

INFOBulletin

Keeping health care providers informed of payment, policy or program changes

To: Physicians, Hospitals, Clinics and Laboratories

Published By: Registration and Claims Branch

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Bulletin #: 4529

Re: Canada Post Disruption

Ministry of Health and Long-Term Care Response to Rotational Postal Disruptions for OHIP medical claims processing

The ministry is committed to delivering the best service possible during the current postal disruption. During the rotating Canada Post disruptions, the Ministry of Health and Long-Term Care's (the ministry) OHIP medical claims processing and support services will continue to send and receive mail as per standard business practice. The situation is being monitored daily and the ministry will provide updates as necessary.

Each local OHIP office will be amending its automated telephone messaging (where possible) to provide clients with updated information about the strike and information on how the ministry will be responding.

As the postal disruption is "rotating", cheques produced by OHIP for health care providers and the public will continue to be mailed; however, there may be some delays in receiving cheques. The situation will be closely monitored and updates will be provided via the internet if the circumstances change.

All paper reports sent regularly by the ministry will continue to be mailed as per the regular schedule.

The ministry encourages those health care providers not currently using Electronic Data Transfer (EDT) or direct deposit to register for these services. Registering for these convenient electronic services will ensure secure transfer of data and will eliminate any payment delays.

General Questions

- **Will I still receive mail from the ministry's OHIP medical claims processing and support services? Can I still send mail to the ministry's OHIP medical claims processing and support services?**
 - o Yes. As the postal disruption is "rotating" government documents will continue to be mailed. This could result in some delays in receiving your documents. The situation will be closely monitored and updates will be provided via the internet if the circumstances change.
 - o If you are concerned about delays or disruption from the strike, you may drop off or courier mail to your local OHIP office.

- **What happens if the strike comes to our city?**

- o In the event the disruption comes to your city, all outgoing mail will be held until the strike is concluded in the area, and then processed accordingly.
- o You may still drop off or courier mail to your local OHIP office.

- **If I receive payment via cheque, when can I expect to receive my cheque?**

- o As the postal disruption is “rotating”, OHIP cheques will continue to be mailed. This could result in some delays in receiving your cheque. The situation will be closely monitored and updates will be provided via the internet if the circumstances change.
- o Direct banking payment is an easy and convenient way to avoid payment delays and issues, and the ministry would be happy to assist you with the sign-up process. To register, please complete the application for Direct Bank Payment form (#7698-84) found in the repository on the ministry’s website at the following link:

http://www.health.gov.on.ca/english/providers/forms/form_menus/ohip_prof_fm.html.

You may drop off the form at your local OHIP office or fax the form to the Provider Registry Unit at: 613-545-5848.

I’m a physician that submits claims on EDT - is there any impact to me?

- o No, if you submit your claims by EDT, receive your Remittance Advices (RA) electronically, and receive payment by direct deposit, there is no impact to you.
- o If you are a physician and are not signed up for EDT, we would be happy to assist you with this process.

To register for EDT, complete the forms listed below found in the form repository on the ministry’s website at the following link: http://www.health.gov.on.ca/english/providers/forms/form_menus/ohip_prof_fm.html

1. Application for GONet Electronic Data Transfer (EDT) Service (#3274-84)
2. Electronic Data Transfer (EDT) Undertaking and Acknowledgement (#3279-84)
3. Electronic Data Transfer (EDT) Undertaking and Acknowledgement – Signature Page (#3343-84)

Providers can drop off their forms at a local OHIP office or fax the forms to the EDT Help Desk at 613-545-4470.

- **I’m a physician and I submit claims by diskette or paper. How can I get my submission to the ministry?**

- o You can drop off or courier your diskettes or paper submissions to your local OHIP office.

- **If I receive my remittance advice on paper/diskette, when can I expect to receive it?**

- o As the postal disruption is “rotating”, government documents will continue to be mailed. This could result in some delays in receiving your documents. The situation will be closely monitored and updates will be provided via the internet if the circumstances change.

- **Can I send a courier or make arrangements to pick-up any government documents such as cheques, reports or diskettes?**

- o Unfortunately, due to the volumes of documents, it is not possible to pick up documents at OHIP offices at this time.

- **Can I request reports/documents to be sent to my e-mail account as attachments?**

- o Due to privacy and security concerns, the ministry does not send any payments, reports, or documentation with private or sensitive information via e-mail.

- **What happens in the event of a large scale strike?**

- o The ministry’s OHIP medical claims processing and support services has a contingency plan in place in the event of a large scale, protracted strike and will provide more information when necessary.

OHIP Claims Offices Locations and Hours of Operations

OHIP OFFICES	
Hamilton 119 King Street West, 10th Floor L8P 4Y7 <i>(Ellen Fairclough Building across from Jackson Square)</i> Monday – Friday 8:30 am – 5:00 pm FAX 905-521-7605	Ottawa 75 Albert St., 7th Floor K1P 5Y9 Monday – Friday 8:30 am – 5:00 pm FAX 613-237-3246
Kingston 1055 Princess St., 4th Floor K7L 5A9 <i>(Across from Kingston Centre)</i> Monday – Friday 8:30 am – 5:00 pm FAX 613-545-4399	Sudbury 199 Larch St., Suite 801 P3E 5R1 <i>(Provincial Tower attached to Civic Squire Building)</i> Monday – Friday 8:30 am – 5:00 pm FAX 705-675-4015
London 217 York St., 5th Floor N6A 5P9 <i>(Beside Via Rail Station)</i> Monday – Friday 8:30 am – 5:00 pm FAX 519-675-6832	Thunder Bay 435 James St. South, Suite 113 P7E 6T1 <i>(Government Building/ServiceOntario)</i> Monday – Friday 8:30 am – 5:00 pm FAX 807-475-1424
Mississauga 201 City Centre Dr., Suite 300 L5B 2T4 <i>(Across from Square One)</i> Monday – Friday 8:30 am – 5:00 pm FAX 905-896-6029	Toronto 47 Sheppard Ave. East, Suite 505 M5W 1G9 <i>(North York Square)</i> Monday – Friday 8:30 am – 5:00 pm FAX 416-314-7748
Oshawa 419 King St. West L1J 7J2 <i>(Executive Tower, Oshawa Centre)</i> Monday – Friday 8:30 am – 5:00 pm FAX 905-434-3725	