

bulletin



Bulletin Number 4340	Date June 25, 1999	Direct inquiries to Ministry of Health Processing Office <i>(address below)</i>
Distribution Physicians, Hospitals, Clinics, and Laboratories		

Subject **REPLICATION & REPRODUCTION OF HEALTH CARDS**

Ministry of Health staff have been shown and have recovered from clients, replicated Ontario health cards which were produced by private businesses. The cards generally look quite different from the real health card (differing in weight of plastic, colour, lack of magnetic stripe, noted as 'permanent record') so it is unlikely that these reproductions would be mistaken for legitimate health cards. The ministry reiterates the need for validation of the health card by health care providers. Should providers accept alternative cards which are, in fact, invalid, the provider will not be paid as the 'good faith' payment policy no longer applies.

There are no apparent legitimate reasons for purchasing this service because health cards - including replacements when required - are provided to residents of Ontario at no charge.

Reproducing the Ontario health card is illegal under a variety of legislation.

Therefore, when a reproduction is presented, providers should:

- inform the client that providing his/her health card to someone other than a health provider endangers confidentiality of his/her health information and provides opportunity for fraud
- collect the replicated card when the client is prepared to release it
- obtain as much information as possible from the client about the name and location of the vendor
- report the incident and any details through the fraud line or to the closest District Office (sending the re-possession card whenever possible).
- The ministry will send a letter to the client advising them:
- of the endangering of confidentiality of the health number through having a duplicate card with the health number
- that the duplicate cannot itself be used to access services

Office locations

Barrie 30 Poyntz St. L4M 3P2	Hamilton 119 King St. W P.O. Box 2280, Stn. A L8N 4C8	Kenora 220-808 Robertson St. P9N 1X9	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 FloorP. O. Box 5700 Terminal A N6A 1B7	Mississauga 201 City Centre Dr. P.O. Box 7020, Stn. A L5A 3M1	North Bay 101-447 McKeown St. P1B 9S9	Oshawa Exec. Tower, Oshawa Centre. 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 550 Lansdowne St. W. K9J 8J8	St. Catharines 59 Church St 3rd Floor L2R 3C3	Sarnia 452 Christina St. N. N7T 5W4	Sault Ste. Marie Roberta Bondar Place 70 Foster Dr., Ste. 100 P6A 6V4
Sudbury 199 Larch St., Suite 801 P3E 5R1	Thunder Bay 435 James St. S. , Suite 113 P7E 6T1	Timmins 38 Pine St. N., Ste. 110 P4N 6K6	Toronto 2195 Yonge St. P.O Box 1700 Stn. A M5W 1G9	Windsor 1427 Ouellette Ave. N8X 1K1
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