

INFOBulletin

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

To: Physicians, Hospitals, Clinics and Laboratories

Published By: Dianne Wylie, Director, Claims Services Branch

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Re: Reorganization for Ministry's Registration and Claims Branch

The purpose of this bulletin is to advise you of a change to the Registration and Claims Branch that will improve the quality and delivery of medical claims processing and payment and information services to you and the residents of Ontario. To accomplish this, the branch will be reorganized into six specialized business units: Business Integration Services, Claims Adjustment, Claims Reimbursement, Client Support (Inquiries), Operational Support, and Service Improvement and Quality Assurance.

Clustering similar lines of work into centres of service excellence will reduce duplication of effort and improve efficiencies in our offices across the province. We will be better positioned to meet and exceed our current and future commitments to continuous service and quality improvements.

This modernization initiative is one of many underway across the branch that will improve our ability to be more focused, effective and efficient in the work that we do and the services that we deliver to support Ontario's health care system. The new organizational model will be gradually implemented over the next six months, with a goal of completion by this fall. We will work together with you to ensure a smooth transition. For the interim, please continue to work with your regular contacts in the branch.

Also, please note that effective today, the branch has been renamed **Claims Services Branch**, which better reflects its core business focus of processing medical claims and ensuring Ontarians are compensated for eligible medical expenses. The ministry's website, communications materials, and office signage will be updated with the new name.

If you have any questions, please contact your Ministry of Health and Long-Term Care district office for further information. Addresses can be found at:

<http://www.health.gov.on.ca/en/pro/programs/ohip/claimsoffice/default.aspx>

