

INFOBulletin

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

To: Physicians

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Re: New Remittance Advice Inquiry Form

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This bulletin advises of the introduction of a new Remittance Advice Inquiry (RAI) form and coincides with the implementation of the ministry's policy specifying the time allowed to submit an inquiry on a Remittance Advice (RA). See [INFOBulletin #4658](#) for further information on this policy.

The new RAI (form #0918-84) is available on the ministry's public website at:
http://www.health.gov.on.ca/en/pro/forms/ohip_fm.aspx

The new form should be used immediately for any RA inquiries on RAs dated October 2015, and onwards. Despite the language on the form indicating that inquiries must be submitted within four calendar months, the new form can also be used for inquiries on RAs dating back to April, 2015. Please make immediate use of, or dispose of any printed copies of the old version of the RAI form as the ministry will only accept the old form for inquiries on RAs from April 2015 to September 2015. Continue to submit your RAI forms to your claims processing office in the same manner.

Use the following chart as a guide:

Date of RA	Form
April 2015 to September 2015	Either form will be accepted
October 2015 and onwards	New form only accepted

Features of the new RAI

The new form is an on-line fill and print RAI form. A three-part carbon print version of the form will no longer be available; however, the new RAI form can be accessed online at any time. A new feature for the electronic version of the form is that additional inquiries can be added or deleted as required and the provider information area will automatically repeat for each additional inquiry added.