Interactive Voice Response Reference Manual

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Ministry of Health and Long-Term Care
Registration and Claims Branch

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# TABLE OF CONTENTS

## SECTION 1: INTRODUCTION
What is IVR? ................................................................................................................................. 1-1

## SECTION 2: PERSONAL IDENTIFICATION NUMBER
Personal Identification Number ...................................................................................................... 2-1

## SECTION 3: HELP
Help.............................................................................................................................................. 3-1

## SECTION 4: IVR OPERATING INSTRUCTIONS
Verifying a Health Number and/or Oculo-Visual Service Date .................................................. 4-1
Accessing the Bulletin Board........................................................................................................... 4-1
Accessing the Help Line .................................................................................................................. 4-2
Calling In ....................................................................................................................................... 4-2
Entering Your Personal Identification Number ........................................................................... 4-3
Accessing the Main Menu .............................................................................................................. 4-4
Entering the Health Number ........................................................................................................... 4-5
Entering the Version Code .............................................................................................................. 4-6
Entering the Fee Schedule Code ................................................................................................. 4-7
Validation Response Codes .......................................................................................................... 4-8
Oculo-Visual Assessment .............................................................................................................. 4-9
Return of Surrendered Health Cards ............................................................................................ 4-10
Verifying Additional Health Numbers ......................................................................................... 4-10
Accessing the IVR Bulletin Board ............................................................................................... 4-11
Accessing the IVR Help Line ........................................................................................................ 4-12
IVR Application Flowchart ......................................................................................................... 4-13

## SECTION 5: APPENDICES
Appendix A: Response Codes ...................................................................................................... 5-1
Appendix B: Fee Schedule Codes ................................................................................................. 5-11
Appendix C: Service Response Codes ......................................................................................... 5-12
INTRODUCTION
SECTION 1

INTRODUCTION

What is IVR?

Interactive Voice Response (IVR) is an automated telecommunications system allowing a client to interact with a computer to achieve defined results, without human intervention.

The IVR system has been designed to allow providers to confirm the validity of a health number/version code using a touch-tone telephone. The system will respond with a message appropriate to the information found in the ministry Registered Persons Database (RPDB) and the Claims History Database (CHBD).

There are two distinct processes involved with the IVR system: registration of authorized users and user access to the system. A provider must register to access the IVR system by completing the appropriate documentation. Once the documentation is received and authorized by the ministry the provider can begin using the system. The only equipment required is a touch-tone telephone. **DO NOT access the IVR system with a cellular phone because the data transmitted may be intercepted by others.**

The IVR system is designed to give you a list of options to choose from, and will respond according to your choice. When you first use the system, you may want to listen to all the prompts until you become familiar with them. When you are comfortable with the commands, you can speed up your entry by skipping past the prompts and entering the information accordingly. The only time you cannot skip ahead is when you are waiting for the IVR system to respond to an inquiry, or if there is a problem entering information and the IVR is unable to acknowledge your entry.

**NOTE:** The IVR system:
- Does not guarantee payment
- Does not provide corrected or updated health numbers/version codes
- Does not confirm that the health number and version code are correct/incorrect at time of service
- Will assist providers to determine when their patient’s most recent oculo-visual assessment was performed according to claims which have been received and approved for payment by the ministry
- Must only be accessed by a touch-tone telephone

When Can IVR be Accessed?

- 24 hours a day, 7 days a week

There may be periods of planned down-time for system maintenance. You will be notified of these times on the IVR Bulletin Board.
PERSONAL IDENTIFICATION NUMBER 2
SECTION 2: PERSONAL IDENTIFICATION NUMBER

When you register for the IVR system, you are provided with a Personal Identification Number (PIN) by the Ministry of Health and Long-Term Care (MOHLTC). For confidentiality and security purposes, this PIN may only be used by you or your designate.

The registered holder of an active PIN is responsible for all transactions entered on the IVR system using that PIN. All transactions are logged to the PIN holder.

Any misuse of this PIN could result in the termination of your participation in the IVR service.
HELP 3
SECTION 3: HELP

Help Desk

The ministry has established a help desk with a toll-free number for user support. The Help Desk will assist providers in using the health number validation system.

During regular ministry business days, the EDT/HCV Technical Help Desk facility will be available from 8:00 am – 5:00 pm.

- In the Kingston local calling area: 548-7981
- Other areas of the province: 1 800 262-6524

NOTE: This number is for the use of health care providers ONLY. It must not be issued to patients. Patients should direct inquiries to their local ministry office.

After hours, or if all available operators are busy your call will be directed to a voice mail account and you will be asked to leave information relating to the inquiry, for example, provider number and name, phone number, area code and brief information relating to the inquiry (refer to section Accessing the IVR Help Line).
IVR OPERATING INSTRUCTIONS
NOTE: The IVR system must be accessed by telephone only. The telephone must be a TOUCH-TONE telephone and you will need your Personal Identification Number (PIN).

Verifying a Health Number and/or Oculo-Visual Service Date
1. From Metro Toronto call 416 326-6666; otherwise call 1 800 265-6860
2. Enter your 8-digit PIN to access the Main Menu
3. Press 1 from the Main Menu to verify a health number
4. Enter the 10-digit health number
5. Enter the version code if applicable
6. Enter Fee Schedule Code if applicable
7. Press 1 to verify another health number (maximum of 5 health numbers)
8. Press 7 to exit

Accessing the Bulletin Board
1. From Metro Toronto call 416 326-6666; otherwise call 1 800 265-6860
2. Enter your 8-digit PIN
3. Press 4 from the Main Menu to access the Bulletin Board
Accessing the Help Line

1. From Metro Toronto call 416 326-6666; otherwise call 1 800 265-6860
2. Enter your 8-digit PIN
3. Press 4 from the Main Menu to access the Bulletin Board
4. Press 3 from the Bulletin Board Menu to access the IVR Help Line

Calling In

The IVR System is accessed by keying the IVR phone number.

1. From Metro Toronto call 416 326-6666; otherwise call 1 800 265-6860

The system will respond as follows:

“Welcome to the Ministry of Health IVR system.” (Repeated in French)

If for any reason the IVR system is down, you will hear the following message and the call will be terminated:

“The system is unavailable, please try again later.” (Repeated in French)
Entering Your Personal Identification Number

The system will prompt you to enter your Personal Identification Number (PIN).

“Please enter your Personal Identification Number.” (Repeated in French)

After the 8-digit PIN has been entered the system will validate the PIN and select your language preference (English or French) on file. The call will then proceed in your chosen language.

Keying Tips

• If you do not start to enter your PIN within 5 seconds, the system will repeat the message:

  “Please enter your Personal Identification Number.” (Repeated in French)

• If there is a 5 second gap between keyed characters, the system will state:

  “Incorrect, please repeat your Personal Identification Number.” (Repeated in French)

On a new attempt, the PIN must be re-entered from the beginning.

• After 3 invalid attempts, the call will be terminated.

• If the PIN is not valid the system will prompt you to try again with the message:

  “Incorrect number, please try again.” (Repeated in French)

• If the PIN that is re-entered is also invalid the call will be terminated.
Accessing the Main Menu

Now that you have entered your valid PIN you will be given the following choices from the Main Menu:

- “To verify a health number, press 1.”
- “To access the ministry Bulletin Board, press 4.”
- “To exit, press 7.”

1. Press 1 to verify a health number
2. Press 4 to access the ministry Bulletin Board
3. Press 7 to exit

Keying Tips

- If any key other than 1, 4 or 7 is pressed, you will get the following message:
  
  “Incorrect option, please try again”

- After 3 invalid attempts, the call will be terminated.

- If you access the ministry Bulletin Board, you will not be able to return to the main menu to verify additional numbers.
Entering the Health Number

- To verify a health number, press 1 from the Main Menu. The system will prompt you with the following:

  “Enter the health number.”

- Key the 10-digit health number.

Keying Tips

- If you do not start to enter the health number **within 5 seconds**, the system will repeat the message:

  “Enter the health number.”

- If there is a 5 second gap between keyed characters, the system will state:

  “Please re-enter the health number.”

**On a new attempt, the health number must be re-entered from the beginning.**

- After 3 invalid attempts, the call will be terminated.
Entering the Version Code

- After you have entered the health number, you will be asked to enter the version code:

  "Enter the version code."

Each alpha character of the version code is represented by 2 numbers:

- A=21  J=51  S=73
- B=22  K=52  T=81
- C=23  L=53  U=82
- D=31  M=61  V=83
- E=32  N=62  W=91
- F=33  P=71  X=92
- G=41  Q=11  Y=93
- H=42  R=72  Z=12

If there is no version code, key #.

If there is a one-letter version code, you will need to key 2 numbers, followed by # (e.g., Version Code Q = 11#).

If there is a two-letter version code, you will need to key 4 numbers (e.g., Version Code JK = 5152).

Keying Tips

- If you do not start to enter the version code within 5 seconds, the system will repeat the message:

  "Enter the version code."

- If there is a 5 second gap between keyed characters, the system will state:

  "Please re-enter the version code."

On a new attempt, the version code must be re-entered from the beginning.

- After 3 invalid attempts, the call will be terminated.
Entering the Fee Schedule Code

- After you have entered the version code, you will be asked to enter the fee schedule code:
  
  “Enter the fee schedule code.”

- Each alpha-character of the fee schedule code is represented by 2 numbers:

  A=21       V=83

  (e.g., V401 would be keyed as 83401)

  If there is no fee schedule code, key #.

Keying Tips

- If you do not start to enter the fee schedule code within 5 seconds, the system will repeat the message:

  “Enter the fee schedule code.”

- If there is a 5 second gap between keyed characters, the system will state:

  “Please re-enter the fee schedule code.”

On a new attempt, the fee schedule code must be re-entered from the beginning.

- After 3 invalid attempts, the call will be terminated.
Validation Response Codes

After you have entered the health number and version code, the system will repeat the health number and version code which you entered and provide a response code, sex, date of birth and first three characters of the last name. The message will say, "health number NNNNNNNNNNN version code MM has a code of XX" where:

- NNNNNNNNNNN = Health Number
- MM = Version Code
- XX = Response Code
- NNNNNNNNN = Date of Birth
- M/F = Sex
- MMM = Surname
- MNNN = Fee Schedule Code (FSC)
- NNN = Service Response Code
- NNNNNNNNN = Date of Service for Oculo-Visual Assessment

Please ensure that the health number and version code repeated to you are those that appear on the health card.

- Refer to Appendix A – Response Codes
- Refer to Appendix B – Fee Schedule Codes
- Refer to Appendix C – Service Response Codes
Oculo-Visual Assessment

The IVR system will issue either the Date of Service (DOS) of an oculo-visual assessment/major eye exam and a service response code, or just a service response code. This information will be in addition to the validation response code. The search of the data source will be based on the HN, version code and Fee Schedule Code (FSC) entered by the provider. If a DOS is returned to the provider it will always be the DOS for the most recent oculo-visual assessment or major eye exam. The service response code will indicate whether or not there is an additional oculo-visual assessment or a major eye exam present or not. The four service response codes are as follows:

- No FSC information is currently available for this patient – service response code 101
- FSC entered by provider invalid – service response code 102
- Oculo-visual assessment or major eye exam present – service response code 201 and oculo-visual assessment/major eye exam date of service (DOS)
- Additional oculo-visual assessment or a major eye exam present – service response code 202 and oculo-visual assessment/major eye exam DOS
Return of Surrendered Health Cards

Specific codes (refer to Appendix A – Response Codes) request the voluntary surrender of health cards. Please return surrendered health cards to the Ministry of Health and Long-Term Care, Verification Services, 49 Place d’Armes, 3rd Floor, Kingston, Ontario K7L 5J3. The returned health cards will be investigated and resolved.

Verifying Additional Health Numbers

At this point you have the option to verify additional health numbers (maximum of 5 inquiries per call). The system will prompt with the following choices:

- “To verify another health number, press 1.”
- “To repeat this information, press 2.”
- “To exit, press 7.”
- “To return to the main menu, press 9.”

If you press option 1, you may verify another health number (refer to Entering the Health Number to repeat the process).

1. Press 7 to exit
2. Press 9 to return to the Main Menu

Keying Tips

- If any key other than 1, 2, 7 or 9 is pressed, you will hear the following message:
  “Incorrect option, please try again.”

- After 3 invalid attempts, the call will be terminated.

- A maximum of 5 health numbers may be verified during each call. To verify additional health numbers, please call again.
Accessing the IVR Bulletin Board

To access the ministry Bulletin Board from the Main Menu, press 4. The system will prompt with the following choices:

- “For information on system availability, press 1.”
- “To access help, press 3.”
- “To exit, press 7.”

Press 1 to receive information on system availability (e.g., messages relating to planned system downtime).

1. Press 3 to access the IVR Help Line
2. Press 7 to exit

Keying Tips

- If any key other than 1, 3 or 7 is pressed, you will hear the following message:
  
  “Incorrect option, please try again.”

- After 3 invalid attempts, the call will be terminated.
Accessing the IVR Help Line

- To access the IVR Help Line, press 3 from the IVR Bulletin Board menu. The system will prompt with the following:

  “Please hold, your call is being transferred.”

- If you press 3 between 8:00 am and 5:00 pm on regular ministry business days, you will reach a Help Desk agent.

- If you press 3 between 5:00 pm and 8:00 am, the system will respond as follows:

  “You have reached the Ministry of Health and Long-Term Care Help Desk. Agents are not available to take your call. If you have a question about Health Card Validation, press 1 now.”

- If you press 1, the system will respond as follows:

  “You have reached voice messaging for Health Card Validation. Please leave your name, telephone number and a brief description of your problem. Your call will be returned as soon as possible.”

Keying Tips

- If any key other than 1, 2, or 7 is pressed, you will hear the following message:

  “Incorrect choice, please try again.”

- After 3 invalid attempts, the call will be terminated.
IVR Application Flowchart

Provider enters: PIN

1) VALIDATION

4) MINISTRY BULLETIN BOARD

7) EXIT

Provider enters: Health Number + Version Code + FSC

# = NONE

1) INFORMATION ON SYSTEM AVAILABILITY

3) HELP

7) EXIT

System Response: IF FEE SCHEDULE CODE

HCV Answer + FSC Entered
Service Response Code
OV Date of Service (if one found)

AFTER COMPLETION OF ENTRIES FOR ONE HEALTH NUMBER

2) REPEAT INFORMATION

1) ANOTHER VALIDATION

7) EXIT

System Response: IF NO FEE SCHEDULE CODE

HCV Answer: Health Number
Version Code
Response Code
Date of Birth
Gender
3 Letters of Surname

AFTER COMPLETION OF ENTRIES FOR ONE HEALTH NUMBER

2) REPEAT INFORMATION

1) ANOTHER VALIDATION

7) EXIT

System Response: MAIN MENU

9) RETURN TO MAIN MENU

NOTE:-
FSC = FEE SCHEDULE CODE
HCV = HEALTH CARD VALIDATION
OV = Oculo-Visual
HEALTH NUMBER = 9999999999
VERSION CODE = AA
FSC = A999
APPENDICES
APPENDICES

Response Codes

A response code is a number generated by the ministry mainframe in the HCV process. The response code corresponds to a message that describes the status of a health card.

**NOTE:** *If the user, (health care provider) is not authorized to access health card validation, a response code will be returned indicating an unauthorized user. Please refer to the following page for a list of Response Codes.*

Along with the health card check and response code, a health care provider is also expected to review the health card including the individual’s photo, date of birth and gender. If a discrepancy is apparent, additional information and identification should be requested.

In the event of suspected fraud the health care provider must contact the MOHLTC Fraud Line at:

**1 800 265-4230**

Response Codes - Quick Reference

The following is an overview of valid response codes:

- between 0 and 25 indicates the health card is invalid; cardholder not eligible
- between 50 and 55 indicates a valid health card; cardholder is eligible
- between 60 and 83 indicates health card is invalid; cardholder is eligible
- between 90 – 99 indicates HCV system information
- between 9A – 9M indicates an unauthorized HCV user
- between 100 – 999 indicates service response codes
### Health Card Validation Response Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>05</td>
<td>Incorrect health number – The HN is not 10 numeric digits</td>
</tr>
<tr>
<td>10</td>
<td>Incorrect health number – The HN was not found on RPDB</td>
</tr>
<tr>
<td>15</td>
<td>Pre-assigned newborn health number</td>
</tr>
<tr>
<td>20</td>
<td>Eligibility does not exist for this health number</td>
</tr>
<tr>
<td>25</td>
<td>Unknown card; Invalid stripe</td>
</tr>
<tr>
<td>50</td>
<td>Card passed validation</td>
</tr>
<tr>
<td>51</td>
<td>Card passed validation</td>
</tr>
<tr>
<td>52</td>
<td>Card passed validation; No response to ‘notice to register’</td>
</tr>
<tr>
<td>53</td>
<td>Card passed validation; Card is expired</td>
</tr>
<tr>
<td>54</td>
<td>Card passed validation; Card is future dated</td>
</tr>
<tr>
<td>55</td>
<td>Card passed validation; returned mail indicator on inactive card</td>
</tr>
<tr>
<td>60</td>
<td>Inactive card</td>
</tr>
<tr>
<td>65</td>
<td>Invalid version code</td>
</tr>
<tr>
<td>70</td>
<td>Stolen card</td>
</tr>
<tr>
<td>75</td>
<td>Cancelled or voided card</td>
</tr>
<tr>
<td>80</td>
<td>Damaged card</td>
</tr>
<tr>
<td>83</td>
<td>Lost card</td>
</tr>
</tbody>
</table>
Appendix A – Response Codes (Continued)

Health Card Validation Response Codes (Continued)

<table>
<thead>
<tr>
<th>Code</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>90</td>
<td>Information not available</td>
</tr>
<tr>
<td>99</td>
<td>System not available</td>
</tr>
<tr>
<td>9A</td>
<td>Health care provider/facility not authorized for HCV</td>
</tr>
<tr>
<td>9B</td>
<td>Health care provider/facility not authorized for HCV</td>
</tr>
<tr>
<td>9C</td>
<td>Health care provider/facility not authorized for HCV</td>
</tr>
<tr>
<td>9D</td>
<td>Health care provider/facility not authorized for HCV</td>
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<tr>
<td>9E</td>
<td>Health care provider/facility not authorized for HCV</td>
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<tr>
<td>9F</td>
<td>Health care provider/facility not authorized for HCV</td>
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<tr>
<td>9G</td>
<td>Health care provider/facility not authorized for HCV</td>
</tr>
<tr>
<td>9H</td>
<td>Health care provider/facility not authorized for HCV</td>
</tr>
<tr>
<td>9I</td>
<td>Health care provider/facility not authorized for HCV</td>
</tr>
<tr>
<td>9J</td>
<td>Health care provider/facility not authorized for HCV</td>
</tr>
<tr>
<td>9K</td>
<td>Health care provider/facility not authorized for HCV</td>
</tr>
<tr>
<td>9L</td>
<td>Health care provider facility not authorized for HCV</td>
</tr>
<tr>
<td>9M</td>
<td>Health care provider facility not authorized for HCV</td>
</tr>
</tbody>
</table>
Appendix A – Response Codes (Continued)

Response Codes – Explanation and Recommended Action

A list of response codes, explanations and recommended actions has been compiled to assist HCV users in determining appropriate action upon receipt of a response code. The recommended actions are intended to be suggestions – one or a combination of choices may be appropriate. Each health care provider should establish an appropriate level of action for each response code.

<table>
<thead>
<tr>
<th>Code</th>
<th>Response</th>
<th>Provider Action Including Message to Patient</th>
</tr>
</thead>
</table>
| 5    | Incorrect health number  
Health number is not 10 numeric digits (may be keying error or the card may be damaged). | ▪ Check for keying errors  
▪ Confirm number and version code  
▪ Confirm cardholder identity  
▪ Request surrender of health card - return it to MOHLTC  
▪ Notify the fraud line where applicable 1 800 265-4230  
▪ **No payment for services**, bill the cardholder directly  
▪ *Ask the cardholder to contact the local MOHLTC office* |
| 10   | Incorrect health number  
The health number was not found on the ministry’s Registered Persons Database. | ▪ Check for keying errors  
▪ Confirm health number and version code  
▪ Confirm cardholder identity  
▪ Request surrender of health card - return it to MOHLTC  
▪ Notify the fraud line where applicable 1 800 265-4230  
▪ **No payment for services**, bill the cardholder directly  
▪ *Ask the cardholder to contact the local MOHLTC office* |
| 15   | Pre-assigned newborn health number - parent/guardian must complete registration  
Health number was released as a pre-assigned health number for newborns. The registration process is incomplete. | ▪ Patient less than 3 months old;  
▪ Advise parent/guardian health number registration is incomplete  
▪ Infant registration may be in process - request supporting evidence of Ontario residency (e.g., parent’s health card, driver’s licence)  
▪ Advise client direct billing may result if registration not completed within 90 days of date of birth  
▪ **No payment will be made for services until registration is completed.**  
▪ *Ask the cardholder to contact the local MOHLTC office* |
<table>
<thead>
<tr>
<th>Code</th>
<th>Response</th>
<th>Provider Action Including Message to Patient</th>
</tr>
</thead>
</table>
| 20   | Not eligible  
There is no eligibility for this health number on the ministry database. | - Check for keying errors  
- Confirm health number and version code.  
- Confirm cardholder identity  
- Request surrender of health card - return it to MOHLTC  
- Notify the fraud line where applicable at 1 800 265-4230  
- **No payment for services**, bill the cardholder directly  
- *Ask the cardholder to contact the local MOHLTC office* |
| 25   | Unknown health card  
Health card swipe does not have proper Issuer Identification. | - Verify health card appears to be ministry-issued health card and not a hospital card  
- Check for keying errors  
- Confirm health number and version code.  
- Confirm cardholder identity  
- Request surrender of health card - return it to MOHLTC  
- Notify the fraud line where applicable at 1 800 265-4230  
- **No payment for services**, bill the cardholder directly  
- *Ask the cardholder to contact the local MOHLTC office* |
| 50   | Card passed validation  
This indicates a valid health card with current eligibility. | - No action required  
- Request additional identification if it is suspected that the health cardholder is not the person to whom the health card was issued  
- **You will receive payment for billable services rendered on this day.** |
| 51   | Health card passed validation  
This indicates a valid health card with current eligibility. | - No action required  
- Request additional identification if it is suspected that the health cardholder is not the person to whom the health card was issued  
- **You will receive payment for billable services rendered on this day.** |
| 52   | Health card passed validation  
Holder must contact ministry to ensure continued validity. | - Advise the cardholder to contact the ministry INFOline at 1 800 268-1154  
- Request additional identification if it is suspected that the cardholder is not the person to whom the health card was issued.  
- **You will receive payment for billable services rendered on this day.** Registrant needs to contact the ministry to maintain coverage into the future. |
<table>
<thead>
<tr>
<th>Code</th>
<th>Response</th>
<th>Provider Action Including Message to Patient</th>
</tr>
</thead>
</table>
| 53   | Health card passed validation  
Health Card ID expired. A renewal notification has been sent to the registrant. | ▪ Advise the cardholder to contact the ministry on the INFOline at 1 800 268-1154  
▪ Request additional identification if it is suspected that the cardholder is not the person to whom the health card was issued  
▪ **You will receive payment for billable services rendered on this day.** Registrant needs to contact the ministry to maintain coverage into the future. |
| 54   | Health card passed validation  
Health card is future dated. The cardholder was issued this health card upon renewal or as a replacement. | ▪ No action required  
▪ Request additional identification if it is suspected that the cardholder is not the person to whom the card was issued  
▪ **You will receive payment for billable services rendered on this day.** |
| 55   | Health card passed validation  
The cardholder needs to update their address on file with the ministry. | ▪ Advise the cardholder to contact the ministry on the INFOline at 1 800 268-1154  
▪ Request additional identification if it is suspected that the card holder is not the person to whom the health card was issued.  
▪ **You will receive payment for billable services rendered on this day.** Registrant needs to contact the ministry to maintain coverage into the future. |
| 60   | Expired health card  
If the cardholder has a new health card, they need to use the new health card. Otherwise the cardholder needs to contact the ministry to obtain a new health card. | ▪ Check for keying errors  
▪ Confirm health number and version code.  
▪ Confirm cardholder identity  
▪ Ask if cardholder has another health card  
▪ Ask the cardholder to contact the local MOHLTC office  
▪ Have cardholder complete a Health Number Release form  
▪ **No payment for services on this Health Number and Version Code combination.** Use the health number and version code obtained through the Health Number Release form process to bill for services rendered. |
<table>
<thead>
<tr>
<th>Code</th>
<th>Response</th>
<th>Provider Action Including Message to Patient</th>
</tr>
</thead>
</table>
| 65   | Incorrect version code  
If the cardholder has another health card, they need to use the other health card. Otherwise, the cardholder needs to contact the ministry to obtain a new health card. |  
- Check for keying errors  
- Confirm health number and version code.  
- Confirm cardholder identity  
- Ask if cardholder has another health card  
- Ask the cardholder to contact the local MOHLTC office  
- Have cardholder complete a Health Number Release form  
- **No payment for services on this health number and version code combination.** Use the health number and version code obtained through the Health Number Release form process to bill for services rendered. |
| 70   | Stolen health card  
The health card has been reported as stolen. Card is no longer valid. |  
- Check for keying errors  
- Confirm number and version code.  
- Ask if cardholder has another health card  
- Request additional identification supporting Ontario residency (driver’s licence) - cardholder may have recovered the health card but neglected to advise MOHLTC  
- If unable to confirm the photo on the card bill the cardholder directly and notify the fraud line where applicable at 1 800 265-4230  
- Ask the cardholder to contact the local MOHLTC office  
- Have cardholder complete a Health Number Release form  
- **No payment for services on this Health Number and Version Code combination.** Use the Health Number and Version Code obtained through the Health Number Release Form process to bill for services rendered. |
| 75   | Cancelled health card  
Health card cancelled by MOHLTC - replacement may have been issued |  
- Check for keying errors  
- Confirm health number and version code.  
- Confirm cardholder identity  
- Ask if cardholder has another health card  
- Ask the cardholder to contact the local MOHLTC office  
- Have cardholder complete a Health Number Release form  
- **No payment for services on this health number and version code combination.** Use the health number and version code obtained through the Health Number Release form process to bill for services rendered. |
<table>
<thead>
<tr>
<th>Code</th>
<th>Response</th>
<th>Provider Action Including Message to Patient</th>
</tr>
</thead>
<tbody>
<tr>
<td>80</td>
<td>Damaged health card</td>
<td>▪ Check for keying errors</td>
</tr>
<tr>
<td></td>
<td>Health card cancelled by MOHLTC. A replacement may have been issued.</td>
<td>▪ Confirm health number and version code</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Confirm cardholder identity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Ask if cardholder has another health card</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Ask the cardholder to contact the local MOHLTC office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Have cardholder complete a Health Number Release form.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ <strong>No payment for services on this health number and version code combination.</strong> Use the health number and version code obtained through the Health Number Release form process to bill for services rendered.</td>
</tr>
<tr>
<td>83</td>
<td>Lost health card</td>
<td>▪ Check for keying errors</td>
</tr>
<tr>
<td></td>
<td>The health card has been reported as lost. The card is no longer valid.</td>
<td>▪ Confirm health number and version code.</td>
</tr>
<tr>
<td></td>
<td>A replacement may have been issued.</td>
<td>▪ Confirm cardholder identity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Ask if cardholder has another health card</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Ask the cardholder to contact the local MOHLTC office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Have cardholder complete a Health Number Release form.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ <strong>No payment for services on this health number and version code combination.</strong> Use the health number and version code obtained through the Health Number Release form process to bill for services rendered.</td>
</tr>
<tr>
<td>90</td>
<td>Information not available</td>
<td>▪ Try the scan again</td>
</tr>
<tr>
<td></td>
<td>The MOHLTC system may be undergoing maintenance.</td>
<td>▪ Use Interactive Voice Response to validate the health card</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Access IVR Bulletin Board to obtain system maintenance, downtime information and periodic status updates</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Call the EDT/HCV Technical Help Desk at 1 800 262-6524 and report the problem.</td>
</tr>
<tr>
<td>99</td>
<td>System not available</td>
<td>▪ Try the scan again</td>
</tr>
<tr>
<td></td>
<td>Cannot access the MOHLTC database</td>
<td>▪ Use Interactive Voice Response to validate the health card</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Access IVR Bulletin Board to obtain system maintenance, downtime information and periodic status updates.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Call the EDT/HCV Technical Help Desk at 1 800 262-6524 and report the problem.</td>
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<td>Code</td>
<td>Response</td>
<td>Provider Action Including Message to Patient</td>
</tr>
<tr>
<td>------</td>
<td>----------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>9A</td>
<td>Not authorized for HCV&lt;br&gt;MOHLTC Provider ID is either missing on the input transaction record, or is not numeric or not left justified.</td>
<td>Call 1-800-262-6524 and provide response code to Help Desk Agent</td>
</tr>
<tr>
<td>9B</td>
<td>Not authorized for HCV&lt;br&gt;The Facility ID is either missing on the input transaction record or not alphanumeric or not left justified or not 4 characters in length.</td>
<td>Call 1 800 262-6524 and provide response code to Help Desk Agent</td>
</tr>
<tr>
<td>9C</td>
<td>Provider ID does not match the data contained on the ministry’s HCV Registration Table.</td>
<td>Call 1 800 262-6524 and provide response code to Help Desk Agent</td>
</tr>
<tr>
<td>9D</td>
<td>Facility ID does not match the data contained on the ministry’s HCV Registration Table.</td>
<td>Call 1 800 262-6524 and provide response code to Help Desk Agent</td>
</tr>
<tr>
<td>9E</td>
<td>The MOHLTC User ID is either missing on the input transaction record or is not alphanumeric or not left justified.</td>
<td>Call 1 800 262-6524 and provide response code to Help Desk Agent</td>
</tr>
<tr>
<td>Code</td>
<td>Response</td>
<td>Provider Action Including Message to Patient</td>
</tr>
<tr>
<td>------</td>
<td>---------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>9F</td>
<td>Provider # is not a valid status on ministry database.</td>
<td>▪ Call 1 800 262-6524 and provide response code to Help Desk Agent</td>
</tr>
<tr>
<td>9G</td>
<td>The Group # is not a valid status on ministry database.</td>
<td>▪ Call 1 800 262-6524 and provide response code to Help Desk Agent</td>
</tr>
<tr>
<td>9H</td>
<td>Organization Status is closed or Facility MNI not found on ministry database.</td>
<td>▪ Call 1 800 262-6524 and provide response code to Help Desk Agent</td>
</tr>
<tr>
<td>9I</td>
<td>User’s Host ID (HECSxxxx) does not match ministry database.</td>
<td>▪ Call 1 800 262-6524 and provide response code to Help Desk Agent</td>
</tr>
<tr>
<td>9J</td>
<td>IVR PIN is not numeric or is equal to spaces.</td>
<td>▪ Provider to re-try with correct PIN ▪ Call 1 800 262-6524 and provide response code to Help Desk Agent</td>
</tr>
<tr>
<td>9K</td>
<td>Local User ID is not alphanumeric or is equal to spaces.</td>
<td>▪ Call 1 800 262-6524 and provide response code to Help Desk Agent</td>
</tr>
<tr>
<td>9L</td>
<td>User not found/authorized.</td>
<td>▪ Call 1 800 262-6524 and provide response code to Help Desk Agent</td>
</tr>
<tr>
<td>9M</td>
<td>Client of the Network Provider is not authorized.</td>
<td>▪ Call 1 800 262-6524 and provide response code to Help Desk Agent</td>
</tr>
</tbody>
</table>
## Appendix B  

### Fee Schedule Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Practitioners</strong></td>
<td></td>
</tr>
<tr>
<td>A110</td>
<td>Periodic oculo-visual assessment, aged 19 and below</td>
</tr>
<tr>
<td>A112</td>
<td>Periodic oculo-visual assessment, aged 65 and above</td>
</tr>
<tr>
<td>A115</td>
<td>Major eye examination aged 20-64</td>
</tr>
<tr>
<td>K065</td>
<td>Periodic oculo-visual assessment, aged 20-64 (MCSS – ODSP)</td>
</tr>
<tr>
<td>K066</td>
<td>Periodic oculo-visual assessment, aged 20-64 (MCSS – OW)</td>
</tr>
<tr>
<td><strong>Ophthalmologist</strong></td>
<td></td>
</tr>
<tr>
<td>A237</td>
<td>Periodic oculo-visual assessment, aged 19 and below</td>
</tr>
<tr>
<td>V239</td>
<td>Periodic oculo-visual assessment, aged 65 and above</td>
</tr>
<tr>
<td><strong>Optometrists</strong></td>
<td></td>
</tr>
<tr>
<td>V404</td>
<td>Periodic oculo-visual assessment, aged 19 and below</td>
</tr>
<tr>
<td>V406</td>
<td>Periodic oculo-visual assessment, aged 65 and above</td>
</tr>
<tr>
<td>V409</td>
<td>Major eye examination, aged 20 - 64</td>
</tr>
<tr>
<td>V450</td>
<td>Periodic oculo-visual assessment, aged 20 – 64 (MCSS – ODSP)</td>
</tr>
<tr>
<td>V451</td>
<td>Periodic oculo-visual assessment, aged 20 – 64 (MCSS – OW)</td>
</tr>
</tbody>
</table>
## Appendix C  

### Service Response Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Response</th>
<th>Requirement or Explanation</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>101</td>
<td>No information available</td>
<td>There is no FSC information currently available for this patient.</td>
<td>There is no FSC information available for this patient.</td>
</tr>
<tr>
<td>102</td>
<td>Invalid FSC</td>
<td>The FSC entered by the provider is not valid.</td>
<td>The FSC entered is invalid – retry or hang up.</td>
</tr>
<tr>
<td>DOS &amp; 201</td>
<td>Oculo-visual assessment performed</td>
<td>An oculo-visual assessment has been performed on this patient within the permitted time frame.</td>
<td>The patient has had an oculo-visual assessment performed within the prescribed time frame.</td>
</tr>
<tr>
<td>DOS &amp; 202</td>
<td>Additional oculo-visual assessment performed</td>
<td>An additional oculo-visual assessment has been performed on this patient within the permitted time frame.</td>
<td>The patient has had an additional oculo-visual assessment performed within the prescribed time frame.</td>
</tr>
</tbody>
</table>