

February 20, 2019

Greetings, Passport recipients. We are writing with important year-end information and updates. Please take a few minutes and read this information carefully.

## **FUNDING**

We are pleased to confirm that your funding will continue at the same level next year unless you have already heard otherwise directly from us.

## **YEAR END**

The 2018-2019 fiscal year will end on March 31, 2019. All claims for goods and services used from April 1, 2018 through March 31, 2019 must be submitted no later than midnight on April 12, 2019.

Please note that unlike in past years, PassportONE does not allow prior year funds to be used for subsequent years. Any remaining 2018-2019 balance must be used on 2018-2019 expenses only. For example, you can prepay for summer camp and be reimbursed once you send in the receipt; however, the funds will come out of the year that the camp session actually takes place.

## **CLAIM SUBMISSION PROCESS**

As a reminder, you need to submit your claims directly to PassportOne in Toronto via Toll Free fax to 1 (855) 814-2403 or email [invoices@familyservicetoronto.org](mailto:invoices@familyservicetoronto.org). Please **do not** send claims to your local Passport office as doing so will cause delay in payment. Please refer to the enclosed Tip Sheet for helpful information on how to complete your claims.

## **COMMUNICATION**

Any questions about your claims or other concerns should come to us, at 905-529-5100 or Toll Free at 1-866-288-9659. Please do not contact PassportOne Toronto with any questions about your funding or submitted claims. PassportONE only accepts your claim forms, whereas we are here to answer your questions about those claims.

## **CLAIM REVIEW EXPECTATIONS**

When there is missing information on your claim, PassportOne Toronto will reach out to us, your local Passport office. Our coordinators will then work diligently to resolve any issues as quickly as possible. When necessary, our coordinators will reach out to you for additional signatures or information. We request you not contact us about claim status until 4 business days after submission. This will give PassportOne Toronto enough time to receive, review and update the claim status in the system, at which point your coordinator will be able to report status to you. We also suggest you keep your receipts and claim submission handy until it is paid, in case we do contact you with questions about the claim.

**PAYMENT TIMING**

The originally promised turn around time of 48 to 72 hours between claim submission and payment has not been realized yet, in part because claims are arriving to Toronto with missing information. We suggest Passport recipients expect a minimum of 3 to 10 business days between claim submission and payment. We expect this delay will decrease over the next number of months. This is the first year with PassportONE Toronto centrally paying claims and we are all learning how to make the system better for you.

**BALANCE INFORMATION**

Our office is no longer able to issue balance statements. We suggest each family track their balance throughout the year. However, our coordinators will be able to provide balance information if requested. This information is not something we are permitted to leave on a voicemail, however, so please take that privacy concern into account.

We understand this transition to centralized claim processing has been challenging at times, and we greatly appreciate your patience. We at Passport Hamilton strive to be as helpful as possible to you. We look forward to continuing to answer your questions, research your options, and ensure your claims are reimbursed in the new fiscal year.

Please visit [www.passportfundinghnr.ca](http://www.passportfundinghnr.ca) for more helpful information, including detailed instructions and videos on completing forms.

Thank you,

Your Passport Team  
Hamilton/Niagara

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