

Reasons for Decision:

Order # AP1718-0643

The appellant appealed that they were denied coverage for eyeglasses.

The program representative stated that the appellant made a request for eyeglasses as they broke them. At the hearing, it was discovered that the glasses were actually stolen.

The appellant advised the program that the optical provider is denying their service for eyeglasses due to an unpaid invoice from <date removed>. The amount is <amount removed>, which is the portion the program covers, when they last received glasses from them.

In an attempt to resolve the situation, the case coordinator contacted the provider and was advised that in their system, the invoice was cancelled due to not receiving the necessary paperwork.

The appellant is currently eligible for new glasses and frames. The case coordinator contacted the provider to advise the request would be covered. However, the provider will not service the appellant unless the previous invoice is paid in full. The invoice stated that the appellant is fully responsible for payment if they are unable to collect the amount from insurance, which in this case is Employment and Income Assistance. The program's policy does not cover invoices that are older than fourteen months and advised the appellant to use an alternate provider.

The appellant advised that when they received their glasses in <year removed> they were advised that the provider would send the bill directly to Employment and Income Assistance so assumed everything was paid. The appellant was robbed on <date removed> and had their medications and glasses stolen. Upon confirmation of the theft, the program approved replacement glasses. The appellant returned to the same provider and was surprised when they advised them that the last invoice was not paid, therefore they cannot process their new request. The appellant is aware they can go to another provider and get their glasses, however does not want this outstanding bill in their name when they were not responsible for it.

After carefully considering all the written and verbal information presented at the hearing, the Board determined that the Department is responsible to cover the cost of the outstanding invoice. The appellant had glasses approved in <year removed>. Had the invoice reached the program at the time, payment would have been made. The Board supports the appellant's statement on wanting to clear their name from an

unpaid account and realizes that although the provider had not followed up, it is no fault of the appellant. Therefore, the decision of the Director has been rescinded and the Board orders the Department to pay the outstanding optical bill in the amount of <amount removed> and cover the eligible cost of the replacement glasses due to the theft.

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