

October 2, 2017

Re: Durable Medical Equipment

Please be advised that effective, December 1, 2017, HME Mobility & Accessibility will be the provider of durable equipment loan and repair services for the Ministry of Children and Family Development's Medical Benefits program.

As of October 31, 2017 the Canadian Red Cross will no longer provide durable medical equipment loans, repairs, or recycling through the Children's Medical Equipment Recycling and Loan Services (CMERLS).

- Please submit all requests for **durable equipment repairs** to the Medical Benefits program.
- **Durable equipment loans** through the CMERLS program will be on hold for the month of November.
- **Durable equipment recycling** through the CMERLS program will be on hold for the month of November. Please ask families to hold on to the equipment to be recycled until December 1, 2017. After that, families may contact HME Mobility & Accessibility to recycle durable medical equipment.

New forms and processes will be communicated provided prior to the transition date.

For additional information, please contact the Medical Benefits program, toll-free at 1-888-613-3232, or by email at MCF.MedicalBenefitsProgram@gov.bc.ca.

Thank you.

Medical Benefits