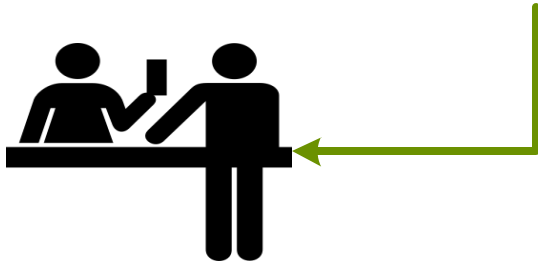


Processing Physiotherapy Service Encounters for Social Assistance Clients



Eligibility verification can be completed prior to the client attending the appointment as long as it is within the month of service.

Client attends an appointment



Client presents an alternate form of proof of eligibility other such as a paper drug eligibility card or Statement of Assistance (SOA)



Client does not have proof of eligibility

- Provide the following information:
- Caller's Full Name and clinic name
 - Phone Number of Physiotherapy Clinic
 - Physiotherapy Clinic's MOHLTC IVR PIN
 - Client's member ID (if available), Full Name & Date of Birth



Within the month of the first service provided under a Service Encounter, the Physiotherapy Clinic checks eligibility with the Social Assistance Verification (SAV) HelpLine 1-888-284-3928

Physiotherapy Clinic records the SAV Helpline Confirmation Number



Client is eligible for services.



Client is not eligible for services.



Service provided to client



Client advised to speak to their caseworker to obtain proof of eligibility.

For detailed instructions, please refer to the Physiotherapy User Guide.