

INFOBulletin

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

To: All Health Care Providers

Published by: Claims Services Branch

Date Issued: January 21, 2017

Bulletin #: 4690

Re: Email Communications

Page 1 of 2

Claims Services Branch will be introducing email communications to make health care providers aware of changes or issues that impact medical claims processing, reporting or to direct providers to important and/or time sensitive information that has been posted on the ministry's website.

Email will not be used to transmit personal information or personal health information.

We ask that you complete a Change of Address form to provide us with a current individual/personal email address. This form can also be used for any subsequent updates/changes. The form is available on the ministry's website using the link below.

[4885-84E](#)

The form can be submitted:

via email to: ProviderRegistration.MOH@ontario.ca

faxed to: 613 545-5848

or mailed to: Ministry of Health and Long-Term Care
Claims Services Branch
Provider Registry Unit
PO Box 68
Kingston, ON K7L 5K1



Posted Electronically Only

The ministry will continue to post INFOBulletins, Fact Sheets and Technical Bulletins on the ministry website in order to provide detailed information related to program changes such as Schedule of Benefits changes. Payment reports such as the Remittance Advice and Error Reports will continue to be distributed through the secure Medical Claims Electronic Data Transfer (MCEDT) service.

The ministry will continue to provide billing and payment information using multiple distribution channels as required. In order to ensure you receive all relevant information, please take this opportunity to confirm and/or update your:

Practice Address

Mailing Address (if different from Practice Address)

Telephone Number

Fax Number

If you wish to provide a personal email address and a business email address, use Section 2 - Primary Practice Address for your business email address and Section 4 – Mailing Address for your personal email address.

For further information please refer to the attached questions and answers or contact the Service Support Contact Centre at 1 800 262-6524.

Questions & Answers

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Re: Provider Email Initiative

Page 1 of 2

1. Why are you asking for my email address?

Claims Services Branch is implementing a new communication channel to provide you with timely information concerning the OHIP program and medical claims processing.

2. What if I don't provide an email address?

If you opt not to provide an email address you may miss important information that impacts medical claim processing or payment information.

3. How often will I get emails?

We plan to use the email channel only to make you immediately aware of any change or issue that impacts medical claims processing. It will not be used for general communications so the volume of emails should be small.

4. How do I update my email address?

Submit a Change of Address for Health Care Professionals form, #4885-84. The form is available on the government's website by selecting this link:

[4885-84E](#)

5. Can you send the emails to my billing agent, office staff or group administrator?

We can add support staff to the email distribution list however we still require your email address for communication purposes.

NOTE: If you request a representative be added to the email distribution, it is your responsibility to ensure they have agreed to the use of their email as well as providing us with any updates/changes.

6. If you are going to send information via email address why do you need my practice and mailing address?

The email channel will not be used for all communications. The ministry will continue to post information on our website and deliver information through mass mailings as required.

7. I am a member of a group, do you need my email address or an email address for the group?

We are requesting that individual health care providers submit an email address so that all members of the group receive the information.