

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

Date Issued: March 7, 2018

Bulletin #: 4709

Re: CSB Connects Implemented - Improved Telephone Enquiry System

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On Monday, March 5, 2018, the ministry launched the interactive telephone enquiry system 'CSB Connects' designed to make it easier for health care providers to connect with Claims Services staff.

The improved and integrated telephone system will direct you to the right program, the right person for the right response.

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.

If you would like a tip sheet that shows how to reach the right program without listening to the full menu, please e-mail SSContactCentre.MOH@ontario.ca

We look forward to connecting with you!