

INFOBulletin

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

To: Physician Services

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Re: Relocation of Toronto Claims Office

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The Ministry of Health and Long Term Care, Claims Services Branch is announcing a change of address for one of our claims processing locations. **Effective April 7, 2017** all claims payment services currently processed at the 47 Sheppard Ave claims office will now be processed at a new location.

The new address is at: 5700 Yonge Street, 5th Floor, North York, ON M2M 4K5

Please be advised that there is **no change** to your claim and inquiry submissions. If you bill your claims electronically using the Medical Claims Electronic Data Transfer (MCEDT) system, this process will be seamless and your Claims Assessor will remain the same.

When do these changes take effect?

Effective April 7, 2017, provider's claims services will be relocated from 47 Sheppard Ave to 5700 Yonge St. Please continue to contact your current processing office until your inquiry is re-directed to the new office location. All efforts will be made to ensure that this transition is smooth for all health care providers and billing staff.

The Toronto claims office will be unavailable from April 7th to April 10th to facilitate the relocation. Please redirect physician billing inquiries, for those days only, to the following:

- Hamilton Claims Office at 905-521-7100 or toll free 1 888-630-8066; or
- Oshawa Claims Office at 905-576-2870 or toll free 1 855-250-3696
- All other health care provider inquiries can be re-directed to the Service Support Contact Centre at 1-800-262-6524.