

**Reasons for Decision:**

**Order # AP1920-0695**

On <date removed>, <name removed> filed an appeal of the Director's decision to deny their <condition removed> physiotherapy. The date of the decision was <date removed>.

The decision letter sent to <name removed> indicated physiotherapy was not a service covered by the Employment and Income Assistance Program.

At the hearing, the Department told the Board that <name removed>'s doctor provided the Department with a medical report that stated they had <health condition removed>, and would require treatment from a <condition removed> specialist. <name removed> was found to be eligible for assistance as a person with a disability. However, the Department denied <name removed> pelvic floor physiotherapy as private physiotherapy is not an insured benefit through Manitoba Health. The Department advised <name removed> to have their doctor refer them to a hospital for physiotherapy.

<name removed> stated they were approved for the disability amount as a result of their <health condition removed>. The appellant's condition can be corrected with physiotherapy treatments, and they would then be able to return to the work force.

<name removed> indicated hospitals do not provide <condition removed> physiotherapy. It is only available at a single private clinic in <location removed>.

In response to a question from the Board, the Department indicated that the decision not to provide <name removed> physiotherapy at a private clinic was based on policy. If a doctor refers a patient for a type of physiotherapy not provided in hospitals, the Department does not cover it in a private clinic. The Department acknowledged that the type of physiotherapy recommended by <name removed>'s doctor is not provided in hospitals.

The Board asked <name removed> about the efficacy of the physiotherapy. <name removed> indicated that the physiotherapist feels that their condition would show considerable improvement with the recommended number of treatments. <name removed> stated they hoped to be able to return to work after ten treatments were completed.

The Board notes The Manitoba Assistance Regulation states in Schedule A, Section 9 Health Care:

The following amounts are payable to a person in respect of his or her health care:

(e) such other remedial care, treatment, and attention including physiotherapy as may be prescribed by a duly qualified medical practitioner;

The Board also notes that while the Department's position is that physiotherapy is not covered by Manitoba Health as an insured health care benefit, the remedial treatments in subsection (e) are not limited to insured services.

The Board notes that medical information was presented to it that clearly indicates <name removed> requires <condition removed> physiotherapy to treat their condition; that the physiotherapist involved in the care of <name removed> is a specialist in the type of therapy they require; and that it is acknowledged by the Department that the physiotherapy required by <name removed> is not available in hospital.

Based on the evidence presented to it, the Board determines that pelvic floor physiotherapy is a medically necessary service for <name removed>. As such, the Board rescinds the decision of the Director and orders the Department to provide <name removed> with ten <condition> physiotherapy sessions, as prescribed by a qualified medical professional.

## **DISCLAIMER**

These are electronic copies of the Reasons for Decision issued by the Social Services Appeal Board. These written reasons have been edited to protect the personal information of individuals by removing personal identifiers.