



Ministry
of
Health

Ontario

bulletin

Bulletin number	Date	Direct inquiries to
4245	January 2, 1992	LOCAL MINISTRY OF HEALTH OFFICE
Distribution	(address below)	
Physicians, Hospitals, Clinics and Laboratories		

Subject **VH8 REJECTS**

The introduction of the 10-digit, individually-based Health Number has resulted in new error conditions for claims submitted to the Ministry of Health. One of these error conditions, "VH8 - No match on date of birth with Health Number", has resulted in a large volume of claim rejects. **These claims cannot be paid by the Ministry until information on Ministry records and provider submission agree.**

The date of birth is a data element required for claims payment. The birthdate check ensures that the Health Number on the claim matches the birthdate record on the Ministry database. Claims are no longer submitted with patient surname or address information, and so the birthdate is a vital piece of information required to ensure that the correct Health Number is being used.

The Ministry has reviewed a sample of VH8 rejects, and over 80% of these errors are easily correctable at source.

When a claim is rejected for the VH8 error condition, **Health Number and birthdate data** must be checked for accuracy. To correct the error, providers are encouraged to:

- o ensure the Health Number submitted does **not** belong to another family member
- o check to ensure the date of birth is correct and does not have transposed digits, or incorrect format (yyymmdd)
- o ensure the correct Health Number for the patient has been shown

Claims for newborns cannot be submitted under the parent's Health Number as an individual Health Number must be assigned.

The Ministry acknowledges that some errors are the Ministry's responsibility to correct. If attempts made by the provider to verify the patient's correct birthdate and Health Number are unsuccessful, the patient (or patient's representative) must be advised to immediately contact the local office of the Ministry of Health to resolve the problem. Claims cannot be paid until the information on Ministry records and the provider submission agree, **and** the claim is resubmitted for payment.

Office locations

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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. Ctr.
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 6J9

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

Sarnia
452 Christina St. N
N7T 5W4

Sault Ste. Marie
111A Great Northern Rd
P6B 4Y9

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.
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REGISTRATION REQUEST PROCESS ENDING MARCH 1, 1992

The co-operation of health care professionals has been essential in registering Ontario residents for a Health Number. The Ministry wishes to thank those providers who have used the **Registration Request** process (Form #1114-82 [91/03]) to assist with the registration of individuals who required health care services before they had a Health Number. The process was introduced to ensure that health care professionals received prompt payment for services and to initiate registration for a Health Number at the same time.

The **Registration Request** process was introduced as a temporary measure to assist during the transition to the Health Number. It will be discontinued effective March 1, 1992, for all fee-for-service providers. Beginning on that date, the **Registration Request** process will be limited to registration of newborns by hospitals, and to the registration of residents of provincial correctional facilities. The Ministry is examining methods to simplify and expedite these registrations. Other Health Number registrations will continue through Ministry of Health offices, using the **Registration for Ontario Health Coverage** form.

Please encourage your staff to refer all patients who have not received Health Numbers on or after March 1, 1992, to their nearest Ministry of Health office. If a patient does not have a Health Number, providers may choose either to wait for the patient to register before billing the Ministry or to bill the patient.

For your patients who have registered but who are unable to make their Health Number available, you may continue to submit to the Ministry a completed **Health Number Release** (Form #1265-91) signed also by the patient or guardian. The Health Number of the patient will be identified and returned to the provider address indicated.