

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: Centres of Excellence – Claims Processing

Claims Services Branch is announcing the creation of *Centres of Excellence* that will enhance the quality and delivery of medical claims processing and information services for Ontario health care providers. The goal of this change is to reduce duplication, increase efficiency and improve service delivery.

These locations are:

HAMILTON 119 King Street West, 10th Floor L8P 4Y7	KINGSTON 1055 Princess St., 4th Floor K7L 5A9	MISSISSAUGA 201 City Centre Dr., Suite 300 L5B 2T4	OSHAWA 419 King St. West 4 th Floor L1J 7J2	TORONTO 47 Sheppard Ave. East, Suite 505 M2N 7E7
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If you currently submit your claims through one of these offices there is **no change** to your claims submissions or inquiries.

Claims Submitted to the London or Ottawa Claims Processing Offices

If you currently submit claims to the London or Ottawa claims processing offices your new claims processing site will be the Oshawa OHIP Office.

Claims Submitted by EDT (Electronic Data Transfer)

If you are a provider and currently submit claims to the London or Ottawa claims processing offices, your claims will be re-directed to the Oshawa office at some point between now and the fall of 2012. Oshawa will become your point of contact and will handle claims processing and information services. If you bill your claims electronically (Electronic Data Transfer) this

process will be seamless and the only thing that will change is your contact person(s) for claims inquiries. You will be notified of this change once your claims processing is transitioned.

Claims Submitted by Diskette

Providers can continue to mail or drop off diskettes to either the London or Ottawa claims processing offices until such time as diskette use is discontinued.

When do these changes take effect?

Providers will be transitioned from London and Ottawa to Oshawa gradually over the next few months. Continue to contact your current processing office until such time as staff re-direct your inquiry to the Oshawa office. At that time you will be provided with contact information for the Oshawa office. All efforts will be made to ensure that this transition is smooth for all healthcare providers and their staff.

It is expected that all providers who currently submit through London and Ottawa will have their claims processing transitioned to Oshawa by October 1, 2012.

A toll-free number has been established in Oshawa to assist health care providers from the London and Ottawa areas with their claims processing inquiries.

For more information contact your local ministry claims office or call the toll-free number in Oshawa at 1-855-250-3696.