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## Memorandum

**To:** ADP-registered vendors and authorizers

**From:** David Schachow, Interim Director, Assistive Devices Program

**Date:** April 29, 2020

**Subject:** **COVID-19 Pandemic – Submitting ADP Device Applications via Fax**

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In response to the evolving situation regarding the COVID-19 pandemic, the Assistive Devices Program (ADP) will temporarily **accept applications for ADP-funded devices via fax**.

Completed applications must be faxed to: **1-888-222-8018**.

Forms must be complete, signed, and all pages must be included. Temporary measures implemented by ADP in response to the COVID-19 pandemic continue to apply.

The ADP will accept signatures that are not original on the ADP application form, from the authorizer, prescriber, client (or their representative) and vendor. The ADP will accept a family member's or care-giver's signature in place of the applicant on the application form. Where a family member or care-giver has signed on behalf of the applicant, please indicate the relevant relationship and contact information should it be different than the applicant.

Applications already mailed to the ADP office (and not returned) will be processed, these applications must not be submitted again via fax. If an application has been "returned to sender" these applications must be submitted via fax using the number provided above.

New applications **must not** be mailed to the ADP office until further notice. ADP-registered vendors must retain the original applications for faxed applications; they will not need to mail the original applications to the ADP office.

Reports will continue to be provided to ADP-registered vendors showing payments and application status every second Friday. For those devices dispensed that relate to a previously approved claim, the ADP-registered vendor should submit the invoice as per routine practices.

For ineligible applications, the ADP will contact the vendor or authorizer directly for further information. Corrections and or additional information must be submitted via fax using the number provided above.

All questions related to this memorandum should be sent to: [adpvendors@ontario.ca](mailto:adpvendors@ontario.ca).

(original signed by)

David Schachow