

INFOBulletin

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

To: Health Care Providers

Published by: Claims Services Branch, Ministry of Health and Long-Term Care

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Re: CSB Connects Improved Enquiry System

Page 1 of 1

As part of the Ministry of Health and Long-Term Care's commitment to transform its frontline operations to improve the client experience, CSB Connects Enquiry services system will take you to the right program, the right person, for the right response.

Effective March 5, 2018, health care providers are encouraged to use the toll-free number 1-800-262-6524 for calls to the ministry regarding claims services. Agents will be available Monday through Friday, 8:00am to 5:00pm, EST. Calls placed after-hours and on holidays will be responded to on the next business day.