

At Home Program Guide

Introduction

This booklet provides general information about At Home Program benefits for parents and health professionals.

An Index is available on page 22.

Mandate

The At Home Program (AHP) is intended to assist parents with some of the extraordinary costs of caring for a child with severe disabilities at home.

Description

The At Home Program provides a range of health supports and services for children with severe disabilities who are assessed as dependent in the areas of eating, dressing, toileting and washing.

Children may be eligible for full program benefits or for a choice of respite or medical benefits.

Eligibility is reassessed on a regular basis.

Objectives

- Support and maintain the integrity and independence of the family.
- Assist families in their role as primary care providers for children with severe disabilities.
- Provide required health supports and services for children with severe disabilities.
- Prevent the admission of children with severe disabilities to acute and long term care facilities and special care homes.
- Assist in the discharge of children with severe disabilities from acute and long term care resources to the care of their families.

How to Enroll

Qualifying for Benefits

To qualify for At Home Program Benefits a child must be:

- age 18 or younger for respite benefits
- age 17 or younger for medical benefits
- a resident of BC
- living at home with a parent or guardian
- assessed as dependent in at least three of four areas of daily living (eating, dressing, toileting, washing)

As well, in order to qualify for At Home Program medical benefits a child must also be enrolled with the BC Medical Services Plan.

Children who require direct nursing care through Nursing Support Services are eligible for At Home Program medical benefits. An At Home Program assessment is not required.

Children who have a palliative condition qualify for full At Home Program benefits. An assessment is not required.

Children with Indian Status who are also eligible for the At Home Program, may receive the AHP benefits not duplicated by First Nation and Inuit Health, Government of Canada, or by the Band or Aboriginal Agency.

Children or parents who are in receipt of an insurance settlement or court award are not eligible for At Home Program benefits.

Eligibility is reassessed on a regular basis.

Application

At Home Program application forms are available at local offices of Community Living British Columbia (CLBC), the Ministry of Children and Family Development web site, or from local Health Units.

Completed forms should be returned to the At Home Program Regional Contact. For a Regional Contact list see page 20.

Assessment

The Regional Contact reviews the application and arranges for the child to have an assessment by a qualified assessor.

The assessor meets with the parent and child in the family home to complete an assessment of the child's abilities in four areas of daily living: eating, dressing, toileting and washing.

The assessor may also contact the child's physician and other health care professionals to review the child's needs and abilities.

The assessor provides the parent with a copy of the completed assessment.

Eligibility Decision

A Regional Eligibility Committee reviews the application and assessment and makes an eligibility decision.

Children who are dependent in four out of four areas of daily living are eligible for both respite and medical benefits. The four areas of daily living are washing, toileting, dressing and eating.

Children who are dependent in three out of four areas of daily living are eligible for either respite or medical benefits.

Children are considered dependent when they require a great deal more assistance with every day tasks than other children of the same age do. For example, a child who is unable to finger feed at age three is considered dependent in eating.

Parents receive a letter notifying them of the eligibility decision.

If a child is not eligible for the At Home Program, parents may be referred to other supports and services.

Coordination of Benefits

Regional Contacts coordinate the At Home Program eligibility process and initiate AHP benefits.

Families whose children are eligible for AHP qualify for services from Community Living British Columbia.

Appeals or Complaints

If parents disagree with eligibility decisions or feel they've been treated unfairly, they can make a complaint or appeal.

Information about AHP appeals and the Complaint Resolution Process is available from the At Home Program Regional Contact or through offices of Community Living British Columbia.

Parents who disagree with medical benefits decisions should contact the Manager of Medical Benefits, Ministry of Children and Family Development.

For more information about AHP eligibility and respite, call the regional contact in your area (see Contacts on page 20).

For more information about AHP Medical Benefits contact
**Medical Benefits Program
Ministry of Children and Family Development
PO BOX 9763 – STN PROV GOVT
Victoria BC V8W 9S5
Toll-Free: 1-888-613-3232
Victoria: (250) 387-9649
Fax: (250) 356-2159**

Respite Benefits

The At Home Program provides respite care for eligible children either in their home or at another location.

Parents may choose the type of respite care that is best for their child and family.

The program does not cover respite services provided by any person who is a dependent of the family and lives in the same household, or who is a parent of the child.

Parents make a written agreement with Community Living British Columbia. They may choose to receive benefits through a monthly payment, or be reimbursed for respite expenses.

Parents are responsible for arranging respite care, paying caregivers, managing their respite budget, and providing a record of respite expenditures.

Benefits are typically \$2400-\$2800 per year, depending on family income. In some cases At Home Program respite is enhanced to meet extraordinary need.

Respite funding may not be available immediately. Families may be waitlisted for benefits.

For further information about respite call the local office of Community Living British Columbia.

Medical Benefits

The At Home Program provides the following basic medical benefits for children age 17 or younger:

- Dental/Orthodontic and Optical benefits
- Hearing Aids
- Medical Equipment
- Medical Services Plan coverage
- Medical Supplies
- Medical Transportation
- Medications and Pharmacare
- Orthotics and Splints
- School Aged Extended Therapies

The child must be enrolled with the BC Medical Services Plan to qualify for At Home Program medical benefits.

Dental, Orthodontic and Optical Benefits

At Home Program benefits include dental orthodontic and optical expenses directly related to the child's disability, if the need is not met through another program or insurance plan.

- Dental: Maximum \$700 per year.
- Orthodontic: Maximum \$5,000 lifetime.
- Optical: Prescription lenses and frames to a maximum of \$150 per year.

Note: The program does not cover regular dental care (check-ups or cleanings).

Benefits must be pre-approved.

To apply for Dental or Optical benefits, please obtain a Request for Dental Benefits or a Request for Optical Benefits form available at www.mcf.gov.bc.ca/at_home/ or by calling the Medical Benefits Program at 1-877-210-3332. Fax the completed form to (250) 356-2159 or mail it to the Medical Benefits Program.

Some children are eligible for both the **Healthy Kids Program** and the At Home Program. The Healthy Kids Program provides basic optical and dental benefits for families who qualify for Medical Services Plan Premium Assistance. For further information on the Healthy Kids Program call **Toll-Free 1-800-663-7100** or visit www.gov.bc.ca/mhr/.

Hearing Aids

The At Home Program provides analog and digital hearing aids and personal FM systems.

Funding is available to a maximum of \$1,500 for one ear and \$3,000 for two ears.

The minimum replacement period is 4 years.

The following items are also available:

- Batteries (to a maximum of 52 per aid per year)
- Earmolds/Acoustic Couplers and Swim Molds
- Dri-Aids and Air Blowers

Prior approval is required for all benefit items, including refits and repairs.

Requests must be submitted by a certified Audiologist and include a justification and an audiogram taken within six months of the application. The request should also include the type of batteries and quantity required.

The Product Distribution Centre will supply batteries.

Medical Equipment

The At Home Program provides basic essential medical equipment as well as funding for repair and modification of the equipment. The At Home Program supplies good quality new or recycled equipment. The following equipment is funded by the AHP:

Equipment Type

- Alternate Positioning Devices
- Bathing and Toileting Aids
- Bio-Medical Equipment
- Hearing Aids
- Hospital Beds and Mattresses
- Lifts
- Mobility Equipment
- Orthotics and Bracing
- Specialized Car Seats (Child Restraint Systems)
- Therapeutic Equipment

Requests for Medical Equipment

Requests for all equipment must include a letter of justification from a health care professional outlining the nature of the child's condition and need for medical equipment, a description of the equipment, and a quote from an approved dealer.

A list of approved dealers is available from the Medical Benefits Program.

Please refer to the AHP Guidelines for Writing Justification Letters for Medical Equipment and Bio-Medical Equipment. The guidelines are available at www.mcf.gov.bc.ca/at_home/ or by contacting the Medical Benefits Program.

Requests should be forwarded to the Medical Benefits Program.

Note: An AHP request form must be completed for Orthotics and Splints. This form can be obtained by visiting the AHP website at www.mcf.gov.bc.ca/at_home/ or by contacting the Medical Benefits Program.

Private Extended Benefits

Families may choose to use their private extended health benefit plans to purchase or upgrade medical equipment.

Recycling Medical Equipment

The Canadian Red Cross Society operates the **Children's Medical Equipment Recycling and Loan Service [CMERLS]** for MCFD.

Medical equipment purchased through the At Home Program, after May 1, 2001, is the property of the Red Cross. Medical equipment should be returned to the Red Cross when it is no longer required.

Families who received new equipment before May 1, 2001 are also asked to return the equipment to the Red Cross when it is no longer required. It will be repaired, cleaned and recycled for the benefit of other families.

For further information on **CMERLS** call **Toll-Free 1-866-264-2244** or visit www.redcrossequipment.com.

Warranty on Medical Equipment

New equipment provided by approved dealers has a **TWO YEAR, all-inclusive warranty**. The warranty includes:

- six-month maintenance checks
- all repairs due to normal wear and tear (including tire and battery)
- loaner equipment during warranty repairs

Contact the dealer for more information.

Equipment Repairs

Equipment must be returned to the original medical equipment dealer for any necessary repairs during the 2-year warranty period.

After the two-year warranty period, requests for repairs from the Lower Mainland and Vancouver Island should be forwarded to the:

Canadian Red Cross at 1-866-264-2244.

For the rest of the Province, requests for repairs should be forwarded to:

**Medical Benefits Program
Toll-Free: 1-888-613-3232
Fax: (250) 356-2159**

Generally, funding for modifications, adaptations and repairs is not available for equipment not purchased by the At Home Program. Funding for repairs is limited to normal wear and tear.

Equipment Modifications

Equipment modifications or adaptations are available where they relate directly to the child's medical condition. Pre-approval is required for modifications.

Requests for equipment modification must include a letter of justification from a health care professional outlining the nature of the child's condition and need for medical equipment, a description of the equipment, and a quote from an approved dealer.

Generally, funding for modifications, adaptations and repairs is not available for equipment not purchased by the At Home Program.

Alternate Positioning Devices (APD)

The At Home Program provides alternate positioning equipment including standing frames, walkers, sidelyers, beanbag chairs, floor sitters or other equipment recommended by the therapist for positioning children at home.

Children may have more than one APD to a maximum of \$3,200.

Bathing and Toileting Aids

The At Home Program provides basic equipment for bathing and toileting including:

- Commodes/raised toilet seats, bath chairs/ bath benches, toilet frames, poles, grab bars and bath lifts.

Note: The At Home Program does not pay for any home renovations or structural modifications to the family's home in order to accommodate new equipment.

Bio-Medical Equipment

The At Home Program provides essential specialized medical equipment including:

- Ventilators
- Bi-pap machines, C-pap machines
- Apnea monitors, nebulizers, suction machines
- Feeding pumps
- Oximeters

Requests for bio-medical equipment must include a letter of justification from a health care professional outlining the nature of the child's condition and need for specialized medical equipment, a description of the equipment and a quote from a dealer. Please refer to the AHP Guidelines for Writing Justification Letters for Bio-Medical Equipment. The guidelines are available at www.mcf.gov.bc.ca/at_home/ or by contacting the Medical Benefits Program.

Other resources:

The **Home Oxygen Program** provides assistance with the cost of oxygen and oxygen equipment. Contact the local Health Authority.

Specialized Car Seats

The At Home Program provides specialized car seats for children who cannot use commercial car seats.

Commercial car seats are designed for children who are under age six and who weigh less than 40 pounds.

Parents must pay a \$50 deductible for specialized car seats provided for children who weigh less than 40 pounds, or are under age 6.

Requests for a specialized car seat must include a letter of justification from the therapist outlining the requirement for the specialized car seat, and the child's current weight.

Hospital Beds and Mattresses

The At Home Program provides hospital beds based on the following criteria:

- Manual beds – if the child is dependent but needs position changes or hi/low function for personal care
- Semi Electric – if the child can change positions independently and if position changes are needed for medical reasons
- Fully Electric – if the child needs to transfer from a higher to lower surface and is able to perform an independent transfer

Funding of up to \$3,000 may be provided towards a specialized bed.

Basic pressure relief mattresses such as Foam, Air or Gel, and Bed Rails are benefits available through the Program.

Lifts

The At Home Program will provide a floor model lift or ceiling track lift to a maximum of \$3,000 including one sling and installation. A second sling may be provided if justified by the therapist.

Note: The Program does not fund van or vehicle lifts.

Mobility Equipment

Wheelchairs

The At Home Program provides:

- one manual wheelchair
- or
- one basic power wheelchair and one basic manual wheelchair or special needs stroller as a backup for the power wheelchair. Maximum funding for a manual back up chair is \$1,500.

Scooters

The At Home Program provides a basic rear wheel drive scooter up to \$3,700 if the child is not totally wheelchair dependent and, for medical reasons, is unable to propel a manual wheelchair.

Special Needs Strollers

The At Home Program may provide a special-needs stroller where recommended instead of a wheelchair.

Parents are responsible for a \$75 deductible charge for special needs strollers purchased for a child under 3 years of age.

Replacement Guidelines for Mobility Equipment

- Manual or Power wheelchairs – 5 years.
- Scooters – 5 years
- Strollers – 3 years

Note: The Program does not replace any item due to loss or theft.

Seating Systems

The At Home Program provides one commercial or custom made postural control seating system for use in a wheelchair or special needs stroller.

Custom seating or cushions for backup chairs are not available.

Trays will be provided (maximum \$300) if they are essential for positioning the child.

Requests for custom seating must include a letter of justification from the therapist, and a quote for the seating system that shows the itemized costs of components and labour.

Orthotics and Bracing

The At Home Program provides orthotics and bracing devices including:

- Bilateral Custom Foot Orthotics
- Foot Splints
- Night Resting Splints
- Knee Ankle Foot Orthotics
- Extra Depth Shoes
- Wrist Hand Orthotics
- Wrist Splints
- Abduction Splints
- Bilateral Twister Cables
- Hand Orthotic
- Arch Supports

Orthotics must be fitted and manufactured under the direct supervision of a podiatrist or a certified orthotist.

Splints must be fitted and manufactured under the direct supervision of an Occupational or Physical Therapist.

To request orthotics and splints, please obtain a Request for Orthotics and Splints form which is available at www.mcf.gov.bc.ca/at_home/ or by contacting the Medical Benefits Program. A health care professional (orthotist, therapist, podiatrist or physician) must complete the form. Fax the completed form to (250) 356-2159 or mail it to the Medical Benefits Program.

For information about orthotics (leg and body braces for children) available through the **PHARMACARE** program call:

Victoria: (250) 952-2866

Vancouver: (604) 682-6849

Toll-Free: 1-800-554-0250

Therapeutic Medical Equipment

The At Home Program provides essential equipment needed for basic home therapy. This includes one of each of the following items: floor mat, roll and ball.

Medical Services Plan (MSP)

Children who are eligible for At Home Program Medical Benefits qualify for MSP premium free coverage. As of May 1, 2002 children can also retain their parent's MSP coverage. Parents may reinstate parental MSP coverage for AHP eligible children who were enrolled prior to May 1, 2002 by contacting the Medical Benefits Program.

Children must be enrolled with MSP to qualify for AHP Medical Benefits. Generally this means that the child must:

- be a Canadian citizen or have a right to reside permanently in Canada
- make his or her home in BC
- be resident for three months
- be physically present in BC at least 6 months in a calendar year

MSP pays for medically required services including:

- services of physicians
- diagnostic services
- dental and oral surgery when required to be performed in hospital
- orthodontic services related to severe congenital facial abnormalities

Supplementary health care benefits include:

- up to a combined annual total of 10 visits for chiropractic, massage therapy, naturopathy, physical therapy and non-surgical podiatry per calendar year when performed in British Columbia by a practitioner who is enrolled with MSP.
- eye examinations

For further information visit www.healthservices.gov.bc.ca/msp/ or contact the **Medical Services Plan** at:

Vancouver: (604) 683-7151

Victoria: (250) 386-7171

Toll-Free: 1-800-663-7100

Medical Supplies

The At Home Program provides essential medical supplies including:

- Bandages and dressings
- Burn-treatment garments
- Catheters, syringes, tubing, connectors
- Diabetic supplies not covered by Pharmacare
- Feeding system or gastrostomy supplies including bags, feeding adapters, tubing, and connectors, buttons
- Specialized feeding formula and nutritional supplements
- Incontinence supplies, including diapers, wipes, gloves, bed pads (for children 3 years of age and older)
- Oxygen masks and supplies
- Special shampoo for treatment of a diagnosed condition
- Special ointments, salves and lotions for the treatment of specific conditions

Benefits must be pre-approved.

To request Medical Supplies, please obtain a Request for Medical Supplies form, which is available at www.mcf.gov.bc.ca/at_home/ or by contacting the Medical Benefits Program. Fax the completed form to (250) 356-2159 or mail it to the Medical Benefits Program.

The form must be must be completed by a health care professional (e.g., Registered Nurse, Physician or a Registered Dietician/Nutritionist).

When the request for Medical Supplies has been approved, an order may be placed through the Product Distribution Centre (PDC) (most supplies are generally available through PDC).

For further information concerning PDC call:

Lower Mainland: (604) 927-2910

Toll-free: 1-877-927-2234

Medical Transportation

Ambulance Service

Emergency ambulance service is available at no charge for children who are eligible for At Home Program Medical Benefits.

Should you receive a bill for ambulance services, forward it to the Ambulance Billing Department of the Ministry of Health Services. Be sure to include the child's Personal Health Number on the bill.

Non-Emergency Medical Transportation

The At Home Program may assist with transportation to therapy, medical or clinic appointments if the treatment or therapy is not available in the child's community and the round trip exceeds 80 kilometres.

The Program does not reimburse travel expenses related to routine medical or dental appointments.

Travel benefits assist with the cost of car, bus, train, ferry or air transportation, accommodation, and pre-approved medical supplies.

Requests for **pre-approval** for **air travel** and/or requests for **reimbursement** for car, bus, train and/or ferry travel expenses, must include a note from a health care professional or clinic indicating the purpose of the appointment and confirming that the service is not available in the child's community. Reimbursement for medical supplies is limited to supplies that have been pre-approved by the Medical Benefits Program.

To obtain reimbursement for travel expenses, contact the Medical Benefits Program for a travel expenses reimbursement form, complete the form and return it along with original receipts.

Some travel discounts are available through the Travel Assistance Program (TAPS). Families should apply to TAPS prior to accessing At Home Program Benefits. For more information on TAPS call:

**Travel Assistance Program
Ministry of Health Services
Victoria: (250) 952-2657 Victoria
Toll-Free: 1-800-661-2668**

Medications and Pharmacare

Children who are eligible for At Home Program Medical Benefits also qualify for the following Pharmacare Benefits:

- **Prescription Medications**
Medications prescribed by a physician and approved by Pharmacare*
- **Orthotics and Prosthetics**
- **Needles and syringes** for insulin-dependent diabetics
- **Blood glucose testing strips** for individuals with a certificate of training from a recognized Diabetic Training Centre

* Some medications are not approved by Pharmacare. A physician may make a request for a special approval by submitting a Special Authority Request to Pharmacare.

Note: Pharmacare benefits **do not** remain in effect when a child is temporarily out of the province.

School-Aged Extended Therapies

The At Home Program provides physiotherapy, occupational therapy, speech language pathology, chiropractic and massage services for school-aged children, if the therapies are not available through existing programs (therapies available through MSP or the school districts).

Therapy services must be delivered by a qualified professional and must be pre-approved.

Therapies are provided to a maximum of 24 hours during a six-month period.

Maximum fees:

- Physiotherapy, occupational therapy, speech language pathology services – \$60 per hour
- Massage and chiropractic services – \$40 per hour

To request School-Aged Extended Therapies, please obtain a Request for School-Aged Extended Therapies form available at www.mcf.gov.bc.ca/at_home/ or by contacting the Medical Benefits Program. Fax the completed form to (250) 356-2159 or mail it to the Medical Benefits Program.

The form must be completed by a health care professional (Occupational Therapist, Physical Therapist, Speech Language Pathologist, Chiropractor or Massage Therapist).

The health care professional must also describe the functional outcomes or intended results of the therapy. For further information, health care professionals should refer to the Writing Functional Outcomes – Guidelines for Therapists available at www.mcf.gov.bc.ca/at_home/ or by contacting the Medical Benefits Program.

Note: An outcome summary is required prior to subsequent requests for School-Aged Extended Therapies. Refer to the Writing Functional Outcomes - Guidelines for Therapists for more detail.

The **Medical Services Plan** funds up to a combined maximum of 10 visits for chiropractic, massage therapy, naturopathy, physical therapy and non-surgical podiatry per calendar year when performed in British Columbia by a practitioner who is enrolled with MSP. These sessions should be used before requesting therapies through the At Home Program.

For further information visit www.gov.bc.ca/healthservices/ or contact MSP at:

Vancouver: (604) 683-7151

Victoria: (250) 386-7171

Toll-Free: 1 800 663-7100

For more information about AHP eligibility and respite, call the regional contact in your area (see Contacts on page 20).

For more information about AHP Medical Benefits contact

**Medical Benefits Program
Ministry of Children and Family Development
PO BOX 9763 – STN PROV GOVT
Victoria BC V8W 9S5**

Toll-Free: 1-888-613-3232

Victoria: (250) 387-9649

Fax: (250) 356-2159

CONTACTS

Information about the At Home Program is available from Regional Contacts.

- Locate the office in the community closest to your home.
- Phone and ask to speak to the At Home Program Regional Contact.

REGION	AREA	ADDRESS	PHONE	FAX
INTERIOR	South Interior East Kootenay	CLBC Suite 202 – 100 N Cranbrook St Cranbrook , BC V1C 3P9	(250) 426-1282	(250) 426-1559
	South Interior West Kootenay	CLBC 620 – 17 th St Castlegar , BC V1N 4G7	(250) 365-8558	(250) 365-8560
	South Interior South Okanagan	CLBC 240-1640 Leckie Rd Kelowna , BC V1X 7C6	(250) 861-7262	(250) 861-7266
	Thompson North Okanagan Cariboo	CLBC 101-905 Southill St Kamloops , BC V2B 7Z9	(250) 554-5900	(250) 554-5808
NORTH	Northwest	CLBC 4545 Lazelle Ave Terrace , BC V8G 4E1	(250) 638-2330	(250) 638-2341
	Peace Liard	CLBC 205, 1508-102 Ave Dawson Creek , BC V1G 2E2	(250) 784-2342	(250) 784-2303
	Northern Interior	CLBC 207, 1600-15 th Ave Prince George , BC V2L 3X3	(250) 565-6890	(250) 565-4442
FRASER	Upper Fraser Valley	CLBC C6, 33824 King Rd Abbotsford , BC V2S 8H8	(604) 870-5970	(604) 870-5959
	Surrey, Delta, Richmond, Langley	CLBC 200, 8338-120 St Surrey , BC V3W 3N4	(604) 501-3139	(604) 501-3141
	Simon Fraser Maple Ridge, Port Coquitlam, Coquitlam, Port Moody, Pitt Meadows, Burnaby New Westminster	CLBC 400, 205 Newport Dr Port Moody , BC V3H 5C9	(604) 933-2000	(604) 933-2022

CONTACTS CONTINUED

REGION	AREA	ADDRESS	PHONE	FAX
VANCOUVER COASTAL	Vancouver North Shore	CLBC 210, 1200 Lynn Valley Rd North Vancouver , BC V7J 2A2	(604) 981-0321	(604) 987-9337
	Coast Garibaldi	CLBC 6944 Alberni St Powell River , BC V8A 2C1	(604) 485-0623	(604) 485-5498
VANCOUVER ISLAND	Upper Island Central Island	CLBC 3090 Barons Rd Nanaimo , BC V9T 4B5	(250) 729-2500	(250) 751-0133
	South Island	CLBC Ste 220, 174 Wilson St Victoria , BC V9A 7N6	(250) 952-4203	(250) 952-4299

For information about At Home Program Medical Benefits call:

Toll-free: 1-888-613- 3232

Victoria: (250) 387-9649

Fax: (250) 356-2159

Or write to:

**Medical Benefits Program
Ministry of Children & Family Development
PO Box 9763 - STN PROV GOVT
Victoria BC V8W 9S5**

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