



City of  
**Peterborough**

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**To:** **Members of the General Committee**

**From:** **Sheldon Laidman, Commissioner of Community Services**

**Meeting Date:** **November 2, 2020**

**Subject:** **Report CSSS20-021  
Appointment of AccertaClaim Servicorp Inc for Ontario  
Works Dental Administration**

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## **Purpose**

A report to recommend the appointment for a claim's adjudicator for the Ontario Works Dental Administration program.

## **Recommendation**

That Council approve the recommendation outlined in Report CSSS20-021, November 2, 2020 of the Commissioner of Community Services as follows:

That **AccertaClaim Servicorp Inc**, 777 Bay Street Suite 2801 PO Box 310, Station "P" Toronto, Ontario M5S 2S8, be appointed for claims adjudication for the Ontario Works Dental Administration program, at a cost of \$318,500 plus \$41,405 HST for a total of \$359,905, for a period of five years from January 1, 2021 to December 31, 2025.

## **Budget and Financial Implications**

Altogether, the net amount after applicable HST rebates for the five-year period is \$324,106. The total estimated annual net amount of \$64,821, has been included in the 2021 draft Operating Budget. Future amounts will be budgeted in those respective annual operating budgets.

## Background

### Brief Description of the Work

The administration of dental and denture services for eligible social assistance clients under the Ontario Works Discretionary Benefit program includes the adjudication and payment of claims to dental and denture providers. AccertaClaim Servcorp (Accerta) was awarded the work through Report CSSS15-003 dated May 11, 2015 as a result of RFP P-05-15. A two-year extension through Report CSSS18-003 until July 31, 2020. A month-to-month contract is being used until December 31, 2020.

### No competitive bid process

Under the City's Procurement bylaw this recommendation requires the preparation and award of a competitive procurement process. However, if approved by the Treasurer, an exemption under Section 11.3.1(a) can be considered in this instance. This section states:

Where a standard procurement process conducted in accordance with this Bylaw and applicable procedures and protocols has not resulted in the receipt of any Bids.

The City posted an Advance Contract Award Notice (ACAN-01-20 OW Dental Administration) to its Bids and Tender website for a 10-day period ending October 9, 2020. There was only one Statement of Capabilities submission received and it did not meet the City's minimum requirements.

### Council Approval Required

Chart 2, Section a) iv) of Appendix A of the Procurement By-law 18-084 indicates that Council must approve a non-standard or limited competition procurement when the value is at or above \$100,000.

### Accerta

Accerta is a certified social enterprise engineered to manage social benefit programs on behalf of governments. They have over 60 years of experience as a claims adjudicator that exclusively serves the government market.

For the past five years, Accerta has been responsible for the processing and payment of dental claims submitted by dental providers on behalf of Ontario Works clients following a fee schedule guide. There have been no concerns with their performance. In 2019, Accerta paid out \$400,154 in claims for 1,333 beneficiaries who received 7,447 services. This has proven to be an efficient means to process dental claims as it eliminates city caseworker involvement in a process where city staff do not have the expertise to adequately evaluate the validity or costing of the claims.

Accerta is also the vendor contracted by the Ministry of Children, Community and Social Services (MCCSS) responsible for the administration of dental benefits on behalf of the Ontario Disability Support Program and the Healthy Smiles Ontario program of the Ministry of Health and Long-Term Care. They are also the vendor of dental benefits administration for more than 20 municipalities who deliver Ontario Works. Their expertise in benefit administration for social assistance programs has been proven.

Work is underway with MCCSS to develop a secure electronic portal to upload eligible client data to Accerta to streamline how dental providers can confirm eligibility for adults to receive dental treatment. By continuing this agreement with Accerta, the work done to date can continue to proceed. Once this is complete, the paper dental card will be eliminated from the client statement. Accerta would manage this Eligibility Verification Portal and MCCSS and the City would ensure the portal is uploaded at regular intervals with current eligibility of clients.

The contract with Accerta includes a base monthly administration fee of \$1,200 and then a percentage of each dental claim administered. The value of the contract has been determined based upon average dental claims of \$646,000 per year and denture claims of \$230,000 per year.

### **Timelines**

If the recommendation is approved, a purchase of administrative services agreement will be prepared and is to be signed by the CAO and Clerk, under their delegated authority to do so before the service commences.

### **Summary**

Staff recommend that award for the Administration of Ontario Works Dental Services be completed as set out in this report. This report allows for the continuation of the adjudication of dental claims by Accerta which has proven to be an efficient and valuable means for the City's Ontario Works program to process dental claims.

Submitted by,

Sheldon Laidman  
Commissioner for Community Services

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