

For questions not answered in this FAQ please refer to the *At Home Program Guide* at http://www.mcf.gov.bc.ca/at_home/pdf/ahp_guide.pdf or call At Home Program Medical Benefits at 250-387-9649 in Victoria or toll-free at 1-888-613-3232.

Q: What expenses can I submit on a *Request for Reimbursement of Approved At Home Program Medical Expenses*?

A: *Request for Reimbursement of Approved At Home Program Medical Expenses* is intended to provide parents with reimbursement for eligible medical transportation and certain medical supply costs that may temporarily not be available through the Product Distribution Centre. This includes mileage over 80km (roundtrip) at \$0.40/Km for travel to appointments specifically related to the child's disability and approved medical supplies that are not currently available through the Product Distribution Centre.

Q: If I send in a reimbursement, am I guaranteed to receive payment?

A: Not always, because not all transportation and supplies may be eligible. Parents are to have the At Home Program pay for services directly as much as possible. In situations where this is not available, parents must receive preapproval from the At Home Program for eligible costs.

Q: What do I need to include with my reimbursement?

A: If parents submit a reimbursement for mileage, then a confirmation of appointment is required. If parents submit a reimbursement for accommodation or supply expenses, then original receipts must be attached.

Q: What information needs to be included with a confirmation of appointment?

A: Confirmation of appointments must be written from a health professional or clinic, and clearly indicate the nature and date of the appointment.

Q: Do I have to contact the At Home Program after submitting a confirmation of appointment?

A: Yes. After receiving a confirmation of appointment, the At Home Program must still be contacted to have the specific travel arrangements authorized/made. This includes any air travel or accommodation that may be necessary.

Q: Should I submit my gas receipts to the At Home Program for travel to approved medical appointments?

A: No. Travel in a private vehicle will be reimbursed at \$0.40/Km if the round trip exceeds 80 kilometres and the appointments are specifically related to the child's disability.

Q: Can I receive reimbursement for medical travel when my child wasn't with me or in between appointments?

A: The At Home Program only provides medical transportation assistance to get the child from home to the appointment destination and back. If the child is not in the vehicle, then the travel is not eligible. Travel in between appointments or within the city is not eligible.

Q: Are meals eligible while travelling for medical appointments?

A: Meals are not an eligible expense of the At Home Program.

Q: Are routine medical appointments or procedures eligible for reimbursement?

A: Routine medical appointments are not an eligible expense and will not be reimbursed. The At Home Program assists with extraordinary transportation costs to access medical appointments and services that are specifically related to the child's disability. Routine appointments and surgery, such as tonsil removal, cold and flu examination, and dental appointments are not eligible. If you are unsure whether an appointment is eligible for travel assistance, please contact the At Home Program for clarification at 1-888-613-3232.

Q: Are dental appointments eligible for reimbursement if my child must travel to undergo general anaesthetic?

A: Dental appointments and surgery are only eligible if they are directly related to the child's disability. Please note, general anaesthetic administered in a hospital is the responsibility of Medical Services Plan. All eligible dental transportation must be preapproved through the At Home Program to be considered for reimbursement.

Q: Can I pay for therapy services myself, and then be reimbursed?

A: No. The At Home Program does not directly reimburse parents for therapies. Parents are to have their child's therapist complete a *Request for School Aged Extended Therapies* form and submit it to the At Home Program. The therapist will then invoice the At Home Program for approved services. This form, as well as a guideline for completing it, can be found at http://www.mcf.gov.bc.ca/at_home/index.htm.

Q: Do all supplies have to be preapproved through the At Home Program before I can be reimbursed for them?

A: Yes. All medical supplies must be preapproved through the At Home Program. A Request for Medical Supplies form should be submitted by a health professional for approval. In most cases, parents can arrange for the delivery of approved medical supplies through the Product Distribution Centre rather than using their own funds and seeking reimbursement.

Q: If I run out of my monthly supplies through the Product Distribution Centre, can I purchase more and be reimbursed?

A: There are limits on the quantities of medical supplies that the At Home Program can provide. When these limits are reached, the program is unable to provide additional supplies through reimbursement.

If you have not reached your annual limit and are running out of supplies before your next monthly order can be placed, please contact the At Home Program toll free at 1-888-613-3232. A customer service representative will work with you to examine any solutions that may be possible.