

## PPMB Adjudication - Procedural Guidelines

These guidelines are provided to assist ministry staff with the adjudication of PPMB applications. These guidelines are consistent with the current policy and procedures for determining eligibility for the Persons with Persistent Multiple Barriers (PPMB) category and support evidence based decision-making and consistency in adjudication decisions.

Issue: Inconsistent Information - Inconsistent information about a client's medical condition(s) on the Medical Report - Persons With Persistent Multiple Barriers (HR2892), and the Client Employability Profile (HR2865).

Procedural Guidelines - For Health Assistance Employment and Assistance Worker (EAW):

- Although Section C (Medical Assessment) of the PPMB Medical Report instructs the medical practitioner to indicate a primary and secondary medical condition only, the EAW should emphasize the importance of the medical practitioner detailing **all** relevant medical conditions when providing instructions to the client about the completion of the form.
- The EAW should further stress that only those medical conditions confirmed by a medical practitioner can be considered when adjudicating for PPMB.

Procedural Guidelines - For Adjudicators:

- If there is a discrepancy between a client's self-reported medical conditions and the medical conditions confirmed by the medical practitioner on the PPMB Medical Report that might affect a client's eligibility for PPMB, and the client has completed Section B (Authority to Release Information) of the form, the adjudicator should contact the medical practitioner to clarify this discrepancy, if possible.

Issue: Insufficient Information - Insufficient or missing information on the Medical Report - Persons with Persistent Multiple Barriers (HR2892)

Procedural Guidelines - For Health Assistance Employment and Assistance Worker (EAW):

- If a PPMB Medical Report is missing information that is crucial for determination of eligibility (e.g., date of onset or expected duration of medical condition) or has an entire section left blank (e.g., nothing written in the Restrictions section), the EAW should point out the missing information to the client and inform the client that they may return the form to the medical practitioner to provide the additional information. A comment should be entered on the file history to indicate that this discussion has occurred.
- If the client chooses not to return the form to the medical practitioner, a comment should be entered on the file history to indicate this and the PPMB package should be forwarded to the adjudicator for adjudication.

Procedural Guidelines - For Adjudicators:

- If a PPMB Medical Report is missing information that is crucial for determination (e.g., date of onset or expected duration of medical condition) or has an entire section left blank (e.g., nothing written in the Restrictions section), and the client has completed Section B (Authority to Release Information) of the form, the adjudicator should contact the medical practitioner to obtain the missing information.
- While the onus is on the client to provide the information to support a claim for PPMB, denial of PPMB where there is insufficient information should only occur when reasonable efforts have been made to obtain the missing information.
- If a client cannot be approved for PPMB due to insufficient or missing information on the Medical Report, the decision letter must indicate what regulatory criterion has not been met. It should also clearly explain what specific information was not included on the Medical Report. This allows the client an opportunity to provide the missing information, if available, should they wish to request a reconsideration.

Issue: Insufficient Information - Supporting documentation that would inform the adjudication process is not submitted with the Medical Report - Persons With Persistent Multiple Barriers (HR2892).

#### Procedural Guidelines - For Health Assistance Employment and Assistance Worker (EAW):

- When discussing the PPMB application or review process with the client, the EAW should emphasize the importance of submitting supporting documentation with the PPMB Medical Report.
  - For example, for mental health diagnoses where severity can vary greatly (e.g., depression, anxiety and post-traumatic stress syndrome), psychiatrist's reports, counselor's reports, mental health assessments and mental health worker notes are helpful for determining the severity of the condition.
  - Hepatitis C is another diagnosis where symptoms can range dramatically. Lab reports, including liver function tests, are helpful for adjudication.

#### Procedural Guidelines - For Adjudicators:

- The purpose of supporting documentation is to provide additional information that is relevant and not otherwise contained in the PPMB Medical Report. Supporting documentation is not always essential and clients should not be denied PPMB for a lack of supporting documentation if the information provided on the PPMB Medical Report clearly establishes they meet the PPMB eligibility criteria.
- However, if supporting documentation with additional information about a client's medical condition could affect their eligibility for PPMB, and the client has completed Section B (Authority to Release Information) of the Medical Report, the adjudicator should contact the medical practitioner to ask if any additional supporting documentation is available.
- If a client cannot be approved for PPMB due to a lack of supporting documentation, the denial reason contained in the decision letter must indicate what regulatory criterion has not been met. The letter should also outline the specific type of clinical evidence that would more clearly support the nature and severity of a particular medical condition. This allows the client an opportunity to provide this information, if available, should they wish to request a reconsideration.

Issue: Decision Letters - Decision letters must provide full reasons as to the criteria that have not been met and the evidence relied on to reach that conclusion.

Procedural Guidelines - For Adjudicator:

- When completing a decision letter, the adjudicator must use clear and simple language to communicate the ministry's decision.
- Every denial letter must indicate all regulatory criteria not met:  
Lack of supporting documentation, including clinical evidence -
  - The decision letter must indicate the specific regulatory criterion that has not been met. The letter can also indicate that, should the client wish to have the decision reconsidered, additional supporting documentation (e.g., a liver function test) would be helpful to indicate the severity of the medical condition and the resulting restrictions.

Issue: Mental Health Conditions - Mental health conditions reflected in comments on file history or on an old Medical Report - Persons With Persistent Multiple Barriers (HR2892).

Procedural Guidelines - For Health Assistance Employment and Assistance Worker (EAW):

- Where a client claims to have a mental health condition, the EAW should indicate that the client reports this condition in case notes. If it is not confirmed by the PPMB Medical Report, a comment should be included to indicate that the medical practitioner did not confirm the mental health condition.

Procedural Guidelines - For Adjudicators:

- It is only those medical conditions confirmed by a medical practitioner on the PPMB Medical Report that an adjudicator considers when adjudicating a new PPMB application. If a medical practitioner has not confirmed a medical condition it cannot be considered during adjudication.
- If a client reports a mental health condition that is not confirmed on the PPMB Medical Report and they have completed Section B (Authority to Release Information) of the form, the adjudicator should contact the client's medical practitioner to discuss all medical information critical to PPMB adjudication.
- If, at review, a previous PPMB Medical Report indicates a mental health condition is ongoing and/or lifelong with resulting restrictions that would be unlikely to change and this condition is not indicated on the new Medical Report, the adjudicator may consider an extension of PPMB. Observations from the EAW can be used to support this consideration.

Issue: Mental Health Conditions - The severity of the restrictions of a mental health condition can vary greatly from person to person.

Procedural Guidelines - For Adjudicators:

- If a PPMB Medical Report confirms a mental health condition but does not provide sufficient information relating to the severity of restrictions, and the client has completed Section B (Authority to Release Information) of the form, the adjudicator should contact the medical practitioner to discuss the severity of the condition and related restrictions.

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