



Passport Program: Improving Delivery Through Partnership

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PassportONE
FAMILY SERVICE TORONTO

Presenters



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Agenda

▶ About Passport Program

▶ TPR Portal Overview

▶ Key Takeaways

▶ Q&A

▶ What is PassportONE?

▶ TPR Key Statistics

▶ Improving Delivery Through Partnership

Passport Program

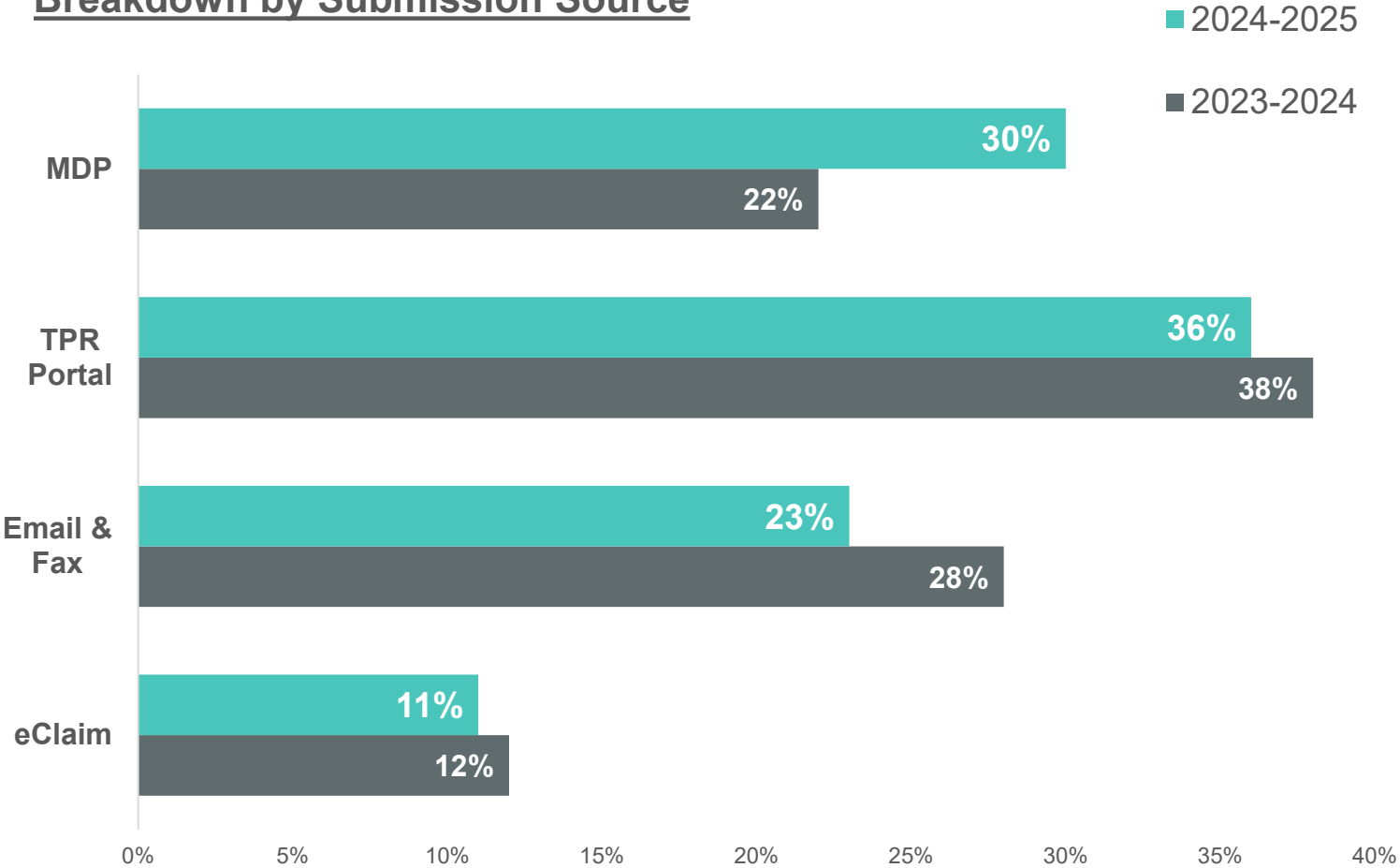
- Provincially funded reimbursement Program for Adults with a developmental disability
- Administered through 9 DSOs, 11 Passport Agencies across Ontario and a Consolidated Payment Agency-PassportONE.
- Recipients are approved annual allocation from \$5500 to \$44,250 based on their priority and assessments.
- As of September 2025, 71,940 clients are approved for funding with total budget of \$745 million; Over 745,000 claims submitted in the 2024-2025 with around 71% utilization.
- Funding can be used to take part in community classes or recreational programs, skill development, and daily life skills, hire a support worker, create their own life plans to reach their goals and to get temporary respite for their caregivers
- Manual and electronic submission options are available for recipients, service agencies and brokers while TPRs submit through an exclusive electronic portal.



Passport Program (continued)

Breakdown by Submission Source

Funding Managed by	Submission Options
Self administered	Email/Fax Web submission: MDP/eClaim
Agency/ Broker	Email/ Fax Web submission: MDP
Transfer Payment Recipient (TPR)	TPA portal
Combination of above	Depending on the type of budget management



FST: PassportONE

- In 2018, when MCCSS amended the program administration, all financial functions of the program including invoice processing and reimbursement were centralized at PassportONE.
- PassportONE, as the financial steward, is responsible to develop and implement effective administrative systems, procedures, and controls, conduct trainings and maintain complete and accurate records and reports, including verifiable audit trails with complete supporting documentation for each transaction.
- PassportONE does not directly interact with Passport Funding recipients. Any communication with Brokers, Service Agencies, or Self-Administered recipients can only be through the local Passport Agency.
- PassportONE collaborates and supports Passport Agencies and TPRs. Support is provided to TPR's through a helpdesk.



PassportONE: Core Functions



Claim processing

Operationalise Risk based review (RBR) model for assessment of claims, handles invoice processing and is responsible for all the payment functions for the Passport program and audits.



System and Reporting

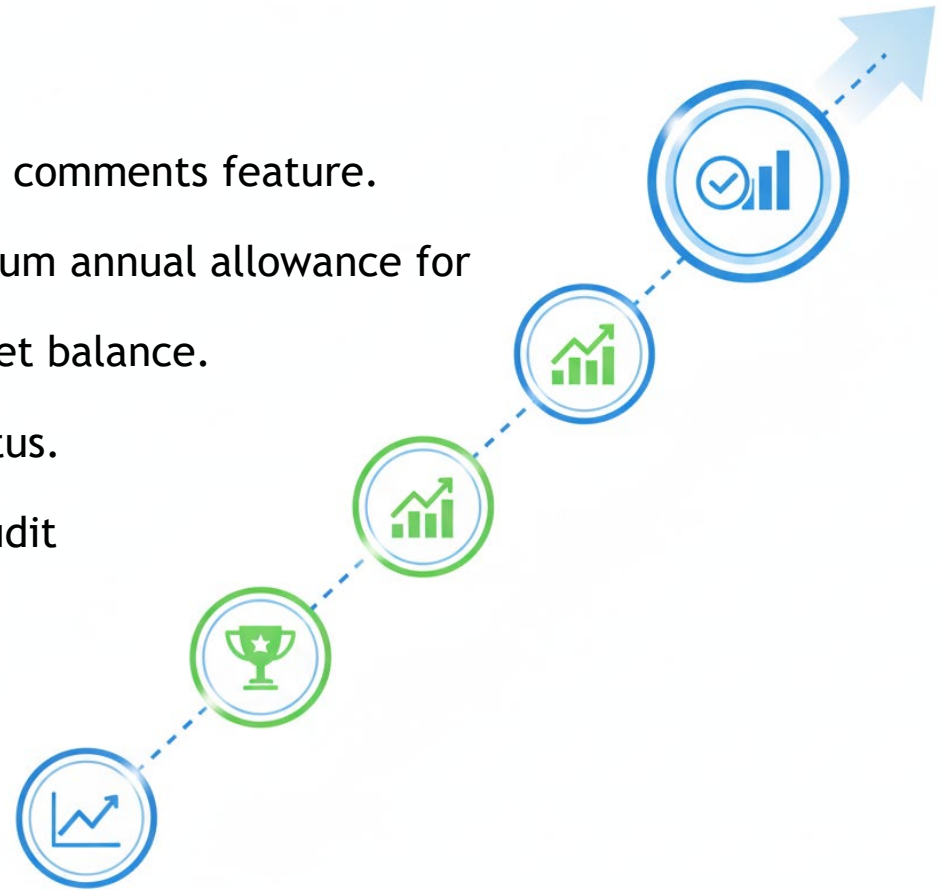
Maintain IT Infrastructure to support delivery of Passport Program including electronic submissions, comply with GO-ITS, and ensure updated reporting and data to MCCSS clients and service delivery partners

TPA Portal Overview

TPA Portal : Exclusive for TPR

Key Features:

- Facilitates expense records, invoice submissions and comments feature.
- Provides recipient's annual budgets including maximum annual allowance for Technology and CPS Supplies & Equipment and budget balance.
- Provides reason for failed submissions and claim status.
- Enables attaching receipts for claims selected for audit
- Supports report generation
- Hosts videos and training manual for TPR use
- Hosts system notifications and downtime alerts



Since 2018, the TPR Portal and payment notification has been continuously updated based on important feedback from TPRs.

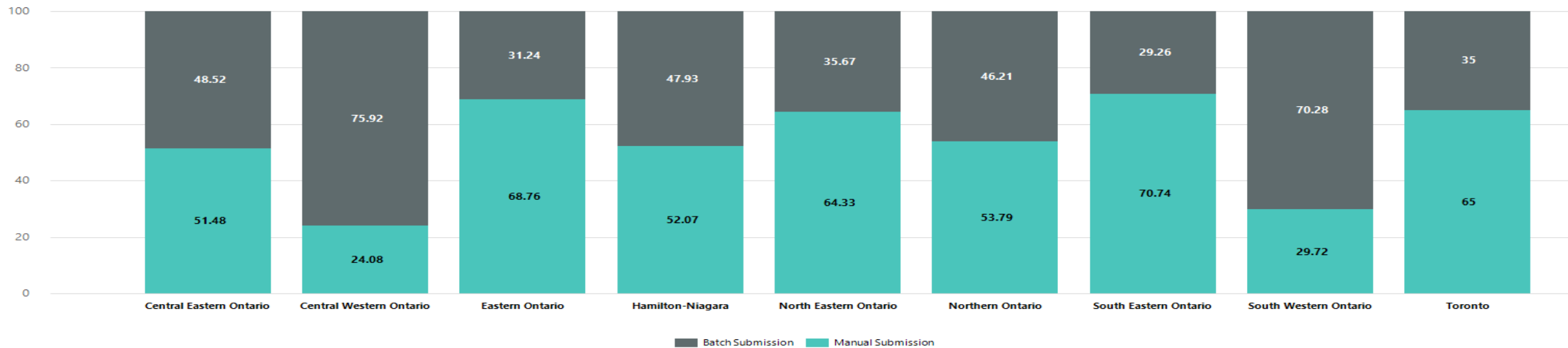
TPA Portal (cont.)

The portal supports multiple methods for claim submission:

- Expense Log: Record individual expenses for each recipient and generate an invoice once all items are logged
- Batch Upload: Enter multiple recipients' expenses in an Excel file and upload it—ideal for high-volume TPRs.

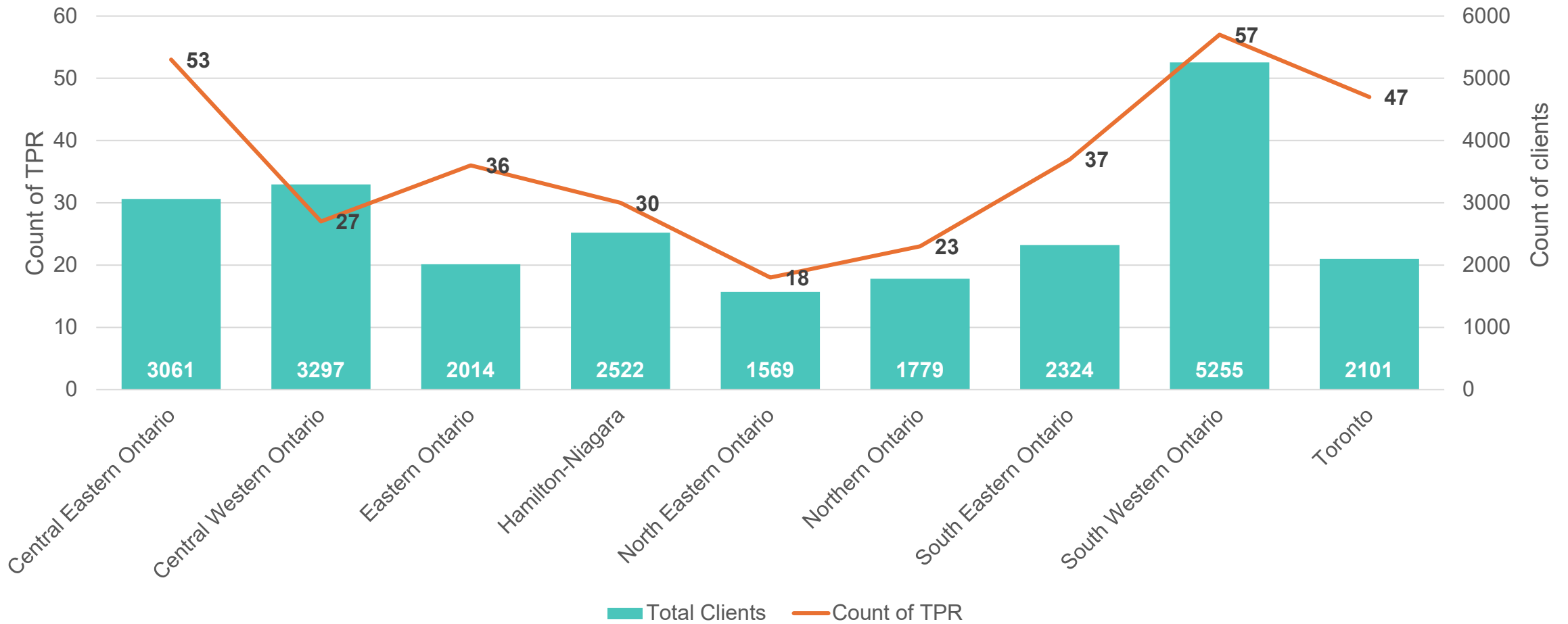
In 2024-2025, 54% claims were submitted through batch upload and rest through manual expense log.

Distribution of Batch vs Manual Submissions by DSO Region



TPR *Key* statistics

TPR: Regional spread and clients served as on Nov 17, 2025

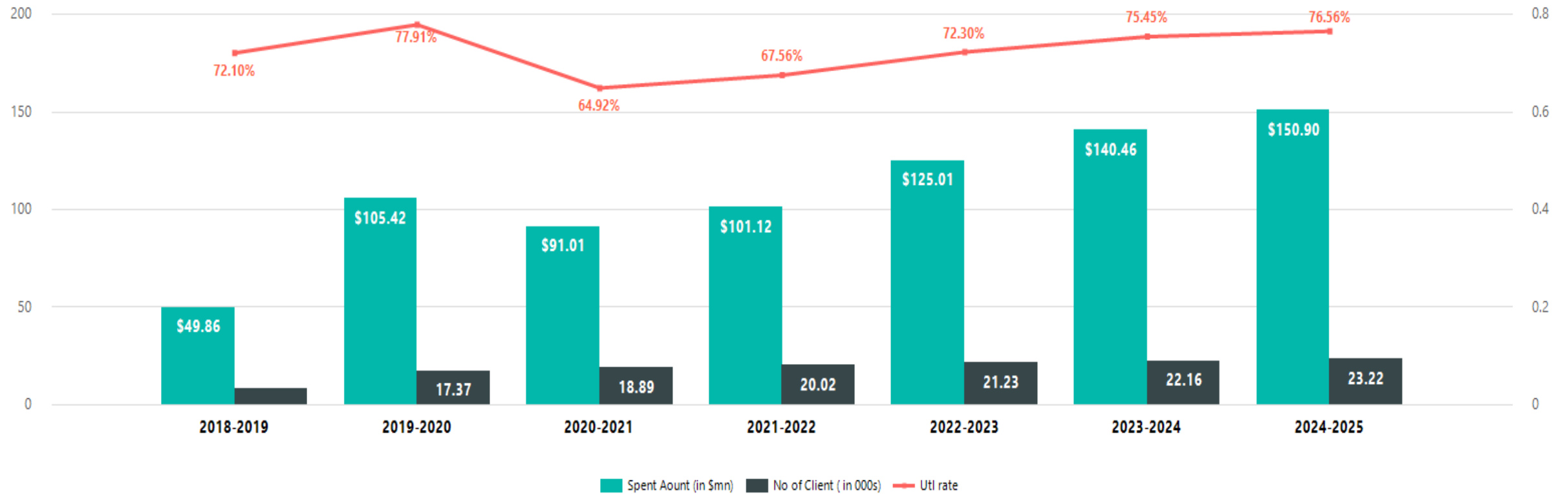


Total clients served: 23922

Total TPRs : 328

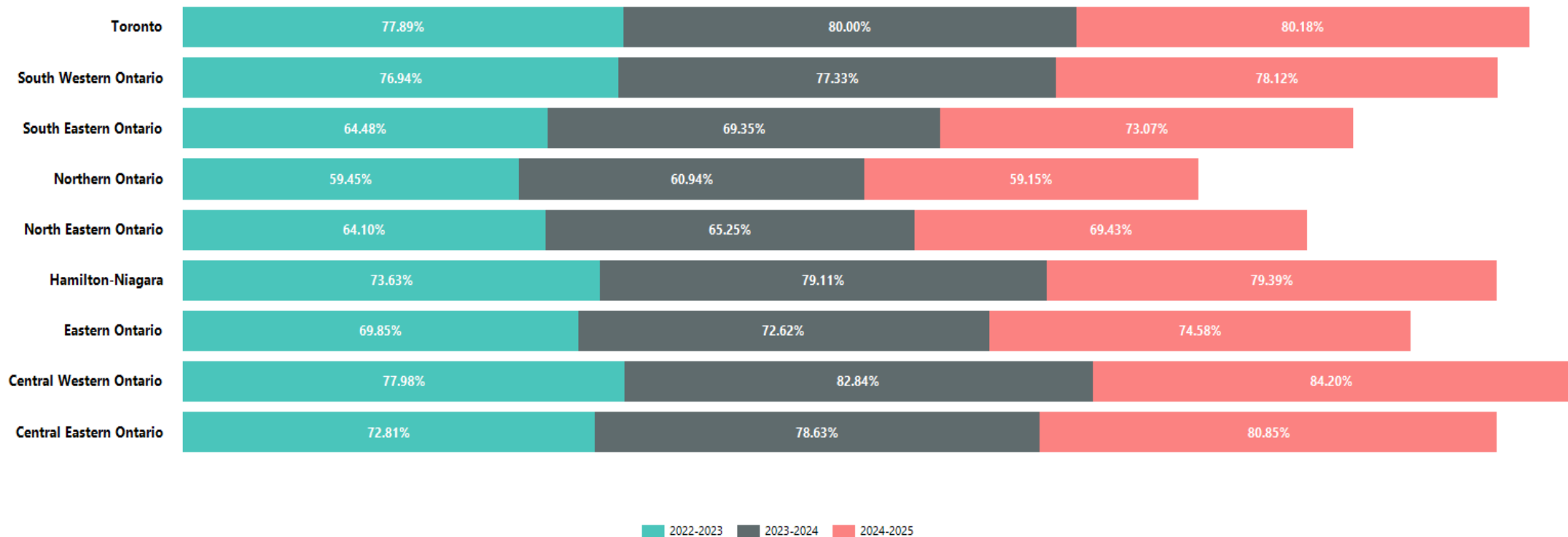
Snapshot of TPR for last 7 years

Utilization Rate across Year



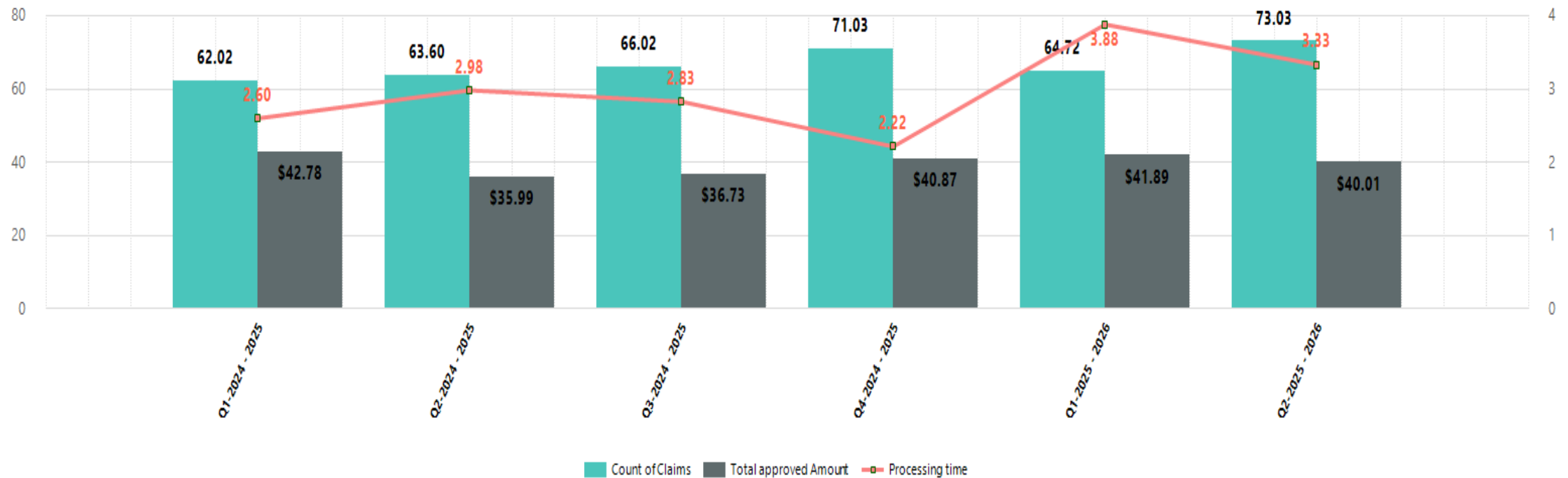
TPR Utilization across Ontario

Regional utilization across the last three fiscal periods



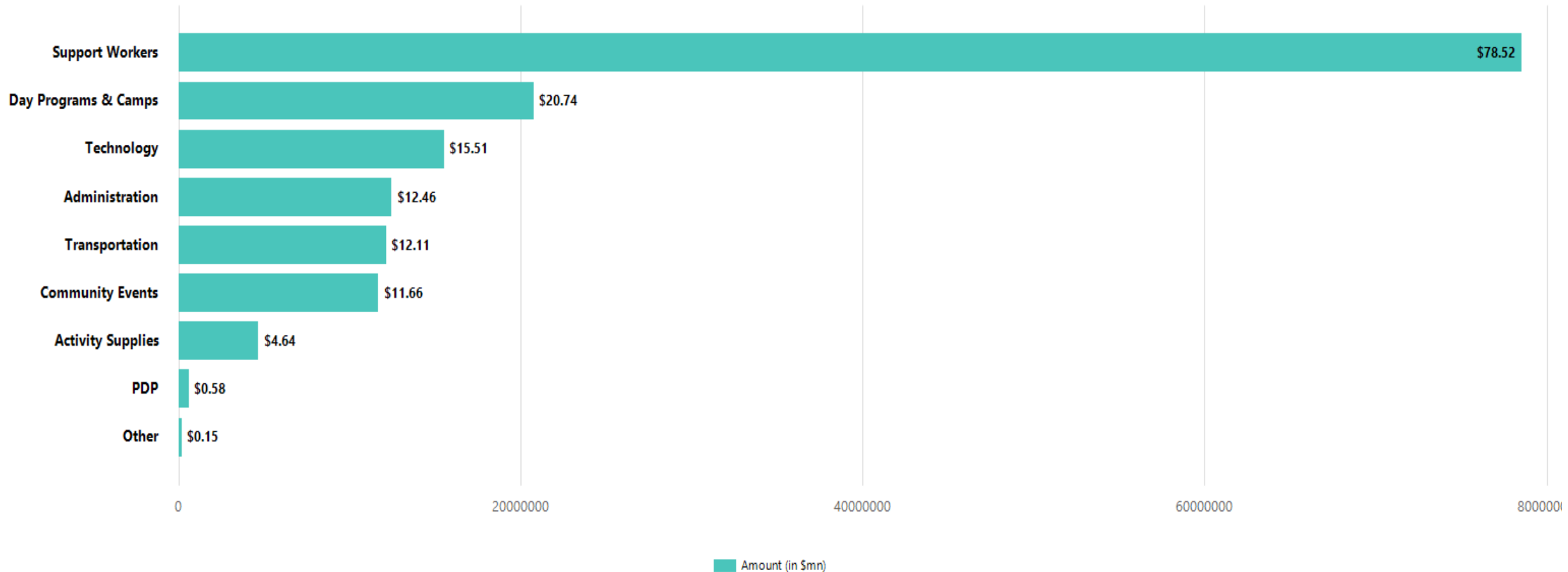
TPR: Recent claims trend and processing time

No of Submitted TPR Claims (in 1000s), Value (in \$mn) and processing time by Quarter

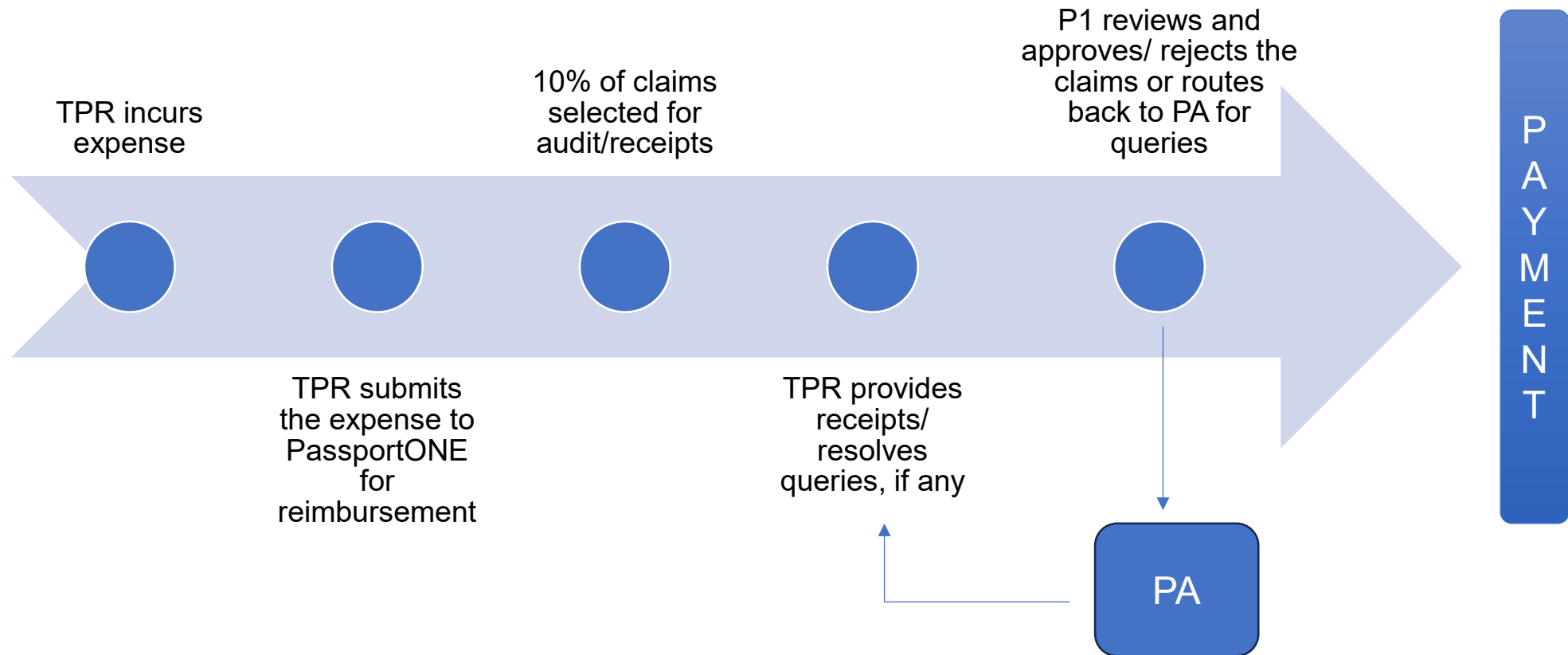


Service Type breakdown for TPR in 2024-2025

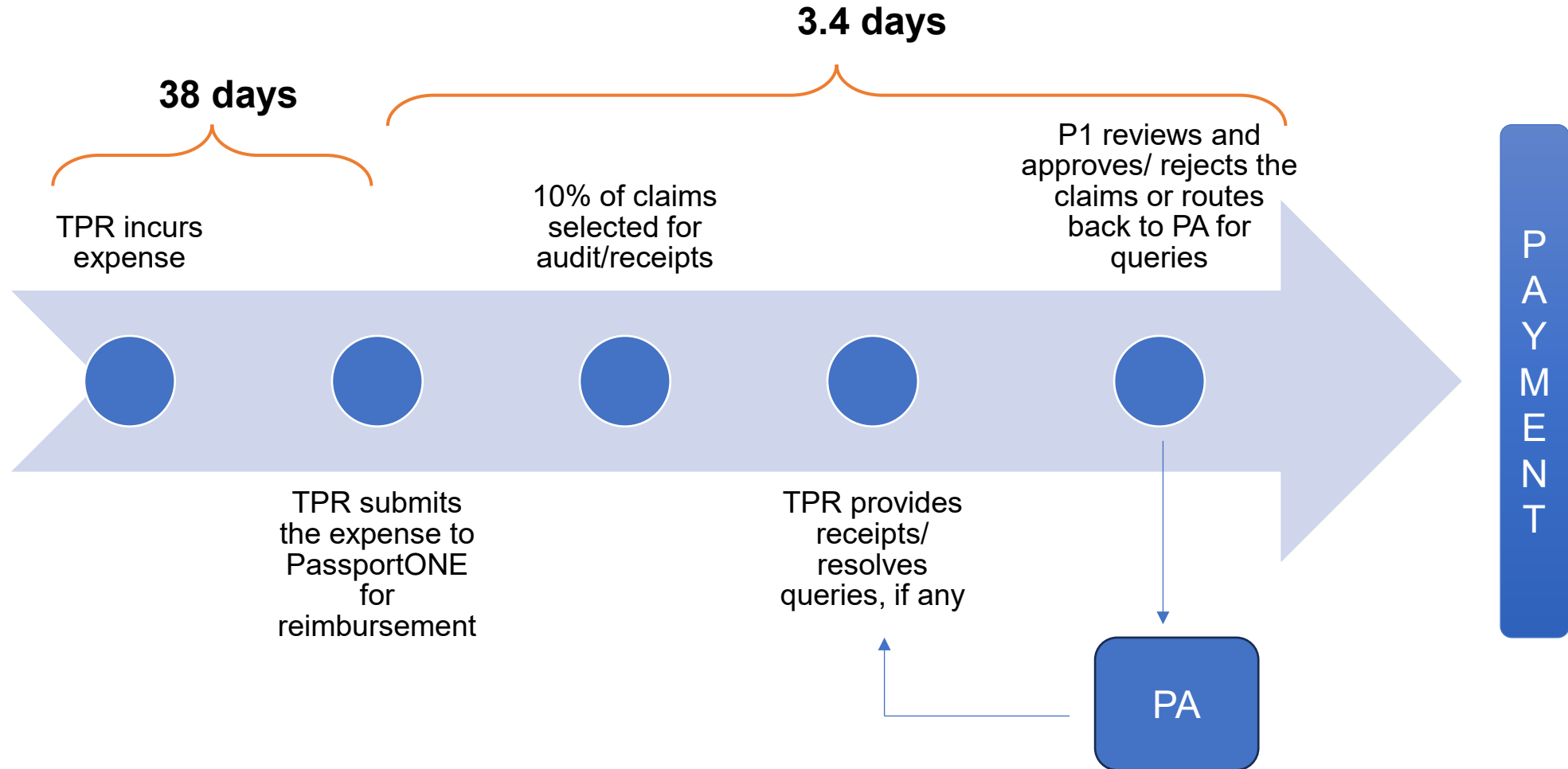
Total Approved Amount by Service Type (in \$mn)



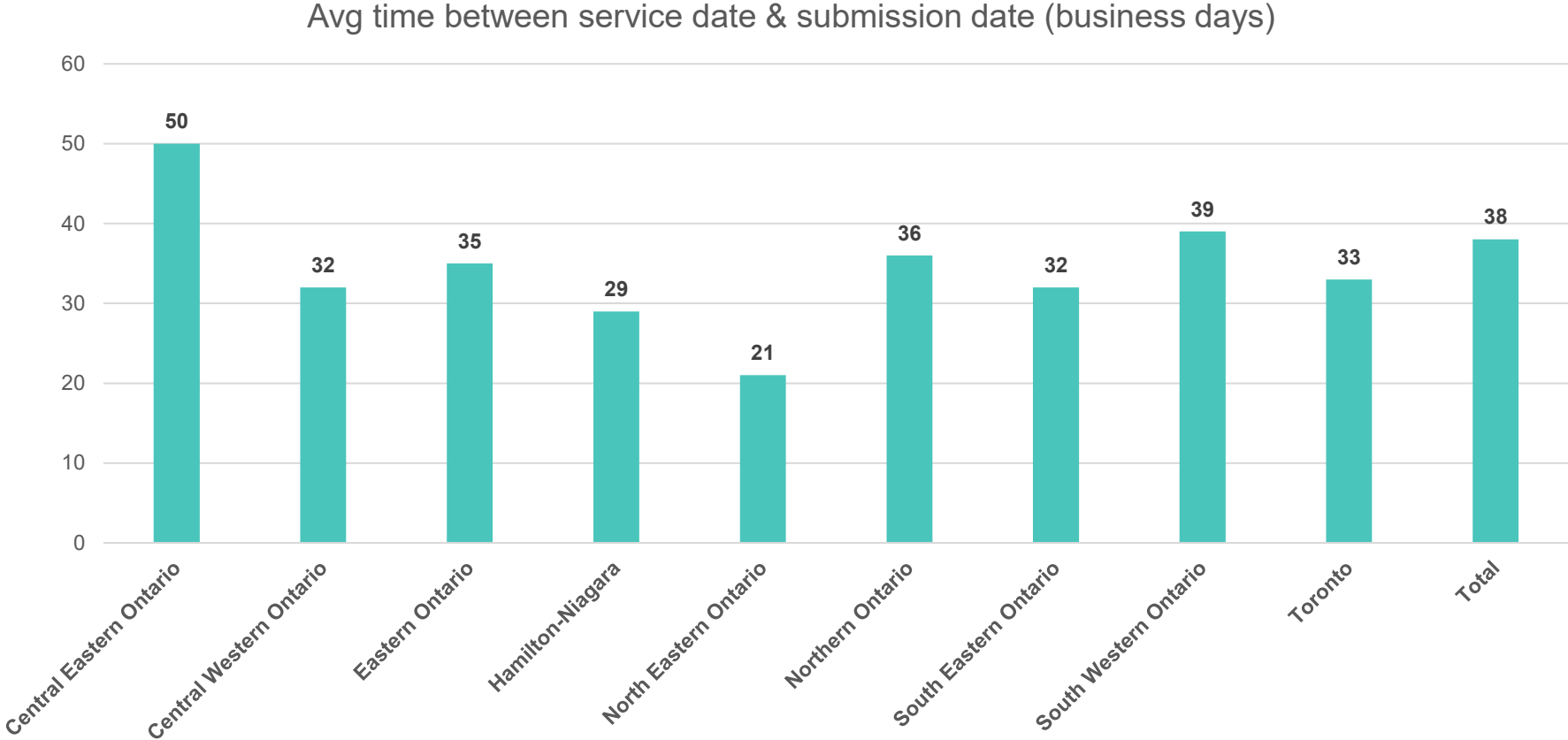
Expense flow



Expense flow - Time taken



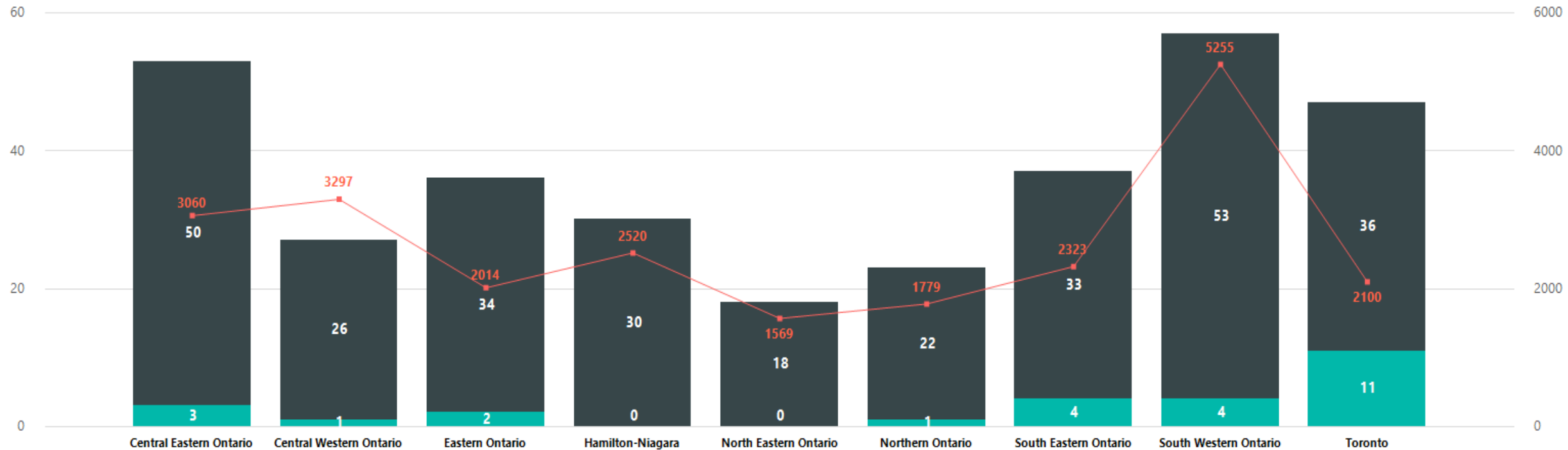
Regional average time taken to submit a claim after expense is incurred: 2024-2025



Regional Payment method

Breakdown of TPA and Total Client by Region

— Total Client ■ Total EFT signed up ■ EFT not Signed up



Key Takeaways

Best Practices For Quick Reimbursements



01

Timely Submission:

- Submit claims as soon as expenses are incurred to support healthy cash flow.
- Maintain consistent and timely submissions to ensure smooth processing and regular reimbursements.



02

Complete & Accurate Documentation:

- Provide clear and complete claim submissions to prevent follow-up queries and payment delays.
- Attach all required or requested documents promptly.
 - Note: Claims older than 6 months are deleted, resulting in rework.



03

Detailed Claim Information :

- Use the comments section to add relevant details.
 - Example: For Technology, CPS Supplies, or Equipment, include a brief description of the item purchased.



04

Passport Program updates & Compliance

- Stay informed on current program guidelines and processes.
- Refer to the TPR User manual for any portal related questions

Best Practices For Quick Reimbursements



05

Technical & System Support

- Report technical issues immediately to the PassportONE Helpdesk: PassportONEHelpDesk@familyservicetoronto.org
- Participate in Provincial bi-monthly network (PPSN) meetings and submit questions through the survey process.



06

Eligibility Confirmation

- For unique or exceptional recipient needs, consult your local Passport Agency or MCCSS Program Supervisor before submitting the claim.
- To avoid ineligible purchases and personal expenses, confirm eligibility with your local Passport Agency before making any purchase.



07

Continuous Learning & Knowledge Sharing

- Track common claim errors, learn from them, and share this knowledge within your organization to support ongoing improvement.

Timely, accurate, and required documented submissions lead to faster processing, fewer delays, and smoother reimbursements

Improving Delivery Through Partnership



PassportONE - TPR: Common goals



Collaboration continues..



System support and Feedback

- Seamless system support through PassportONE Helpdesk; Over 1000 service requests/queries addressed in this fiscal
- Use bi-monthly meetings with the Provincial Passport Services Network (PSSN) to seek feedback and address operational challenges.



System and process enhancements

- PassportONE will work with TPRs to understand their business models and systems
- Improve TPR reporting, system integrations and enhancements
- Develop joint PassportONE and TPR initiatives for process simplification



Enhanced communication

- Address the communication challenges in a three-way model between PassportONE, the Passport Agency, and the TPRs
- PassportONE will continue to strive for proactive communication of any process change through PSSN and TPR distribution list.

Q & A TIME



Thank you