

FAMILY SERVICES AND CONSUMER AFFAIRS CIRCULAR

Date: August 3, 2011

CIRCULAR NUMBER: EIA #2011-53

Alternate Program(s):

To: Community Social Service Supervisors/Program Managers

Subject: Payment of Nutritional Supplements – Material Distribution Agency (MDA)

Reference: 18.3.7 Prescription Food Supplements

Type: Policy Replaces # _____
 Procedure
 Rate
 Information Only

Effective Date: August 3, 2011

The purpose of this circular is to describe some changes to the procedures for setting up, paying and cancelling orders for nutritional supplements.

When a participant in receipt of Employment and Income Assistance (EIA) is receiving nutritional supplements as prescribed by a physician and ordered through MDA, all invoices will now be paid directly from Central Accounts on a composite billing.

Staff are to continue to set-up the need on the participant's budget for direct billing (DBCA), however, invoices will no longer be sent to the respective offices if there is an issue with the payment (ex: not added to the budget, or wrong code).

Should a participant not have the need set-up appropriately in SAMIN, Central Accounts will pay the invoice and e-mail the case coordinator/counselor and copy the supervisor advising them to correct the budget and set-up the need for the following month (procedures attached).

It is field staffs' responsibility to notify MDA when a case has been closed or the product is no longer required.

If a case has been closed and MDA has not been appropriately notified, Central Accounts will pay the bill and advise MDA that the file has been closed and ask that they cancel the delivery and subsequent billing. MDA will e-mail the case coordinator/counselor and copy the supervisor advising that the participant may have received benefits for which they were not entitled. Staff should consider all factors in determining if an overpayment should be assessed and if it should be recoverable or non-recoverable.

If MDA has attempted to deliver the supplement and a participant is continuously not available to accept the delivery, MDA will notify the field office and this information should be reviewed with the participant.