

Bulletin



Bulletin Number	Date	Direct inquiries to
4472	April 21, 2008	Ministry of Health and Long-Term Care Claims Processing Office
Distribution	(address below)	
Physicians, Hospitals, Clinics and Laboratories		

Subject: Transition of Health Card Registration Services to ServiceOntario

The Government of Ontario is moving forward with its goal to modernize and streamline government service delivery for Ontarians.

Beginning April 21, 2008, delivery of the Ontario Health Insurance Plan (OHIP) health card registration services will be undertaken by ServiceOntario, which is part of the Ministry of Government and Consumer Services. There will be no change in how and where health card services and related outreach services are delivered. Health card services will continue to be offered at current locations across the province.

While ServiceOntario will now deliver health card registration services, the Ministry of Health and Long-Term Care will continue to be responsible for the OHIP program and setting applicable OHIP legislation, policy and program requirements as well as claims processing. There are no changes to claims submission or claims services; all continue to be provided at the following locations:

MOHLTC Claims Processing Sites			
Hamilton 119 King Street West, 10 th Floor P.O. Box 2280, Stn A L8P 4Y7	Kingston 1055 Princess Street, Suite 401 P.O. Box 9000 K7L 5A9	London 217 York Street, 5 th Floor Station A N6A 5P9	Mississauga 201 City Centre Drive Suite 300 L5B 2T4
Oshawa Executive Tower, Oshawa Centre 419 King Street West P.O. Box 635 L1J 7J2	Ottawa Fuller Building 75 Albert Street K1P 5Y9	Sudbury 199 Larch Street Suite 801 P3E 5R1	Toronto 47 Sheppard Avenue East Suite 505 M2N 7E7

The Ministry of Health and Long-Term Care and ServiceOntario have worked closely together to ensure this transition is smooth and seamless for health care professionals. The Ministry of Health and Long-Term Care is committed to ensuring health care professionals continue to receive the same level of service.

A Fact Sheet and Questions and Answers are attached to provide you with more details. Please continue to use your existing contacts for all questions relating to the Ontario Health Insurance Plan and claim processing inquiries.

Members of the public should continue to contact the Ministry of Health and Long-Term Care INFOLine at 1 800 268-1154, www.health.gov.on.ca or their local ServiceOntario, Health Card Services - OHIP office for any inquiries related to health cards.

Thank you for your cooperation and support during this transition.

Transition of Health Card Registration Services to ServiceOntario

Beginning April 21, 2008, delivery of the Ontario Health Insurance Plan (OHIP) health card registration services will be undertaken by ServiceOntario.

There will be no change in how and where health card services and related outreach services are delivered. Health card services will continue to be offered at current locations across the province.

While ServiceOntario will now deliver health card registration services, the Ministry of Health and Long-Term Care will continue to be responsible for the OHIP program and setting applicable OHIP legislation, policy and program requirements as well as claims processing.

Specific services that ServiceOntario will perform on behalf of the Ministry of Health and Long-Term Care include direct OHIP client registration services to the public, such as

- Health card registration and related services
- New applications
- Health card renewals
- Change of information
- Health card call centre (a 24/7 service available to health care providers which look up OHIP numbers when patients do not have their card with them)
- Verification services including data validation and eligibility assessment
- Health card quality assurance
- Support functions, communications and reporting

The transition of the service delivery of health card registration to ServiceOntario aligns with the Ministry of Health and Long-Term Care's stewardship role and supports the government's commitment to modernize service through ServiceOntario's single-point-of-contact for individuals and businesses to conduct routine transactions.

ServiceOntario and Ministry of Health and Long-Term Care Partnership

The Ministry of Health and Long-Term Care's OHIP health card registration services will be offered under the ServiceOntario brand as of April 21, 2008.

These services are offered at 27 OHIP offices or at one of over 130 outreach locations across the province. More than 10,000 people a day visit these sites for health card registration services including:

- Health card registrations
- New applications
- Health card renewals
- Change of information
- Data validation
- Eligibility assessment
- Health card call centre (24/7 service available to health care providers, which looks up OHIP numbers when patients do not have their card with them)

ServiceOntario is the place to go for fast, easy access to government information, products and services, including:

- Registration of births, marriages and deaths
- Land registration records and services
- Notices of liens on personal property
- Health cards
- Driver's licences
- Vehicle registrations
- Driver and vehicle abstracts
- Personalized licence plates
- Used vehicle registration packages
- Business registrations
- Outdoor cards
- Fishing and hunting licenses
- Ontario park passes
- Retail Sales Tax refunds
- Income tax and benefit packages
- Acceptance of employment standards claims
- Ordering and purchasing government publications
- Information on a wide variety of government programs

FAST FACTS

- 70 ServiceOntario-staffed locations
- 27 OHIP offices and over 130 outreach locations
- 390 libraries and First Nations band offices offering assisted electronic access to services
- Approximately 280 private licence issuers
- 54 Land Registry offices
- 70 self-serve kiosks
- Five contact centres for directly responding to telephone inquiries
- Partnerships/co-locations with federal government and certain municipalities in nine locations

Learn more about ServiceOntario by visiting www.ServiceOntario.ca or calling 1-800-267-8097.

QUESTION and ANSWERS

Transition of Health Card Registration to ServiceOntario as of April 21, 2008

1. What is being announced?

As of April 21, 2008, delivery of the Ontario Health Insurance Plan (OHIP) health card registration services was undertaken by ServiceOntario on behalf of the Ministry of Health and Long-Term Care.

2. Will Ontarians notice any service disruption?

No. This internal service transition will be seamless for the public and ministry staff. Health card services will continue to be offered at current locations across the province. ServiceOntario will now carry out the service delivery of health card registration. The Ministry of Health and Long-Term Care will continue to be responsible for the OHIP program and setting applicable OHIP legislation, policy, claims processing and procedures.

The only change is that the staff will now represent ServiceOntario, instead of the Ministry of Health and Long-Term Care for client registration services.

Over time, the mandate of ServiceOntario is to improve services to better meet customer needs by offering clients a single point of contact for a variety of government services.

3. How will this service transfer affect staff?

Instead of working for Ministry of Health and Long-Term Care, affected staff will be employed by ServiceOntario within the Ministry of Government and Consumer Services.

Ministry of Health and Long-Term Care staff who currently register Ontarians for health cards will keep their current jobs, pay rates and benefits and will continue to work at the same location.

Staff will continue to work in and serve the same communities, and will experience very little change other than the ministry for which they work. In addition, a small number of employees will have a change in their reporting relationships.

Over time, some affected staff may experience a location change within the same geographic area if deemed necessary by ServiceOntario

4. Does this announcement involve any job loss?

There is no job loss associated with this announcement.

5. Why are Ministry of Health and Long-Term Care health card registration services and staff being transferred to ServiceOntario?

The government established ServiceOntario to provide one-stop access for the public to a wide range of government services.

ServiceOntario looks forward to welcoming Ministry of Health and Long-Term Care health card registration staff to its team as a way of bringing together more of the services Ontarians need.

6. What is ServiceOntario?

ServiceOntario is the part of the Ministry of Government and Consumer Services that provides one-stop access for the public to a wide range of government services.

ServiceOntario's vision is to be recognized for meeting or exceeding customer expectations with its service, solutions, leadership and people...EVERY TIME.

Working with its partners, ServiceOntario will be the customer gateway for government services.

7. Are health care providers affected by this announcement?

There is no change for health care providers. Ministry of Health and Long-Term Care will continue to deliver claims payment processing as well as provider and group registration in the same manner and locations.

8. Are other Ministry of Health and Long-Term Care stakeholders affected by this announcement?

There is no change for Ministry of Health and Long-Term Care stakeholders. Please continue to use your existing contacts.

9. Are there additional services that may transfer to ServiceOntario in the future?

No other services are affected at this time. In the future, some registration support services may be performed by ServiceOntario.

10. Are outreach services and locations affected by this announcement?

No. Ontarians will continue to obtain health card registration services at existing outreach locations.

11. Will this announcement change any of the eligibility or registration requirements to obtain a health card?

No. All requirements to be eligible for a photo health card remain unchanged.

12. Who can the public contact for general inquiries relating to health cards?

The public should contact either:

- MOHLTC INFOline at 1-800-268-1154
- www.health.gov.on.ca
- ServiceOntario, Health Card Services - OHIP office

Learn more about ServiceOntario by visiting www.ServiceOntario.ca or calling 1-800-267-8097.

13. Where can the public send appeals regarding OHIP?

Please continue to submit written requests to the Ministry of Health and Long-Term Care.

Mail or fax the request to:

General Manager, OHIP
Ministry of Health and Long-Term Care
49 Place d'Armes, 3rd Floor
Kingston ON K7L 5J3
Fax: (613) 548-6524

If a determination has been made that a registrant/applicant is not eligible for OHIP, the ministry issues a letter explaining why and provides information on requesting a review of the decision by the General Manager.

14. Will I have to pay to renew my health card?

There are no fees to register or to renew your health card. There are no plans to introduce fees in the future.

15. Will the signs on OHIP offices change?

Ministry of Health and Long-Term Care and ServiceOntario are currently working together to develop a strategy for consistent interior and exterior signage on all 27 former OHIP locations.

This document is available in French