

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: Canada Post Mail Delivery Disruption

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Canada Post is currently experiencing a rotating service disruption. Ministry mailings will continue as normal, however, clients may experience delays in delivery.

In the event of a province-wide Canada Post labour disruption, the following OHIP services will be impacted.

Ontario Health Cards

The production and mail out of Ontario health cards is continuing during the delivery disruption, however, clients may experience delays in delivery.

In the event of a province-wide labour disruption, all health cards will be held securely and will not be sent to Canada Post for delivery. As health cards are not being mailed, patients may appear for services with expired health cards along with a transaction record following the renewal of their health card.

Customers will be told that if they have a health card that will expire soon or one that has already expired, they should complete the renewal at a ServiceOntario location as usual AND keep the transaction record for use in obtaining medical care until the new card arrives.

During this time the automated Health Card Validation (HCV) services will be essential to assist providers in determining a patient's eligibility and the validity of an Ontario health card

status at the time a service is rendered. For more information about HCV, please see the [Health Card Validation Reference Manual](#).

When regular postal services resume, health cards will gradually be released to Canada Post for delivery.

OHIP Claims Reporting & Payments

All mailings from the ministry with regards to OHIP medical claims payments and reporting will be held until normal postal operations resume. Requests to have items couriered will be considered on a case by case basis.

The ministry encourages all health care providers who have not registered for electronic submission of OHIP medical claims, access to payment reports or direct deposit do so immediately to avoid any service disruption.

Please contact the Service Support Contact Center at 1-800-262-6524 or email SSContactCentre.MOH@ontario.ca to register for the Medical Claims Electronic Data Transfer service. Providers who would like to submit supporting documentation to assist in claims submission are asked to use the eSubmit services. Find out more about eSubmit by clicking on [eSubmit – Ready, Set, Go web page](#).

To set up direct deposit for payments, please complete the [Application for OHIP Direct Bank Payment for Health Care Professionals](#) form and send by email to ProviderRegistration.MOH@ontario.ca

If you are still eligible to use paper claims, they can either be couriered or dropped off at any of the seven [OHIP Claims Offices](#).

Provider Registration

Follow the instructions located at [Provider Registration web page](#).

You may fax or scan and email your requests to:

Fax: (613) 545-5848

Scan: ProviderRegistration.MOH@ontario.ca

All mailings from the ministry with regards to provider registration will be held until normal postal operations resume. Requests to have items couriered will be considered on a case by case basis.

Medical Liability Protection Reimbursement Program (MLPRP)

Follow the instructions located at [Medical Liability Protection Reimbursement Program page](#).

You may fax or scan and email your requests to:

Fax: (613) 545-5810

Scan: MLPReimbursement@ontario.ca

All mail from the ministry with regards to MLPRP will be held until normal postal operations resume. The ministry encourages all health care providers who have not registered for direct deposit to do so immediately to avoid any service disruption.

Registered Third Party Billing Agents

All mail from the ministry with regards to Registered Third Party Billing Agents will be held until normal postal operations resume.

Northern Health Travel Grants (NHTG)

Applications for the NHTG can either be sent via courier or dropped off at:

- Ministry of Health and Long-Term Care
Claims Services Branch – Sudbury Office
Northern Health Travel Grant
199 Larch Street, Suite 801
Sudbury ON P3E 5R1
- Any [Service Ontario location](#) in Northern Ontario
- If applicant is unable to attend any of the available locations, they should call 1-800-262-6524 to request alternate arrangements.

Letters and cheques will be held until postal services resume.

Patient Out-of-Country or Out-of-Province Claims

Applications can either be sent via courier or dropped off at any of the seven [OHIP Claims Offices](#).

Letters and cheques will be held until postal services resume.

Enrolment/Consent Revokes

If patients currently have a family health care provider and wish to **take themselves off the patient list** of your current one, there are two ways to do this:

1. Contact your family health care provider directly
2. Call ServiceOntario – 1-888-218-9929 (TTY: 1-800-387-5559)

Letters will be held until postal services resume.

Personal Health Information Requests

Patients may fax or courier their request to:

Fax: (613) 548-6467

Courier: Ministry of Health and Long-Term Care
Personal Health Information Office
3rd Floor, 49 Place d'Armes
Kingston ON K7L 5J3

Requests will be processed and held until the resumption of postal services. If your request is time sensitive due to a pending court case please call 1-800-262-6524.

OHIP Third Party Disclosure Requests

Requests may be couriered to:

Courier: Ministry of Health and Long-Term Care
Personal Health Information Office
3rd Floor, 49 Place d'Armes
Kingston ON K7L 5J3

Requests will be processed and held until the resumption of postal services. If your request is time sensitive due to a pending court case please call 1-800-262-6524.

Reports will be couriered for court ordered requests.

[Visit Ontario.ca](http://VisitOntario.ca) to find out more information regarding government services during rotating strikes at Canada Post.