



Ministry  
of  
Health

Ontario

# bulletin

|                                                 |                 |                                                 |
|-------------------------------------------------|-----------------|-------------------------------------------------|
| Bulletin number                                 | Date            | ect inquiries to                                |
| 4239                                            | July 29, 1991   | MINISTRY OF HEALTH OFFICE<br>MEDICAL CONSULTANT |
| Distribution                                    | (address below) |                                                 |
| Physicians, Hospitals, Clinics and Laboratories |                 |                                                 |

Subject

## **PATIENTS WITHOUT HEALTH NUMBERS**

The Ministry has now issued 9.8 million Health Numbers to Ontario residents, and appreciates the assistance that it has received from health professionals in this undertaking.

During the last several weeks, it has become obvious that some problems have been encountered regarding how providers should submit claims for patients who have not yet received their new Health Card.

The purpose of this bulletin is to clarify the processes available and to request your continued assistance in ensuring that the transition to individual health numbers is implemented with as little inconvenience to patients and providers as possible. The participation of the Ontario Medical Association has been very helpful in the development of these processes.

The Ministry has introduced two new forms for use by providers:

- o The **Registration Request Form** may be used when a patient has not registered or has not yet received a Health Card. Claims may be attached to this form.
- o The **Health Number Release Form** may be used to request the Health Number of a patient who has received a Health Card but does not have the number at the time of service. Claims should not be attached to this form.

### 1. **Registration Request Form**

The Registration Request process was introduced on July 1, 1991 and guarantees payment for claims submitted without a Health Number.

In June, you were mailed a supply of the Registration Request forms and instructions on how to use them. The package was sent with Bulletin 4238. If you have not received this package please contact your local Ministry of Health office.

#### Office locations

**Barrie**  
30 Poyntz St.  
L4M 3P2

**Hamilton**  
119 King St. W.  
P.O. Box 2280, Stn. A  
L8N 4C8

**Kenora**  
100 Main St. S.  
P9N 1S9

**Kingston**  
1055 Princess St.  
P.O. Box 9000  
K7L 5A9

**Kitchener**  
Canada Life Square  
Main Floor  
235 King St. E.,  
N2G 4N5

**London**  
217 York St., 5th Floor  
P.O. Box 5700  
Terminal A  
N6A 4L6

**Mississauga**  
201 City Centre Dr.  
P.O. Box 7020, Stn. A  
L5A 3M1

**Oshawa**  
Exec. Tower, Osh. Ctre.  
419 King St. W.  
P.O. Box 635 L1H 8L4

**Ottawa**  
Fuller Building  
75 Albert Street  
K1P 5Y9

**Owen Sound**  
981 2nd Avenue E.  
N4K 2H5

**Peterborough**  
Park Lane Plaza  
815 High Street  
K9J 8J9

**St. Catharines**  
59 Church St.  
3rd Floor  
L2R 3C3

**Sarnia**  
452 Christina St. N.  
N7T 5W4

**Sault Ste. Marie**  
205 McNabb St.  
2nd Floor, Ste. 205  
P6B 1Y3

**Sudbury**  
199 Larch St., 8th Floor  
P3E 5R1

**Thunder Bay**  
435 James St. S.  
P.O. Box 5000 P7C 5G6

**Timmins**  
38 Pine St. N., 101 Mall,  
Ste. 110 P4N 6K6

**Toronto**  
2195 Yonge St. at  
Eglinton, P.O. Box 1700  
Stn. A M5W 1G9

**Windsor**  
1427 Ouellette Ave.  
N8X 1K1

**Head Office**  
P.O. Box 38  
Kingston, Ont.  
K7L 5J2

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This process allows you (or a member of your office staff) to complete part one of a special two part form and to send this part to the Ministry of Health with your claim. Part two of the form should be given to the patient to complete the registration by sending it to their local Ministry of Health office.

This form is to be used to submit claims for any Ontario resident who may not have received a Health Number (e.g. new residents).

**During the transition to Health Numbers, all claims submitted with a Registration Request Form or a photocopy of the original Registration Request form will be paid.** You may continue to use the Registration Request process or the Health Number returned on the Remittance Advice unless you are advised that further claims will not be paid for a particular patient. As in the past, individuals with eligibility problems will be contacted by the Ministry to correct the problem. Retroactive eligibility will be provided to such individuals if necessary.

## **2. Multiple Submission of Registration Request Forms for the Same Patient**

If providers have multiple claims for the same patient before the new Health Number has been returned on a Remittance Advice, three methods are available to submit them:

- o a single Registration Request Form may be used with all claims attached;
- o a photocopy of a previously submitted form, indicating that it is a duplicate, may be used to submit additional claims, or
- o the Registration Request Form may be submitted more than once.

The Ministry's internal control process will ensure that only one Health Number is issued to each individual resident.

After you receive your Remittance Advice please use the Health Number provided on it for subsequent patient visits. **During the transition, claims submitted under the number will be paid unless the Ministry has advised you on a Remittance Advice that a Health Number is no longer valid.**

## **3. Charges to Patients**

A few instances where patients have been charged fees when they were unable to provide a Health Card Number have arisen.

The Ministry considers patients who are legitimate Ontario residents who have not yet received a Health Card as insured persons. As such, providers who are opted-in to

the Plan may not bill patients for services directly. Claims for these services should be submitted using the Registration Request Form.

Patients should not be denied services or levied charges for services or for completion of the Registration Request Form.

4. **Version Code**

Whenever a new Health Card is issued to someone who has already received one (for example, if a card is lost or if a person turns 65), an alphabetic version code appears in the lower right hand corner of the Health Card. When claims are submitted using a wrong version code, a warning will appear on the Remittance Advice. Providers should request to see the patient's new card on any subsequent visit. Until further notice, claims submitted using the wrong version code will be paid.

If you have additional questions, please contact your local Ministry office or call the Information Line: 1-800-268-1154.