

Insulin Pump and Supplies

# Policy and Administration Manual

Assistive Devices Program

Ministry of Health and Long-Term Care

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*Section 1*

Introduction

**1**

# Introduction

## 100 **The Policy and Procedure Manual**

### **Purpose of this Manual**

The purpose of this Manual is to present the policies and procedures of the Insulin Pump and Supplies Program in one document. This Manual is intended to complement the Policies and Procedures Manual for the Assistive Devices Program (ADP).

These Manuals form part of the contractual agreement between the Ministry of Health and Long-Term Care and the ADP Registered Vendor, and the understanding between the Ministry of Health and Long-Term Care and ADP Registered Diabetes Education Programs. The Ministry reserves the right to revise this Manual.

### **Intended Target Audience**

These Manuals are intended to be used by ADP Registered Diabetes Education Programs and ADP Registered Vendors for insulin pumps that have an agreement with the Assistive Devices Program (ADP) to provide devices and services related to insulin pumps.

## 105 **The Assistive Devices Program (ADP)**

The Ministry of Health and Long-Term Care administers the Assistive Devices Program (ADP).

### **Legislation Governing the Program**

The Minister has authority pursuant to paragraph 6(1) 4 of the Ministry of Health Act, R.S.O. 1990, c.M.26 to enter into agreements for the provision of devices.

### **Vision**

To enable people with physical disabilities to increase their independence through access to assistive devices responsive to their individual needs.

### **Mandate**

To provide consumer centered 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 fair and affordable access to a range of devices and to provide vendors with a fair and predictable return on their investment.

### **Goal**

The goal of the Insulin Pump and Supplies Program is to support an eligible person's purchase of an insulin pump and related supplies that meets his/her basic needs as defined by the ADP for funding purposes.

## **110 Protecting Personal Health Information**

The Program must ensure that ADP personnel and Vendors of Record are in compliance with the Personal Health Information Act, 2004 (PHIPA).

**See the Program Manual, Section 800, Protecting Personal Health Information and Section 805, Collection and Release of Information Policy.**

## **115 Definitions**

For the purposes of the Manual, these are the meanings of the following terms:

**115.01 Agent:** A person who is legally authorized to act on the applicant's behalf.

- (1) The following persons can sign an application on behalf of an individual to verify information and to consent to the collection, use and/or disclosure of information:
  - (a) where the applicant is less than sixteen (16) years of age, a person who has lawful custody of the individual;
  - (b) the applicant's attorney under a continuing power of attorney;
  - (c) the applicant's guardian of property;
  - (d) the applicant's attorney under a power of attorney for personal care; and
  - (e) the applicant's guardian of the person,

as evidenced by supporting documents.

(2) Only the following persons can sign on behalf of the individual to indicate that payment is to be made out to someone other than the applicant:

- (a) where the applicant is less than sixteen (16) years of age, a person who has lawful custody of the individual;
- (b) the applicant's attorney under a continuing power of attorney; and
- (c) the applicant's guardian of property,

as evidenced by supporting documents.

**115.02 Applicant:** An individual who applies for ADP funding assistance for an insulin pump and supplies.

**115.03 Application Forms:** There are two separate application forms provided by the Program and used to request ADP funding assistance:

- 1) Application for Funding Insulin Pump and Supplies for Children;
- 2) Application for Funding Insulin Pump and Supplies for Adults.

**115.04 Approved Amount:** The dollar amount specified in the Insulin Pump and Supplies Program Product Manual.

**115.05 Client:** An individual who applies to the Program, is eligible, and receives funding assistance from the Program for a device.

**115.06 Diabetes Education Program:** A specialized multi-disciplinary team of health professionals that provides diabetes education, treatment and follow-up resources to individuals with diabetes.

**115.07 Eligible Person:** An individual who is an insured person within the meaning of the *Health Insurance Act*, R.S.O. 1990, c.H.6 or any successor legislation thereto; and meets the eligibility criteria as specified in this Manual.

**115.08 Manual:** The Policy and Administration Manual for the Insulin Pump and Supplies Program.

**115.09 Ministry:** The Ministry of Health and Long-Term Care.

**115.10 Personal Health Information:** The personal information as defined in Section 2 of the *Freedom of Information and Protection of Privacy Act*, R.S.O.



1990, c. F.31 or any successor legislation thereto.

***See the Policies and Procedures Manual for the Assistive Devices Program, Section 800, Protecting Personal Health Information and Section 805, Collection and Release of Information Policy.***

- 115.11 Program Manual:** The Policies and Procedures Manual for the Assistive Devices Program (ADP).
- 115.12 Insulin Pump Therapy:** It is a method of administering rapid-acting insulin subcutaneously by means of a portable, battery-operated, programmable pump with a tube and a Teflon or metal cannula specially designed for this purpose.
- 115.13 Insulin Pump Therapy Education Program:** A Diabetes Education Program that provides a multi-disciplinary team approach in the identification of suitable insulin pump candidates and provides education to assist individuals to understand the principles of insulin pump therapy including the mechanical /technical aspects of the insulin pump.
- 115.14 Program:** The Ministry's Assistive Devices Program (ADP).
- 115.15 Registered Vendor:** A business or nonprofit organization that has met all registration requirements with the Program and holds an executed vendor agreement with the Program.
- 115.16 Vendor Personnel:** Includes the Vendor's directors, officers, employees, independent contractors, members, subcontractors, shareholders, owners, agents and assigns.

See Section 110 of the Policies and Procedures Manual (Program Manual) for the Assistive Devices Program for more definitions.

### **120 Roles and Responsibilities**

In the process of confirming eligibility for funding assistance, the ADP Applicant/Client and/or Agent, the ADP Registered Diabetes Education Program and the ADP Registered Vendor have a specific role and certain rights and responsibilities. Additional information may be found in the Program Manual and the vendor agreement.

**120.01 Role of the ADP Applicant/Client and/or Family and /or Agent:**

- Will be provided with accurate information from the ADP Registered Education Diabetes Program and the ADP Registered Vendor during the assessment and the ADP application process that will enable him/her to make an informed decision including but not limited to, whether or not to proceed with an application for ADP funding assistance, choice of vendor and choice of make and model of equipment;
- Must be informed about the Personal Health Information and Privacy Act, 2004 including their right to withhold any of his/her personal health information on the ADP application form, which may impact on the ability to process his/her application for funding;
- Has the right to seek a second opinion if he/she disagrees with the ADP Registered Diabetes Education Program's assessment of his/her needs;
- It is their responsibility to retain original receipts for 2 years after the purchase date of the insulin pump and supplies;
- Agrees that they may be required to temporarily return to insulin injections in the event of pump failure.

**120.02 Role of the ADP Registered Diabetes Education Program:**

- Is the gatekeeper to the Program and assumes the leadership role in the assessment process, confirmation of the applicant's eligibility, and completion of the ADP application form in a timely fashion;
- Will inform the applicant/client and/or family and/or agent about ADP policies, eligibility criteria, and procedures, so that the applicant/client and/or family and/or agent can make a well informed decision regarding submitting an application to the Program;
- Will provide the applicant/client and/or family and/or agent with a list of ADP Registered Vendors serving his/her community;
- Will identify the need for equipment as part of the client assessment process, work with the client's vendor to ensure appropriate assessment and trial equipment is obtained and authorize the equipment that meets the client's requirements and the ADP eligibility criteria;
- Must not submit an application for funding assistance to the Program for an individual who does not meet the ADP eligibility criteria.

**120.03 Role of the ADP Registered Vendor:**

- Is an essential resource for the ADP applicant/client and/or family and /or agent and the ADP Registered Diabetes Education Program regarding the makes and models of equipment available and the amount of technical support that may be required;
- Must provide assessment and trial equipment requested by the ADP

- Registered Diabetes Education Program;
- Will work cooperatively with the applicant/client and/or family and/or agent applicant/client and the ADP Registered Diabetes Education Program to ensure that the choice of equipment is appropriate to meet the individual's basic requirements;
- Must notify the ADP Registered Diabetes Education Program when the authorized equipment has been delivered to the ADP client to ensure appropriate follow-up is completed by the ADP Registered Diabetes Education Program;
- Must keep an adequate stock of the equipment, which they are authorized to sell to ADP clients, honor manufacturer warranties, and provide after sale service;
- Must continue to meet all conditions specified in their executed vendor agreement.

*Section 2*

Devices Covered

2

# Devices Covered

## 200 Devices Covered

The Insulin Pump and Supplies Program provides funding assistance for the following:

- Insulin pumps; and
- the supplies associated with an insulin pump

## 205 Insulin Pumps

Only those makes and models of insulin pumps listed in the Insulin Pump and Supplies Program Product Manual are available for ADP funding assistance.

Note: The applicant must pay the vendor directly for any non-ADP funded items he/she may choose to purchase.

All insulin pumps funded by the Program must be new. The Registered Vendor cannot supply any authorized insulin pump that has been previously used or any component, which has been previously used.

Insulin pumps, which manufacturers or dealers have lent to institutions to promote their products and assist educators in their assessments, do not qualify as new equipment.

## 210 Repairs

The ADP does not provide funding towards the cost of repairs and/or maintenance and/or replacement batteries for any listed device.

## 215 Insulin Pump Supplies

The ADP will provide an eligible person with an annual grant, payable directly to the individual in four (4) equal amounts. The ADP client must use the grant to purchase the supplies that he/she requires to use their pump.

*Section 3*

Applicant Eligibility for  
Program Benefits

3

# Applicant Eligibility for Program Benefits

The following criteria must be met.

## **300 Not Eligible for Other Benefits**

The applicant must not be entitled to coverage for the same authorized device, based on the same medical condition, under the *Workplace Safety and Insurance Act*, 1997, S.O. 1997, c.16, Schedule A or any successor legislation thereto.

The applicant must not be entitled to coverage for the same authorized device, based on the same medical condition, under the Veterans Treatment regulations made under the *Department of Veteran's Affairs Act (Canada)*, R.S. 1985, c. V-1, or any successor legislation thereto (Group A).

## **305 Valid Health Card**

The applicant must be insured as defined in the Health Insurance Act and have a valid Ontario Health Number.

## **310 Permanent Residence**

The applicant must hold permanent residency in Ontario. The applicant must reside in the community.

An applicant is not eligible if they reside in one of the following:

- a. an acute or chronic care facility; or
- b. Schedule I Ministry of Community and Social Services residential facility.

## **315 Insulin Pumps**

A physician licensed to practice medicine in Ontario and registered as a prescriber with an ADP-registered Diabetes Education Program must prescribe all insulin pumps funded by the ADP.

An ADP Registered Diabetes Vendor must supply the pump.

*Section 4*

**Applicant Eligibility Criteria for  
Insulin Pump and Supplies**

**4**



# Applicant Eligibility Criteria for Insulin Pump and Supplies

## 400 Pediatric Medical Eligibility Criteria for Insulin Pump and Supplies

Children and youth eighteen (18) years of age and under with type 1 diabetes will be eligible for ADP funding assistance if they meet the following established criteria:

- Has type 1 diabetes and has been on injection therapy for 1 year prior to the initiation of pump therapy;
- Has demonstrated that they have 3 A1c levels from the previous year and that the last 2 A1c levels, taken prior to pump initiation, are less than (<) than 10%;
- Has demonstrated to a Pediatric Diabetes Program an ongoing commitment to blood glucose (BG) monitoring before each meal and before bedtime and a commitment to establishing an ongoing record of BG test results;
- Has demonstrated to the Pediatric Diabetes Program appropriate insertion site rotation;
- Has demonstrated to the Pediatric Diabetes Program appropriate sick day knowledge and management - not more than one diabetic ketoacidosis (DKA) in the previous six (6) months;
- *Has demonstrated to the Pediatric Diabetes Program the ability to self-assess and take action on blood glucose results by carbohydrate counting and sick day management;*
- Receives appropriate ongoing family support;
- Maintains regular diabetes clinic attendance (at least three (3) visits in the previous year);
- Has or will participate in an insulin pump education program;
- Signs an agreement with the Pediatric Diabetes Program to adhere to the terms established by the Pediatric Diabetes Program for the continuation of pump therapy.

**400.01** Children and Youth 18 years and under must continue to meet the medical eligibility criteria outlines in Section 315 at the time of their annual re-application.

**405 Pediatric Medical Ineligibility for ADP Funding Assistance for Insulin Pump and Supplies**

Children and youth eighteen (18) years of age and under with type 1 diabetes will be ineligible for ADP funding assistance under the following circumstances:

- Occurrence of more than one episode of diabetic ketoacidosis (DKA) within the last twelve (12) months;
- Inadequate frequency of blood glucose testing to ensure safe and effective use of the insulin pump;
- *Has demonstrate that they have 3 A1c levels from the previous year and the last 2 A1c levels must be less than (<) than 9%;*
- A1c greater than ten (10) per cent for the last two readings;
- Inadequate frequency of set changes to ensure healthy insertion sites;
- Consistent pattern of ineffective pump management;
- Fewer than three (3) diabetes clinic visits in the last twelve (12) months.

**410 Adult Medical Eligibility Criteria for Insulin Pump and Supplies**

Adults 19 years of and older with type 1 diabetes will be eligible for ADP funding assistance if they meet the following established criteria:

- The applicant must have been on a basal/bolus regiment for at least 1 year prior to the initiation of the insulin pump;
- The applicant must demonstrate the ability to self-assess and take action based on blood glucose results by:
  - carbohydrate counting and administering correction boluses;
  - sick day management.
- The individual must demonstrate a commitment to long term diabetes follow-up through regular assessments by diabetes educators and physicians at intervals deemed appropriate by the diabetes education program.

**415      Adult Renewal Medical Eligibility Criteria (Annual Reapplication) for Insulin Pump and Supplies**

Adults 19 years of and older with type 1 diabetes will be eligible for continued ADP funding assistance for insulin pump supplies if they meet the following established criteria at the time of the annual re-application:

- The individual must continue to demonstrate an ongoing commitment to blood glucose (BG) monitoring at a minimum of four times a day;
- The individual must continue to demonstrate successful sick day management;
- The individual must demonstrate that they have benefited from pump therapy;
- A benefit from pump therapy is one of the following:
  - Improved quality of life;
  - Improved A1c results;
  - Reduction in the number of hypoglycaemic events;
  - Reduction in the number of diabetic ketoacidosis (DKA) episodes; and
  - Improved management of the “dawn phenomenon”;
- The individual must demonstrate a commitment to long-term diabetes follow-up through regular assessments by diabetes educators and physicians at intervals deemed appropriate by the ADP-registered diabetes program.

**420      Transition from the Pediatric to the Adult Funding Program**

**420.01** At the time of an ADP client’s 19<sup>th</sup> birthday, individuals who have received funding assistance for insulin pump and supplies through the Pediatric Insulin Pump and Supplies funding program are eligible for continued funding through the Adult Insulin Pump and Supplies Program.

**420.02** At the time of the annual reapplication, individuals who are 19 years of age must meet the adult medical re-application criteria as outlined in Section 330 and must be assessed at an Adult Diabetes Education Program who offers an Insulin Pump Therapy Education Program.

**420.03** The Adult re-application form is automatically generated by the ADP database two months prior to the client’s anniversary date. The anniversary date is based on the date the initial application was approved by ADP.

*Section 5*

Confirmation of Eligibility for Insulin  
Pump and Supplies

**5**

# Confirmation of Eligibility for Insulin Pump and Supplies

## **500      Acceptable Evidence of Medical Eligibility Criteria**

An ADP-registered Diabetes Education Program (DEP) must assess the applicant. The DEP will determine if the applicant is an appropriate candidate for pump therapy and if they met the program's medical eligibility criteria (See Section 400 and Section 410).

The prescribing physician must certify that the applicant has type 1 diabetes and has demonstrated a clinical need for insulin pump therapy and has participated in a diabetes education program.

## **505      Initiation of 90 – Day Trial Period**

On receipt of a fully completed initial Application for Funding Insulin Pump and Supplies for Children or Adult form for an applicant who meets the general and medical eligibility criteria, the individual will receive funding for the 90-day trial period. The 90-day funding is based on the date the insulin pump therapy 90-day trial was initiated.

Once the application has been approved, the client will be eligible to receive full funding for the cost of the insulin pump and will receive the 1<sup>st</sup> installment of \$600.

## **510      Annual Renewal of Insulin Pump Supplies**

To renew funding assistance for the insulin pump supplies, the client must continue to be assessed by an ADP-registered Diabetes Education Program. The DEP will determine if the client continues to be an appropriate candidate for pump therapy and if they continue to meet the program's medical eligibility criteria (See Section 405 and Section 415).

The prescribing physician must certify that the client has type 1 diabetes, continues to demonstrate a clinical need for insulin pump therapy, meets the program's eligibility criteria and complies with the requirements of the ADP-registered Diabetes Education Program.

*Section 6*

Diabetes Education Program

6

# Diabetes Education Program

## 600 ADP Registered Diabetes Education Program Status

A Diabetes Education Program wishing to be registered with the ADP for the Insulin Pump and Supplies Program must be registered as an ADP clinic.

## 605 ADP Clinic Status

In order to maintain active ADP clinic status a Diabetes Education Program must provide a pump therapy education program to ADP eligible individuals and ensure that the ADP has an updated list of physicians who are actively involved in the ADP Insulin Pump and Supplies Program.

## 610 Guidelines for a Pump Therapy Program

Minimum criteria established for a pediatric pump education program for the Northern Diabetes Health Network Paediatric Diabetes Programs registered with the ADP is attached as **Appendix B**.

Minimum criteria established for an adult pump education program registered with ADP is attached as **Appendix C**.

## 615 Maintaining Up To Date Clinic List

Within ten (10) days of any change in personnel actively involved in the ADP Insulin Pump and Supplies Program, the Diabetes Education Program must provide the ADP with an up to date record of information. See **Appendix D for Diabetes Education Program ADP Clinic Registration Form**.

## 620 Record Keeping

Accurate record keeping is essential. The Program may ask to see the Diabetes Education Program's clinical assessment findings to confirm the applicant's eligibility and/or as part of the Program's audit review procedures.

**625      Status of Application Report**

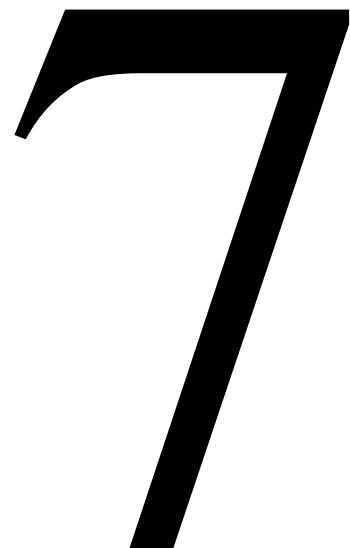
A report will be generated on a monthly basis and mailed to the Diabetes Education Program, listing the applications received by the Program and including the following information:

- applicant name;
- applicant health card number;
- ADP unique claim number assigned;
- codes requested (including quantity);
- status of the application.



*Section 7*

Device Eligibility



# Device Eligibility

## 700 Funding Periods

There is a **minimum** period of time that a device is expected to remain useful. For ADP purposes, the designated replacement period for re-applying for funding for insulin pumps is five (5) years.

## 705 Requests for Replacement Device

Individuals who have received ADP funded equipment and continue to meet the general and medical eligibility criteria are eligible to re-apply for funding assistance after the designated funding period has expired, if there is:

- a change in the client's medical status and the ADP funded equipment no longer meets the client's needs; or
- the previously ADP funded equipment is not in good working order and the client confirms that the equipment is no longer under warranty.

## 710 Warranty

The ADP Registered Vendor must provide the ADP client with the written manufacturer's warranty at the time of purchase.

The manufacturer is responsible for honoring warranties even in those situations where a device has been purchased from a vendor that is no longer in business, i.e. the vendor has been sold, closed or has declared bankruptcy.

ADP funding is not available when the manufacturer's warranty is in effect.

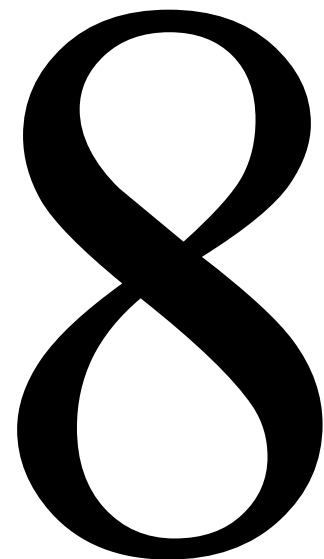
## 715 Annual Renewal of Insulin Pump Supplies Grant

The client must continue to meet ADP eligibility criteria for funding assistance for his/her insulin pump in order to continue to receive the annual grant for insulin pump supplies.

A renewal form for the insulin pump supplies grant will be sent to the client directly every year. The client must complete the renewal form with his/her Diabetes Education Program to maintain eligibility for the grant.

*Section 8*

Funding and Payment



# Funding and Payment

## 800 Policies

No payment of an approved insulin pump, listed in the Product Manual, shall be made to anyone other than an ADP Registered Vendor in the ADP Insulin Pump and Supplies Program. Lists of registered vendors in specific geographic areas can be obtained from the ADP website.

[http://www.health.gov.on.ca/english/providers/program/adp/adp\\_mn.html](http://www.health.gov.on.ca/english/providers/program/adp/adp_mn.html)

## 805 Funding Amount and Payment

For applications approved for funding, the Program will pay 100 per cent of the ADP approved price directly to the vendor for an insulin pump listed in the Insulin Pump and Supplies Program Product Manual.

The ADP Registered Vendor may not charge the ADP client any more than the ADP approved price for the insulin pump. The ADP Registered Vendor may charge the ADP client less than the ADP approved price for the insulin pump.

The ADP client must pay the vendor directly for any insulin pump accessories not included in the ADP price.

An annual grant of \$2400 will be paid in four (4) equal amounts directly to the client or his/her agent. The client must use the grant to purchase the supplies that he/she requires to use their pump.

## 810 Delivery of Equipment

The vendor will deliver the make and model within the product equivalent type as prescribed and selected by the client; advise the client regarding warranty and after purchase services offered; and provide a copy of the manufacturer's warranty and user's manual as applicable.

## 815 Expiry Date of the Application Form

An application form is considered current and valid for one (1) year from the Diabetes Education Program assessment/signature.

**Note:** The expiry date will **not** be extended. After the expiry date, a new assessment must be completed and a new application form must be submitted to the Program.

*Section 9*

Application for Funding Insulin  
Pump and Supplies

9

# Application for Funding Form: Insulin Pump and Supplies

## 900 Guide to Completing the Form

Refer to the Policies and Procedure Manual for the Assistive Devices Program, Section 9, Application Forms for how to on how to complete the form.

## 905 Re-application for Funding for Children and Adults

There are two separate re-applications for funding forms:

- 1) Re-application for Funding Insulin Pumps and Supplies for Children, to be used for individuals 18 years of age and under submitting an annual re-application;

or

- 2) Re-application for Funding Insulin Pumps and Supplies for Adults, to be used for individuals 19 years of age and over submitting an annual re-application.

The re-application forms are completed and submitted to the Program for review only when the Registered Diabetes Education Program has completed the annual re-assessment and ADP eligibility criteria have been met.

Both re-application forms are automatically generated by the ADP database two months prior to the client's anniversary date. The anniversary date is based on the date the initial application was approved by ADP.

### 905.01 Pediatric Re-Application

The Pediatric re-application consists of the following:

- The payee name and address;
- The applicant name (if different from the payee's name);
- ADP reference number (DS #);
- Date re-application issued.

The Pediatric re-application form must be completed by an Endocrinologist or another Specialist Physician who is associated with one of the pediatric diabetes education programs. The physician must indicate whether the applicant has:

- Has had no more than one episode of diabetic ketoacidosis (DKA) with the last 12 months;
- Has had adequate frequency and recording of blood glucose testing to ensure safe and effective use of the insulin pump;
- Has had A1c less than ten per cent for the last two readings at a minimum interval 3 months;
- Has had adequate frequency of set changes to ensure healthy insertion sites;
- Shown consistent pattern of effective pump management;
- Has had minimum of three diabetes clinic visits in the last twelve months.

#### **905.02 Adult Re-application Form**

The adult re-application consists of the following:

- The payee name and address;
- The applicant name (if different from the payee's name);
- ADP reference number (DS #);
- Date re-application issued.

An Endocrinologist or another Specialist Physician who is associated with one of the registered adult diabetes education programs must complete the Adult re-application form. The physician must indicate whether the applicant has:

- Has had adequate frequency and recording of blood glucose testing to ensure safe and effective use of the insulin pump;
- Has continued to demonstrate successful sick day management;
- Has shown consistent pattern of effective pump management;
- Has continued with regular diabetes assessments as deemed appropriate by the diabetes team.



*Section 10*

# Invoicing Procedures

# 10

# Invoicing Procedures

**1000**     **Guide to Submitting an Invoice**

Refer to the Policies and Procedures Manual for the Assistive Devices Program, Section 10, Invoice Processing and payment for details.

*Section 11*

Vendors

**11**

# Vendors

## 1100 General Vendor Policies

Detailed information about vendor registration, policies and procedures, are found in the Policies and Procedures Manual for the Assistive Devices Program Section 3 Vendor Registration, Section 500 General Vendor Policies, and Section 9 Invoice Processing and Payment.

### Note in Particular:

- (i) Section 500 Maintaining Registration Status with the Program
- (ii) Section 505 Relationships of Hospitals and Registered Vendors
- (iii) Section 510 Relationships of Long-Term Care Facilities & Registered Vendors
- (iv) Section 520 Rebates
- (v) Section 540 Confidentiality
- (vi) Section 545 Solicitation of ADP Related Business
- (vii) Section 550 Advertising of ADP Related Business
- (viii) Section 555 Informing Persons about the Program
- (ix) Section 575 Refusal to Supply for Safety Reasons
- (x) Section 580 Warranties of Purchased Devices
- (xi) Section 585 Repairs of Purchased Devices

## 1105 Payment Procedures

The registered insulin pump vendor will receive a **Status of Applications Report**, a **Remittance Advice Report**, an **On Hold Report** and an **Invoices Deleted Report** every two weeks from the Ministry's Supply and Financial Services Branch, Health Care and Related Payment Unit.

These reports show the **ADP assigned number** and include the following information:

### 1. **Status of Applications Report:**

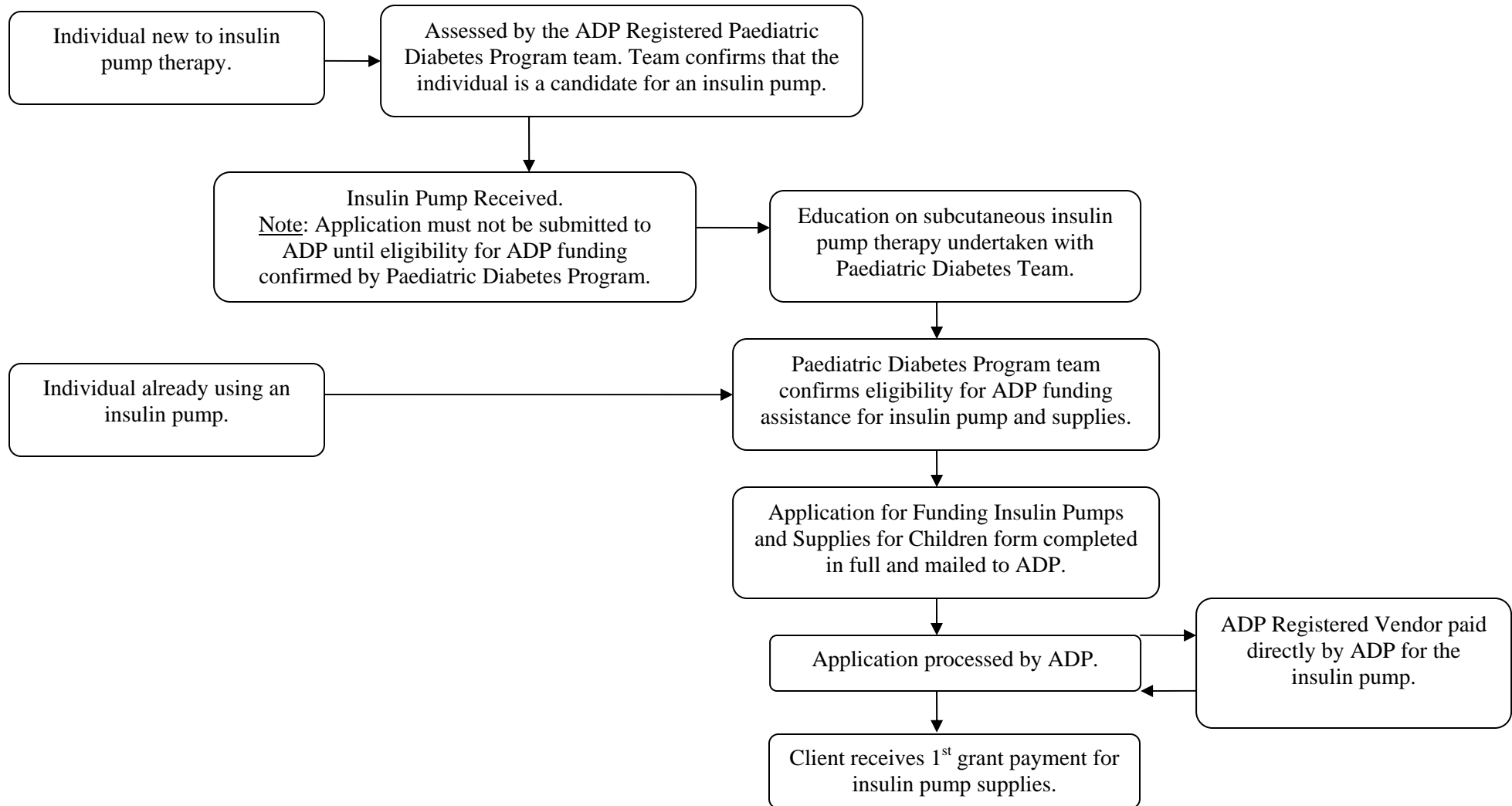
- **Approved:** Please note that the client will **not** receive notification of approval.

- **Rejected:** Vendor should contact the Diabetes Education Program if the application has been rejected.
  - **In Process:** The application has been received and entered into the system and is pending adjudication.
2. **Remittance Advice Report:** Indicates the date that the vendor's invoice will be paid.
  3. **On Hold Report:** Refers to those invoices that cannot be processed and identifies the error(s).
  4. **Invoices Deleted Report:** An invoice "on hold" due to errors will be deleted from the system if it has not been corrected by the vendor within ninety (90) days.

Appendices

A to D

### Appendix A - Insulin Pump and Supplies Application Process Flow Chart Assistive Devices Program (ADP)





NOPDP

## Network of Ontario Paediatric Diabetes Programs

### Appendix B – Minimum Criteria for a Paediatric Pump Therapy Program

Insulin pump therapy is complex and requires access to care that is provided by a specialized multi-disciplinary team of health professionals. Further to this, consensus<sup>1</sup> reached in Berlin in April 2006 stated that “frequent contact between the family/child and diabetes team is required after initiating pump therapy, and 24-hour access to the diabetes team is desirable”. However, due to limited resources, not all programs can currently offer 24-hour access to the pediatric diabetes team and therefore, clients may need to access after-hours care through community health services (i.e. emergency department).

#### Multi-disciplinary team and their roles

##### **PHYSICIAN** (Paediatric Diabetes Specialist)

- identifies appropriate candidates for pump therapy
- suggests, prescribes and monitors insulin pump therapy.

##### **REGISTERED NURSE** (Paediatric Diabetes Educator)

- designs, implements and monitors an individual nursing care plan with the client/family
- acts as primary liaison between the healthcare team and the client/family

##### **REGISTERED DIETITIAN** (Paediatric Diabetes Educator)

- designs, implements and monitors individual nutrition care plans with an emphasis on carbohydrate counting education.

##### **REGISTERED SOCIAL WORKER**

With special consideration for lifestyle, supports the client/family in:

- the decision process regarding insulin pump therapy
- identifying and working through psychosocial issues that may impact the success of pump therapy
- developing coping strategies
- addressing financial concerns and identifying available resources.



<sup>1</sup> Berlin, April 2006. Consensus on the Use of Insulin Pumps Therapy in the Paediatric Age Group, achieved at a meeting organized by the LoopClub on behalf of the European Society for Paediatric Endocrinology (ESPE), the Lawson Wilkins Paediatric Endocrine Society (LWPES) and the International Society for Paediatric and Adolescent Diabetes (ISPAD).



**Working with clients and families, the role of the multi-disciplinary team is to:**

- assess the readiness for pump therapy
- provide the required education, and ongoing support,
- ensure adequate pump training and
- monitor the effectiveness of pump therapy.

**Pre-Phase of Pump Therapy**

The “pre phase of pump therapy” phase begins when insulin pump therapy is being considered as a possible treatment option for diabetes, identified either by the client/family or the diabetes team. *At the end of the “pre-pump” phase, a decision is made whether to initiate insulin pump therapy or not.*

**The multidisciplinary team provides information about pump therapy which should include:**

- description of how a pump works
- potential advantages and disadvantages
- family and school considerations
- initial and ongoing costs
- client expectations of pump management
- steps involved to initiate pump therapy
- expectations for on-going follow-up

**Assessment of the client and family’s readiness for pump therapy should include:**

- adherence to current diabetes management regimen demonstrated by:
  - accurate insulin administration and dose adjustment
  - frequent blood glucose checks
  - adherence to meal plan and carbohydrate counting
  - logbook recording
  - recognition and proper treatment of hypoglycemia
  - illness management
  - ketone testing and DKA prevention
  - regular clinic attendance
  - good problem-solving skills
- willingness to carry out activities required for pump therapy
- parental support and involvement
- a plan for dealing with school and day care issues
- financial means to pay for portion of costs not covered by ADP program

### Middle Phase of Pump Therapy

The “middle phase of pump therapy” begins once insulin pump therapy has been chosen as the treatment option. *This phase ends approximately 6 weeks after successful initiation and establishment of insulin pump therapy.*

**Prior to pump initiation, the team must ensure that the client has received adequate education and preparation which is demonstrated by an understanding of the principles of insulin pump therapy including:**

- advantages, disadvantages and realistic expectations
- the goals of insulin pump therapy
- the requirement for frequent blood glucose and ketone checks
- record keeping and pattern recognition
- insulin dose adjustment
- the potential risks (ex. DKA) and how to avoid them
- the management of illness/hyperglycemia
- treatment and prevention of hypoglycemia
- exercise
- safety issues
- frequency of clinic appointments
- who and when to call for help
- special considerations for:
  - pre-teen and teen issues
  - travel plans
  - ordering pump supplies and prescriptions

**Pump education must occur as per the guidelines of the selected pump company**

### Ongoing Phase of Pump Therapy

The “ongoing phase of pump therapy” begins approximately 6 weeks after the successful establishment of pump therapy and is *ongoing until pump therapy is either discontinued or the client is transferred to adult services prior to their 19 birthday*. This phase addresses the ongoing management of pump therapy.

Client should be seen in follow-up by the pediatric diabetes team every 3-4 months. Ongoing follow-up should include:

#### **Review and evaluation of glycemic control and pump historical data (downloaded)**

- Include nocturnal blood glucose assessment
- Make adjustments to basal rate, insulin to carbohydrate ratio and correction factor as required
- Discuss adequacy of glycemic control and whether pump therapy is achieving glycemic goals

#### **Review and education as required**

- Treatment of lows
- DKA prevention
- Illness management guidelines (including when/who to call)

#### **Assessment of insertion sites**

- Address site issues as required
- Review insertion technique and site rotation as indicated

#### **Nutritional assessment**

- Assess growth and development
- Review carbohydrate counting and effectiveness of insulin to carbohydrate ratio as required

#### **Adjustments for physical activity**

#### **Identification of school-related issues**

- Transition and changes

#### **Ongoing education**

- Goals for control
- Normal growth and development
- Changes in lifestyle
- New technologies



## Appendix C

### Minimum Criteria for an Adult Diabetes Insulin Pump Program

Insulin pump therapy is complex and requires access to care that is provided by a specialized multi-disciplinary team of health professionals. However, due to limited resources, not all programs can currently offer 24-hour access to the adult diabetes team and therefore, clients may need to access after-hours care through community health services (i.e., emergency department).

The minimum standard for adult diabetes team members is a multi-disciplinary team that consists of a physician specialist, registered nurse and registered dietician.

#### Multi-disciplinary team and their roles

Working with clients and caregivers, the role of the multi-disciplinary team is to:

- assess the readiness for pump therapy,
- provide the required education, and ongoing support,
- ensure adequate pump training,
- monitor the effectiveness of pump therapy,

#### Physician (Adult Diabetes Specialist)

- Identifies appropriate candidates for pump therapy.
- Suggests, prescribes and monitors insulin pump therapy.

#### Registered nurse (Adult Diabetes Educator)

- Designs, implements and monitors an individual nursing care plan and the initiation and follow-up of insulin pump therapy with the client/caregiver.
- Provides pump training to client/caregiver or oversees the technical training in the event that training is provided by a representative of the manufacturer.
- Provides ongoing follow-up and education.
- Acts as primary liaison between the healthcare team and the client/caregiver.

#### Registered dietician (Adult Diabetes Educator)

- Designs, implements and monitors individual nutrition care plans with an emphasis on carbohydrate counting education.

### Pre-Assessment Phase of Pump Therapy

The pre-assessment phase begins when insulin pump therapy is being considered as a possible treatment option for diabetes and ends once the 90-day trial period for an insulin pump begins.

The multidisciplinary team, with special consideration for lifestyle, supports the client/caregiver in:

- the decision process regarding insulin pump therapy,
- identifying and working through issues that may impact the success of pump therapy,
  
- developing coping strategies,
- addressing financial concerns and identifying available resources,
- ensuring appropriate referral to a social worker as required.

The multidisciplinary team provides information about pump therapy which should include:

- description of how a pump works,
- potential advantages and disadvantages,
- initial and ongoing costs,
- client expectations of pump management,
- steps involved to initiate pump therapy,
- expectations for on-going follow-up.

Assessment of the client and caregiver's readiness for pump therapy should include:

- adherence to current diabetes management and basal/bolus regimen demonstrated by:
  - accurate insulin administration and dose adjustment within a basal/bolus regimen,
  - frequent blood glucose checks (minimum 4 times per day),
  - adherence to carbohydrate counting using Carbohydrate to Insulin Ratio,
  - logbook recording,
  - recognition and proper treatment of hypoglycaemia,
  - sick day management,

- ketone testing and DKA prevention,
- regular clinic attendance,
- good problem-solving skills,
- willingness to carry out activities required for pump therapy,
- financial means to pay for portion of costs not covered by ADP program.

### Initiation and Trial Phase of Pump Therapy

The Initiation and Trial Phase begins once the 90-day trial period for insulin pump therapy starts. At the start of the Initiation and Trial Phase, the application requesting funding assistance can be completed and sent to the ADP.

Pump education for the mechanical/technical aspects of therapy must occur as per the guidelines of the selected pump company. It is recognized that some adult diabetes centres utilize technical training in the use of insulin pumps offered by insulin pump manufacturers. In this case, the Registered Nurse must oversee the technical training offered by the manufacturer.

Prior to pump initiation, the team must ensure that the client has received adequate education and preparation which is demonstrated by an understanding of the principles of insulin pump therapy including:

- advantages, disadvantages and realistic expectations,
- the goals of insulin pump therapy,
- the requirement for frequent blood glucose and ketone checks including record keeping and pattern recognition,
- insulin dose adjustment,
- the potential risks (ex. DKA) and how to avoid them,
- the management of illness/hyperglycemia,
- treatment and prevention of hypoglycaemia,
- appropriate insertion site changes and rotation,
- exercise,
- safety issues,
- frequency of clinic appointments,
- who and when to call for help,
- special considerations for:
  - travel plans

- ordering pump supplies and prescriptions.

This phase concludes at the end of the 90-day trial period. If it has been determined by the client or the multidisciplinary team that the client is not an appropriate candidate for pump therapy, the pump must be returned to the manufacturer by the client for a refund (to be credited to the ADP). An unsuccessful trial period does not prevent the client from re-considering pump therapy as a treatment option at some later date.

### Ongoing Phase of Pump Therapy

The Ongoing Phase begins once the 90-day trial period is concluded and the multidisciplinary team has determined that the client is an appropriate candidate for pump therapy. This phase addresses the ongoing management of pump therapy and is ongoing until pump therapy is discontinued.

Client should be seen in follow-up by the adult diabetes program every 3-4 months or as determined by the client and multi-disciplinary team. Ongoing follow-up should include:

Review and evaluation of glycemic control and pump historical data (downloaded)

- Include nocturnal blood glucose assessment
- Make adjustments to basal rate, Carbohydrate to Insulin Ratio and correction ratio as required
- Discuss adequacy of glycemic control and whether pump therapy is achieving glycemic goals

Review and education as required

- Treatment of lows
- DKA prevention
- Illness management guidelines (including when/who to call)

Assessment of insertion sites

- Address site issues as required
- Review insertion technique and site rotation as indicated

Nutritional assessment

- Assess changes in weight
- Review carbohydrate counting and effectiveness of Carbohydrate to Insulin Ratio as required

Adjustments for physical activity

Ongoing education

- Goals for control
- Changes in lifestyle
- New technologies

Renewal of funding assistance for Insulin supplies

- Assessment of the client to determine if they continue to meet the medical eligibility criteria (view receipts to ensure funding is used for the purpose intended)
- Completion of Assistive Devices Program's renewal application



**APPENDIX D**  
**MINISTRY OF HEALTH AND LONG-TERM CARE**  
**ASSISTIVE DEVICES FORM**  
**INSULIN PUMP AND SUPPLIES FOR ADULTS**  
**DIABETES EDUCATION CENTRE REGISTRATION FORM**

Please answer all the questions (please print) and return the form to:

Program Coordinator, Medical Supplies

Assistive Devices Program

5700 Yonge Street, 7<sup>th</sup> Floor

Toronto, Ontario M2M 4K5

Name of Diabetes Education Centre: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

1. Do you have an adult insulin pump education program?

Yes       No

If yes, please answer the following questions:

a) Name of centres Program Manager/Coordinator and professional status:

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b) Name(s) of physician and speciality

Physician's name	Speciality	Business Tele.	OHIP Billing #

c) Name(s) of Diabetes Nurse Educator

Name	Prof. designation	Business Tel #	College Reg. #

d) Name (s) of Registered Dietician

Name		Business Tel #	College Reg. #

2. What geographic area does this centre serve?

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3. How many individuals with type 1 diabetes were assessed at your centre in the previous 12 months?

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4. Of the individuals assessed by your centre in the past 12 months, how many were suitable candidates for insulin pump therapy?

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5. Please indicate who provides the mechanical/technical training for the use of the insulin pump.

- Centre staff                       Manufacturer staff

6. What are your regularly scheduled days and hours of operation?

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7. Does your centre have satellite locations?

- Yes                                       No

If yes, please list the name of the centre and addresses:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Hours of Operation: \_\_\_\_\_