

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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Bulletin #: 4708

Re: CSB Connects - Improved Telephone Enquiry System

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This INFOBulletin is a **correction** to the previously published **Bulletin #: 4707**

The Ministry of Health and Long Term Care, Claims Services Branch is pleased to introduce a telephone enquiry services system that 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 below for all calls to the ministry regarding claims services.

CSB Connects 1-800-262-6524

Hours of Operation: Monday – Friday 8am – 5pm EST

Calls placed after hours will not have an option of leaving a voice message – instead, health care providers will be encouraged to call during the business hours of Monday through Friday, 8:00am to 5:00pm, EST.

Would you like to provide input to help improve our CSB Connects enquiry system? If so, please send an e-mail to CSB.QualityCentre@ontario.ca and provide a telephone number and the best time you can be reached.

We look forward to connecting with you!