Vendor Registration will issue an acknowledgement of receipt of the Application. If the Application is missing any documentation, Vendor Registration will

issue a request for the mandated documentation. Notifications will be sent to the e-mail address provided in the Signature section of the Application Form(s).

Conditions Precedent

See the *Guide to Vendor Registration Requirements for New Vendors* for a detailed description of the required documentation that must be included in the Application. Interested Applicants can find this document on the ADP website.

Evaluation

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Evaluation

Evaluation Process

The Ministry will review each Application to assess if the Applicant will comply with the requirements set out in Requirements to be a Vendor for Home Oxygen Therapy.

If in the opinion of the Ministry, the Applicant **will comply** with these requirements, ADP will select the Applicant to be a Vendor for Home Oxygen Therapy.

Selected Applicant does not have a Vendor Agreement executed by ADP

ADP will send the successful Applicant an electronic copy of the Vendor Agreement, which includes Schedule B.

- The Applicant must sign two copies of the Vendor Agreement and Schedule B, and return both copies of the Vendor Agreement and Schedule B to ADP.
- ADP will not accept a signed Vendor Agreement or Schedule B that the Applicant has faxed or sent electronically – signatures must be original.
- ADP will send the Applicant a letter along with one copy of the Vendor Agreement and Schedule B executed by ADP.
- The letter advises the Applicant that:
 - the location(s) is/are registered to provide Home Oxygen Therapy; and
 - provides the vendor registration number for each location.

Selected/Applicant does have a Vendor Agreement executed by ADP

ADP will update Schedule B of the Vendor Agreement to include the location(s) that will be providing Home Oxygen Therapy.

ADP will send the successful Applicant an electronic copy of the updated Schedule B.

- The Applicant must sign and return both copies of Schedule B to ADP.

- ADP will not accept a signed Schedule B that the Applicant has faxed or sent electronically – signatures must be original.
- ADP will send the Applicant a letter along with one copy of the Schedule B executed by ADP.
- The letter advises the Applicant that:
 - the location(s) is/are registered to provide Home Oxygen Therapy; and
 - provides the vendor registration number for each location.

If in the opinion of the Ministry, the Applicant **will not comply** with these requirements ADP will not select the Applicant and the Applicant will be notified in writing.

Requirements to be a Vendor for Home Oxygen Therapy

To be selected as a Vendor for Home Oxygen Therapy, the Applicant must meet the following requirements.

- The Applicant must comply with all policies and procedures established by ADP and outlined in *the Policy and Administration Manual – Home Oxygen Therapy* and *the Policies and Procedures Manual for the Assistive Devices Program*, including the Conflict of Interest Policy, and any applicable law or policy.
- The Applicant is competent to act as a Vendor for Home Oxygen Therapy in a responsible manner.
- The Applicant's past conduct relating to ADP affords reasonable ground to believe that the Applicant would operate in accordance with the law, with honesty and integrity, and in the best interest of Clients.
- The Applicant has not been charged with or convicted of an offence that relates to conduct that is relevant to the Applicant's participation in ADP.
- The Applicant maintains a permanent physical location or locations in Ontario that are open to the public.

- All permanent physical locations providing Home Oxygen Therapy have the applicable municipal zoning.
- All permanent physical locations providing Home Oxygen Therapy have the required insurance policy.
- If the business is incorporated, it is duly organized, registered and validly existing under the laws of Canada or Ontario and has not been dissolved.
- The Applicant holds all necessary permits, licenses, consents and authority to perform its obligations as a Vendor for Home Oxygen Therapy.
- All professional personnel providing Home Oxygen Therapy have the requisite level of experience and expertise and the professional designation and credentials required to carry out their respective responsibilities in providing such services in a competent manner and in accordance with all professional standards.
- All permanent physical locations providing Home Oxygen Therapy comply with all applicable federal, provincial and municipal laws, rules, orders, regulations, by-laws and policies.

Applications May be Rejected

In its sole discretion, the Ministry may discontinue reviewing an Application and/or reject an Application at any time without penalty or liability, if in the opinion of the Ministry:

- the Application contains false information or the Applicant misrepresents any information provided in, or in connection with, the Application;
- the Applicant fails to submit, complete or fully execute one or more of the requirements to be a Vendor for Home Oxygen Therapy;
- the Applicant fails to co-operate with the Ministry in its attempt to verify or clarify any information provided in the Application;
- the Application fails to provide sufficient information to establish that the Applicant has met the requirements to be a Vendor for Home Oxygen Services.
- the Application reveals, in the opinion of the Ministry, a conflict of interest.

The Ministry reserves the right to cancel the invitation for Applications at any time

General

The Ministry, in addition to any other remedies it may have in law or in equity, shall have the right not to select an Applicant or to rescind the selection of an Applicant in the event that the Ministry determines that the Applicant made a misrepresentation or submitted any inaccurate or incomplete information.

Appendices

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Appendices

Appendix A: Checklist

Documentation Required	Yes	No	N/A
Application Form (one for each location that is providing Home Oxygen Therapy)			
List of Regulated Health Professionals (by location)			
Ownership Documentation			
Insurance Coverage (for each location that is providing Home Oxygen Therapy)			
Service Agreements (for repair services)			
Manufacturers/Distributor Agreements			
Lease with Hospital			
Staff Credentials			
Confirmation of Payment Instruction Form			
Client Safety and Education Policy and Procedure			
Infection Prevention and Control Policy and Procedure			
Staff Training and Education Policy and Procedure			
Client Record Keeping Policy and Procedure			
List of Preferred Vendor Agreements			

Appendix C: Conditions Precedent

See *Guide to Vendor Registration Requirements* for a detailed description of the documentation required.

Legal Name of Applicant:			
Documentation	Yes	No	N/A
Ownership Documentation			
Insurance Coverage			
Service Agreements (for repair services)			
Manufacturers/Distributor Agreements			
Vendors in Hospital			
Staff Credentials			

Appendix D: Policies and Procedures

Legal Name of Applicant:			
Policy and Procedure	Yes	No	N/A
Client Safety and Education			
Staff Training and Education			
Infection Prevention and Control			
Client Record Keeping			

Appendix F: Price Schedule

Pricing Schedule (effective April 1, 2017)

Price Schedule	Southern Rate	North Rate
Monthly Rate	\$405	\$430.50
Daily Rate	\$13.50	\$14.35
Cylinders	No changes to current funding	