

Ministry of Health

Assistive Devices Program
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Ministère de la Santé

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MEMORANDUM

Date: May 19, 2021

To: Assistive Devices Program Registered Authorizers

From: Ian Lowe, Program Manager, Assistive Devices Program (ADP)

Subject: Tip to get faster results for your clients

Within the next two weeks, the Assistive Devices Program (ADP) will have moved to a new electronic channel for the submission of completed claims for all categories of devices. This channel allows ADP-registered vendors to submit their claims electronically, which improves the processing timeline and provides simpler, faster and better services for your clients who require funding towards eligible devices.

As a key stakeholder, your active participation is requested in order to ensure that the benefits of eSubmission are realized by your clients. The eSubmission process hinges around the use of the **updated ADP application form as posted to the [Central Forms Repository](#)**. By using [this form](#) and completing it electronically, you can ensure that the information submitted is appropriately formatted, including for example the legibility and the proper length of free form text. In addition, this will reduce errors and significantly reduce ADP's follow ups to you.

Again, to assist with improved services for you and your clients, please ensure you bookmark the [Central Forms Repository](#) and use the approved version of the form electronically for all future applications within this new eSubmission process.

If you have any questions, please do not hesitate to reach out to adpauthorizers@ontario.ca.

Thank you for your support as we work to increase efficiency and accountability using digital solutions in line with the Digital First plan.

Ian Lowe
Program Manager
Assistive Devices Program