The Monitoring for Health Program helps Ontarians with diabetes who use insulin or have gestational diabetes pay for the cost of their diabetes testing supplies. The program is funded by the Ontario Ministry of Health and Long-Term Care and administered by the Canadian Diabetes Association.

A. **Who is eligible?**
   To qualify for this program, individuals must:
   - be Ontario residents with a valid Ontario health card
   - be using insulin OR have gestational diabetes
   - have no other coverage (in whole or in part) for the supplies being claimed

   **Note:** The individual’s first claim form to the program must be signed by a physician or nurse practitioner to confirm that claimant uses insulin to manage his/her diabetes or has gestational diabetes.

B. **What supplies does the program cover?**
   - Blood glucose test strips
   - Lancets
   - Blood glucose meters
   - Talking blood glucose meters - for visually-impaired clients only; letter from doctor required to confirm visual impairment

   **Note:** Seniors 65 years or older, social assistance recipients and Trillium Drug Program clients can only submit to the program for lancets, and a meter (once every 5 years). Test strips for these client groups are covered through the Ontario Drug Benefit (ODB) Program.

C. **Does the program cover pen needles or syringes?**
   No, the program does not cover insulin pen needles or syringes.

D. **How much does the program cover?**
   - **Strips and lancets:** 75% reimbursement up to a maximum of $920 per year
     
     **Note:** This means that claimants can submit up to $1227 in receipts for strips and lancets each year; the program will reimburse 75% ($920).
   - **Blood glucose meter:** 75% reimbursement up to a maximum of $75, once every 5 years
   - **Talking blood glucose meter:** 75% reimbursement up to a maximum of $300, once every 5 years; for visually-impaired clients only; letter from doctor required to confirm visual impairment
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E. How does the program work?
There are two ways to submit a claim to the Monitoring for Health Program:

Option A – Claim submitted directly by individual claimant

- Individual claimants can submit a claim directly to the Monitoring for Health Program after purchasing their diabetes testing supplies at an accredited Ontario pharmacy.
- If this is the claimant’s first claim form to the program, the form must be signed by a physician or nurse practitioner to confirm insulin use or gestational diabetes. For subsequent claims, this section of the claim form can be left blank.
- Completed claim forms and accompanying receipts must be mailed to the Monitoring for Health Program at the address listed at top of claim form.
- Claim forms and receipts must be originals – photocopies will not be accepted. Receipts must include the name/address of the pharmacy where the supplies were purchased, date of purchase, item(s) purchased, amount paid, etc. Non-descriptive debit or credit card receipts will not be accepted.
- Once the claim is processed, the claimant will receive a cheque for the reimbursement amount (75%) and a new claim form for the next claim.

Option B – Claim submitted by pharmacy through Third-Party Billing

- Claimant pays only 25% at point-of-purchase for those diabetes testing supplies covered by the program.

  Note: The Monitoring for Health Program does not cover pen needles or syringes. The program also does not cover test strips for seniors 65+, social assistance recipients or Trillium Drug Program clients.

- Pharmacy submits completed claim form and accompanying receipts to the Monitoring for Health Program and reimbursement (75%) is issued directly to the pharmacy.

  IMPORTANT!!
  - Ensure that the claimant completes the claim form in full each time a claim is submitted. Incorrect or incomplete information will delay processing of claims.
  - Ensure that the claimant signs Section 3 – Option B to assign reimbursement to your pharmacy. The claim will not be processed without the claimant’s signature.
  - Receipts submitted by your pharmacy must indicate both total cost (100%) and the amount (25%) paid by the claimant. Receipts also must include pharmacy name/address, date of purchase, item(s) purchased, etc. Non-descriptive debit or credit card receipts will not be accepted.

F. How long does it take for a claim to be processed?
Please allow 8 weeks for claims to be processed. We make every attempt to process claims as quickly as possible.
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G. Is there a deadline for submitting claims and receipts?
   Yes. The Monitoring for Health Program year runs from April 1 – March 31. Receipts must be received at our office by no later than March 31st. Any claims received after the March 31st deadline will be counted towards the next program year.

H. Can claimants carry-over any unused amounts to the following program year?
   No. If claimants do not use the full reimbursement amount available to them in one program year, the unused portion cannot be carried-over to the next program year. To make full use of the reimbursement amount available to claimants, ensure that receipts are received at our office by no later than March 31st each year.

I. How do I know when my customers have reached their annual reimbursement limit?
   Claimants can submit claims on their own and may purchase supplies at more than one pharmacy location, so we cannot guarantee that the reimbursement amount available to your customer has not changed since the last time s/he made a purchase at your pharmacy. If you would like to confirm the amount of reimbursement available for a program claimant please contact:

   Email: mfhp@diabetes.ca
   Tel: 1-800-361-0796

J. How do I begin? Do I need to register my pharmacy with the program?
   No, there is no formal registration process. Simply email mfhp@diabetes.ca or call 1-800-361-0796 and we will mail you a supply of claim forms.

K. What if I have more questions about the program?
   For more information, please contact the Monitoring for Health Program at:

   Toll-free: 1-800-361-0796
   Email: mfhp@diabetes.ca

   Mailing Address: Monitoring for Health Program
   1400 – 522 University Ave.
   Toronto, ON MSG 2R5