



MOBILITY & ACCESSIBILITY

CMEDS – New Vendor and New Name Implementation Memo

Please be advised that effective, December 1, 2017, HME Mobility & Accessibility will be the administer of durable equipment loan and repair services for the Ministry of Children and Family Development’s Medical Benefits program (“MCFD” or “AHP”).

1. New Equipment Loan Request Form

See attached new form titled “*CMEDS equipment loan request form*”. This new equipment request and loan form must be used for all requests for equipment. This form is to be completed by the therapist, and sent directly to MCFD for approval.

MCF.MedicalBenefitsProgram@gov.bc.ca

Toll free
1-888-613-3232

Fax
1-250-356-2159

2. Procedure For Requesting Loan/Trial Equipment

The procedure for a therapist to request an equipment loan or an equipment trial for a client covered under the At Home Program will be as follows:

1. Therapist completes a clinical assessment to determine client's equipment needs.
2. The therapist will then submit the “*CMEDS equipment loan request form*” to the **MCFD office** to determine if product is available for loan
3. The MCFD will review the form and will ensure that the client is:
 - 1) Eligible for benefits
 - 2) Eligible for equipment from the loan pool.

If the client is eligible, the MCFD office will send the request for a loan/trial to HME Mobility & Accessibility to determine if the product is available for loan

HME Mobility & Accessibility will only provide response regarding available loans with MCFD written approval.

Please note that as one change, no therapists or clients may visit HME to ‘shop’ the inventory.

Therapists will submit the equipment request(s) to AHP as noted above. If approved, AHP will contact HME to ask “is there a recycled item in inventory?”

HME will confirm for AHP whether the item is available in the recycle/loan inventory. If none is available, a new item is purchased for the client.

4. Following the equipment loan pool check, HME Mobility & Accessibility will then complete one of the two following steps:
 - 1) If the product is for loan, HME Mobility & Accessibility will then contact the therapist directly to obtain setup specifications for the product and will arrange for delivery of the product.

For client's residing outside of the Lower Mainland or Vancouver Island, HME Mobility & Accessibility will ship the equipment loan to the closest *partner dealer* to the client (see attached Appendix A for a list of *partner dealers*). The *partner dealer* will then contact the therapist to arrange for the delivery of the loan/trial equipment.

- 2) If the product is **not** available in the equipment loan pool, HME Mobility & Accessibility will advise the MCFD. The MCFD will then advise the therapist on whether to pursue a trial of the equipment for submission for At Home Benefits (ie. If funding is available for the client.)

3. Equipment Repair Requests – Lower Mainland and Vancouver Island

All equipment repair requests (including all loan/trial equipment and all equipment past the 2-year At Home Program Warranty Period) must be sent directly to HME Mobility & Accessibility - CMEDSrepairs@hmebc.com for all clients residing in the Lower Mainland and on Vancouver Island.

HME will only process requests as set out by the MCFD using the “*Equipment Repair Request Form*” as attached. This form must be filled out by a therapist to request equipment service. The key questions on form are:

- 1) Is the equipment outside manufactures warranty or 2 year warranty period (therapist to check with dealer that sold equipment)
- 2) Is the client eligible for at home benefits
- 3) Was the equipment purchased by At Home Program (third party funded equipment from insurance or variety for example are not covered by CMEDS).

In the event clients contact HME for service request, they will be directed to contact their therapist who can then initiate the above form.

4. Equipment Repair Requests – Outside the Lower Mainland and Vancouver Island

All equipment repair requests (including all loan/trial equipment and all equipment past the 2-year At Home Program Warranty Period) must be sent directly to the closest *partner dealer* to the client (see attached Appendix A for a list of *partner dealers*).

The same Equipment Repair Request Form must be used.

5. Equipment Return Process

When a client is complete with an MCFD loan equipment or trial, the product (s) need to be returned to HME Richmond depot. Here is the process:

Process for Lower Mainland and Vancouver Island Clients

- 1) If the client is in the lower mainland, the therapist can have the client (or therapist) return the equipment to HME at the lower mainland depot at:
HME Richmond
Unit 130 – 4011 Viking Way
Richmond, BC

- 2) If client is in Vancouver Island, client and return equipment (or therapist) to:
HME Victoria
2521 Government Street
Victoria, BC

- 3) IF the client is unable to return the items (like bed or powerchair) please call office and arrange equipment return pick up.
- 4) If you are aware that the equipment is damaged or very old, please contact HME at (604) 821 0075 and ask for the coordinator. We will then review and see if we will not pick up the equipment (client may dispose).

Process for Clients outside Lower Mainland and Vancouver Island

- 1) Refer to the nearest sub dealer (see link below) and arrange for the client to return the equipment to the sub dealer

<https://www.hmebc.com/cmehs-program/>

- 2) If the client is unable to return the items (like bed or powerchair) please call nearest sub dealer office (therapist) and arrange equipment return pickup up.
- 3) If you are aware that the equipment is damaged or very old, please contact HME at (604) 821 0075 and ask for the coordinator. We will then review and see if we will not pick up the equipment (client may dispose).

Please see CMEDS Equipment Return Form to request an equipment return (loan or trial) to CMEDS program, you may complete and send it to cmehsreturns@hmebc.com. **You do not need to complete this form if dropping off equipment yourself (only if you need HME to pick up).**