









PASSPORT PROGRAM BULLETIN December 2024



The purpose of this bulletin is to ensure that everyone has accurate, up-to-date information related to the Passport Program. Your Passport Coordinator at CSCN continues to be your point of contact for all things related to the Passport Program.

-  Currently, the timelines for processing claims at PassportONE can take up to 15 business days, if there is no follow up required by your Passport Coordinator.
-  If you have not yet submitted any expenses to PassportONE for reimbursement, please make every effort to do this at least monthly. The increased volume of claims coming in during March significantly delays the reimbursement timelines for everyone.
-  Since the period from January to March is the busiest time of the year, please note that we will be pausing on adjusting funding budgets between agencies or between self-administration budgets and agency budgets. Please contact your Passport Coordinator if you have any questions/concerns.
-  If you submit claims via fax, email or the e-Claim portal, please note that any support worker hours submitted must include a Purchase of Service (POS) form page 2, signed by the support worker in order to be processed.
-  If you mail forms/claims to our office for us to submit to PassportONE, the option to fax is also available: **fax to: 519.518.2880 or toll-free: 1.855.801.9271**
-  Please check out the new provincial website: www.PassportFunding.ca. There is good information and links to other resources on this site, including the new Passport Program Guidelines, training videos for invoice submissions, etc.
-  Our offices will be closed at noon on Tuesday, December 24th and will re-open virtually on December 27th, 30th January 2nd and 3rd with limited staff available.
-  PassportONE will be closed December 25th, 26th and January 1st. No claims will be processed while PassportONE is closed.

We wish each of you a wonderful Holiday Season and Best Wishes for 2025!