

Client Services Policy

APPROVED BY HEMOPHILIA SASKATCHEWAN BOARD OF DIRECTORS (March 29, 2014)

Please note – the information contained herein is subject to change.

Please email hemosask@hemophilia.ca for details.

PREAMBLE

Client Services are available to registered members of Hemophilia Saskatchewan (HSK) who are cared for by the Saskatchewan Bleeding Disorders Program (SBDP). Please note that some services are available only to members who meet specific criteria. Contact HSK for any clarification.

To be eligible for reimbursement: 1) a Request for Service form must be completed and authorized by the most responsible practitioner (Group A: Client Services) OR the necessary application form must be completed and additional authorization may be required (Group B: Additional Programs), AND 2) a completed HSK membership application form must be on file (Groups A and B). Members who are listed under their family membership form need to fill out an individual application once they reach 18 years of age.

The policy outlined below is designed to help HSK members find the assistance they need, and guide the HSK Board of Directors as they attempt to balance the needs of members and their families with the limited resources that are available. Misuse of Client Services and/or Additional Programs may result in suspension of privileges.

POLICY

Client Services and Additional Programs are intended to help our members to defray expenses related to living with bleeding disorders. Services associated with medical treatment (outpatient or inpatient) must be directly related to treatment of bleeding disorders: either the treatment of a bleeding episode or a surgical procedure that requires extended care due to a bleeding disorder. Provision of Client Services and Additional Programs are subject to approval by the HSK Board of Directors and availability of funds, and may change at any time without notice.

Hemophilia Saskatchewan will cover only those expenses that are authorized through the Request for Service form; payment will be provided after service is received. The member is liable for all other expenses. Hemophilia Saskatchewan will not cover expenses that other agencies or extended health care plans cover. Decisions of the Board of Directors, or its designated committees, are final.

PROCEDURES

All requests for reimbursement must be in writing. Members must complete the Request for Service (or other form for Additional Programs), including any necessary authorizations, and provide the form and original receipts to HSK for reimbursement. The HSK Board of Directors reserves the right to set limits on individual allocations that may be authorized (up to \$750/member/year under Group A; maximums as specified by program under Group B).

All Client Service claims must be made within six months of receiving the service.

GROUP A: CLIENT SERVICES WILL COVER (FULLY OR PARTIALLY):

Please read preamble and policy to ensure you qualify. Request for Service form required.

- TV while member (with bleeding disorder or carrier) is in hospital for treatment of bleeding disorder.
- Parking fees for members and family (not friends) while member is an outpatient or in hospital for treatment of bleeding disorder (one vehicle per day to current daily maximum; NOTE: parking for clinic visits at RUH may be covered through SBDP). Members may remit original receipts for hospital parking within six months of date on receipt for parking not covered through SBDP (i.e., for SBDP clinic days at Regina or Prince Albert).
- Expenses for medical supplies over and above those provided by Saskatchewan Health SAIL program to be considered by the HSK Board on an individual basis.
- Orthopedic splints and boots or orthotic inserts (prescribed by SBDP physiotherapist)
- Expenses (i.e., mileage) associated with travel for out-of-town medical care for treatment of bleeding disorder. This service is for members living >100 km from point of care (typically Saskatoon or Regina).
- Accommodation for members living >100 km from point of care to attend SBDP clinic or for other bleeding disorder related hospital visits – up to a maximum of \$75 per night (for up to five nights per year) for accommodation for medical stays. In Saskatoon, accommodations are available at Laura's Lodge, Netty's Nest, or Ronald McDonald House or members can choose to stay at a hotel of their choice.
- Basic model Medic Alert bracelets or necklaces (limit: one every two years) and the first year enrollment fee; if the bracelet/necklace is lost or broken within the two-year period, HSK will cover half the replacement cost only.
- Ambulance service – one ambulance per year up to 50% of the cost (maximum of \$350) if no other source of funding available.

GROUP B: ADDITIONAL PROGRAMS

For the following services, the Request for Service Form is not required; however, other forms and supporting documentation (such as Physiotherapist approval, etc.) may be necessary.

- Physical Activity Bursary program: this program provides financial encouragement for families to explore appropriate sport activities for children, youth and adults with bleeding disorders. Families are required to fill out the Physical Activity Bursary application form, which must be approved by the SBDP Physiotherapist. Eligible members may apply for one bursary per year, to a maximum of \$250. Forms are available from the SBDP Physiotherapist or HSK.
- Funds are available through the Tavis Duncan foundation to assist with the following expenses (separate application required; form available from HSK):
 - In-hospital costs during an extended visit
 - Out of province medical costs
 - Quality footwear – \$50/pair per year (for children under 18 only)
 - Safety apparel (helmets, knee and elbow pads)
 - Summer camps
 - Educational opportunity for a family member to increase their knowledge of hemophilia

CLIENT SERVICES WILL NOT COVER:

- Educational expenses/re-training expenses other than those specified above
- Routine living or medical expenses, equally incurred by those with or without a bleeding disorder (e.g., dental claims)
- Commercial health spa memberships
- Winter boots and work-related footwear
- HSK reserves the right to disqualify any request for service which has not been authorized.

ALL ABOVE SERVICES ARE SUBJECT TO AVAILABILITY OF MONETARY RESOURCES.
POLICY MAY CHANGE AT ANY TIME, WITHOUT NOTICE.