

MANAGEMENT REPORT

Date: November 15, 2023
To: Social Services Sub-committee
From: Alex Burgess, Manager of Ontario Works
Kim McElroy, Director of Social Services
Report Number: SOC23-021
Attachments: None

Title: Accertaclaim ServiCorp Inc. Contract Renewal

Objective: To consider entering into a renewal agreement with Accertaclaim ServiCorp Inc. to continue adjudicating dental services on behalf of the Ontario Works Division, and to expand the scope of services to now adjudicate denture and vision care claims. Furthermore, to consider authorizing the Mayor and Clerk to sign the agreement with Accertaclaim ServiCorp Inc., on behalf of the City, for the delivery of these services.

Background: Accertaclaim ServiCorp Inc. (herein referred to as Accerta) has been adjudicating dental claims on behalf of the City of Stratford Ontario Works (OW) Division since 1999 when the initial agreement was signed. Accerta is a B-Corp certified social enterprise and supplementary healthcare benefits provider for government programs. Accerta provides a full suite of services related to adjudicating claims and allows for the local OW Division to solely make payment for dental claims.

Analysis: Accerta is responsible for the eligibility determination of dental claims for clients currently in receipt of Ontario Works. They work with dental offices to adjudicate claims made as part of the discretionary dental program offered by Ontario Works, then determine eligibility, advise dental offices of eligible procedures and costs, and make payment on behalf of the City of Stratford to said dental offices. The Ontario Works Division makes payment on a monthly basis for the total amounts owing, on behalf of eligible clients. The table below details amounts paid by Accerta as well as the fees paid by the City of Stratford Ontario Works Division over the past three years:

Year	Clients Served	# of Services Covered	Dental Claims Paid	Fees Paid
2020	91	359	\$16,460	\$741
2021	92	415	\$18,726	\$843
2022	100	513	\$26,946	\$1,213

In addition to the adjudication of dental claims, staff have explored having Accerta adjudicate both denture and vision-related claims. This has been in consultation with CUPE 1385 staff directly affected by the change, and staff are recommending an expansion of the service agreement to include these additional claims.

Currently, these claims are managed by Ontario Works caseworkers but in an effort to reduce administrative burden, in line with Provincial modernization initiatives, the local office is recommending moving ahead with having Accerta adjudicate these claims. It is anticipated that the time savings from pre-approving, sending letters of approval, holding letters and revisiting old claims and making payment will allow for more high impact time to be spent with Ontario Works clients, as opposed to completing administrative activities such as these.

Another benefit with proceeding as recommended, the local office can further the paperless initiative and move away from the issuance of paper dental cards as dental offices, vision care offices and denturists will now be able to access an online portal that helps them determine eligibility in real-time and submit payment via the online portal. This will reduce the use of paper in the local office, reduce the time spent sending approval letters or creating replacement dental cards and will reduce the administrative burden on local Ontario Works staff. The online portal also increases the efficiency of this service and allow for the Ontario Works office to meet another Provincial modernization initiative (shifting to a paperless delivery format, where possible, for all information related to Ontario Works). Currently 35% of the caseload is enrolled in MyBenefits which allows for paperless delivery of all communications for those individuals and families.

Financial impact to current year operating budget:

The cost related to the adjudication of dental claims is a set fee of \$100/month plus a percentage of claims paid. These costs are budgeted within the 100% Provincial portfolio on a yearly basis and have no impact to the City's net budget.

To implement the Electronic Verification (EV) portal, there is a one-time fee of \$3,400 plus an ongoing cost of \$90/month. These costs were budgeted in the Consultants line

of the Ontario Works budget for 2023 and have no impact to the City's net budget for 2023.

To have Accerta begin adjudicating denture and vision claims will cost \$1,000 per program for set-up (\$2,000 in total) plus \$100 per month and 4.65% of claims paid. These costs were also budgeted in the Consultants line of the Ontario Works budget for 2023 and have no impact to the City's net budget for 2023.

The total one-time fees owed for 2023 is \$5,400 to set up the EV portal and begin adjudicating denture and vision claims. These were budgeted within the 2023 Ontario Works budget and have no impact to the City's net budget for 2023.

The cost of ongoing benefits for the clients accessing these programs are paid through the Discretionary Benefits program which is 100% funded by the Provincial government and have no impact to the City's net budget for 2023.

Financial impact on future year operating budget:

Moving forward, the ongoing costs for the delivery of these programs will be budgeted into the Ontario Works budget, utilizing the 100% Provincial funding portfolio first, where possible, before utilizing the cost-shared administrative dollars. The cost per month is for denture, vision, dental and the EV portal are anticipated to be:

Set fee: \$290/month (\$3480/year) plus 4.65% of claims paid.

These costs are continually budgeted by the Ontario Works Division. The cost of ongoing benefits for the clients accessing these programs are paid through the Discretionary Benefits program which is 100% funded by the Provincial government and are expected to have no impact to the City's net operating budgets in future years.

Alignment with Strategic Priorities:

Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

Widening our Economic Opportunities

Strengthening Stratford's economy by developing, attracting and retaining a diversity of businesses and talent.

Alignment with One Planet Principles:

Health and Happiness

Encouraging active, social, meaningful lives to promote good health and wellbeing.

Material and Products

Using materials from sustainable sources and promoting products which help people reduce consumption.

Zero Waste

Reducing consumption, reusing and recycling to achieve zero waste and zero pollution.

Staff Recommendation: THAT The Corporation of City of Stratford enter into an agreement with Accertaclaim Servi Corp Inc. for the delivery of healthcare benefits (dental, denture and vision care) for the Ontario Works Division;

AND THAT the Mayor and Clerk, or their respective delegates, be authorized to sign the agreement with Accertaclaim Servi Corp Inc. on behalf of The Corporation of the City of Stratford.

Prepared by:	Alex Burgess, Manager of Ontario Works
Recommended by:	Kim McElroy, Director of Social Services
	Joan Thomson, Chief Administrative Officer