Optometrist/Physician Office Calls Helpline to Verify Client Eligibility November 14, 2016 - Version 6 Client attends Client appointment with Client receives Start End optometrist/ service physician Optometrist/Ophthalmologist Office Contacts Optometrist/ MOHLTC IVR to Advises client that they will have to Physician provides determine patient's most Not Eligible pay for assessment or does not service recent periodic oculofor Examination provide service as per current process visual assessment Alternatively, other forms of proof of eligibility, e.g. client's monthly paper drug eligibility card (if client continues to receive Eligible for one) or Statement of Assistance (SOA), can be used to confirm Examination eligibility for coverage for the month of the appointment. Within the same month of client's Optometrist/Physician records Advises client that his/ appointment, optometrist/ confirmation number Optometrist/ her eligibility could not physician's office calls Social physician's office must be established and to Assistance Verification Helpline to re-verify PIN and call contact caseworker to confirm client's social assistance back the Helpline obtain proof of eligibility eligibility for that month Social Assistance Verification HelpLine Informs caller that optometrist/physician's Informs optometrist/physician's office that client is not office could not be authenticated and advises eligible for examination for the month in question caller to re-verify PIN and call back the Provides a confirmation number of call HelpLine Could not Authenticate Client Ineligible Informs optometrist/ Receives call from optometrist/ Obtains the following physician's office that physician's office and requests the client information: client is eligible for social following information: Member ID Searches assistance for period in Agent Client Eligible First and last name of caller authenticates -Authenticated ---(if provided by client) for client in question First and last name of optometrist/ caller First and last name SAMS Confirms client's social physician Birth date assistance program Telephone number of office Provides confirmation Address MOHLTC IVR PIN number of call