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MEMORANDUM

To: Assistive Devices Program (ADP) Registered Vendors and Authorizers

From: David Schachow, Interim Director, Assistive Devices Program

Date: August 5, 2021

Subject: eSubmission – Moving from fax-based to online-only applications

As you are aware, the Assistive Devices Program (ADP) has successfully 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 our clients who require funding towards eligible devices.

In order to support Ontario government-wide modernization and to continue the move towards a digital solution for claims submission and processing within the ADP, the ADP will be eliminating the use of faxes to submit applications by vendors. **As of January 1, 2022, the ADP will only accept applications for devices that have been submitted via eSubmission.** Any applications sent by mail/courier or fax, and received on/after January 1, will be returned to the vendor.

Many of you have already begun using eSubmission as your primary method of claims submission. For those who have not, ADP has developed documentation detailing the processes and answering the most common questions. Please see:

- [Technical Specifications for Electronic Submissions](#)
- [eSubmission Quick Guide](#)
- [eSubmission FAQ](#)

In addition, ADP staff have begun to reach out to vendors who have yet to begin this transition and offer assistance as required. If you have any additional questions, please do not hesitate to reach out to adpvendors@ontario.ca.

Thank you for your support as we work to increase efficiency and accountability for vendors and clients.

David Schachow
I/Director