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Ministry of Health

Ministry of Long-Term Care

Ontario Health Insurance Plan

INFOBulletin

Negative balance from the COVID-19 Advance Payment Program

The ministry will be removing negative balances on solo Remittance Advices created as a result of the first recovery installment in April.

To: All Physicians, Hospital-based Dentists, Optometrists, Podiatrists

Category: Physician Services, Primary Health Care Services, Dentist Services, Optometrist Services, Podiatrist Services

Written by: Claims Services Branch, Ontario Health Insurance Plan Division

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COVID-19 Advance Payment Program

As communicated in INFOBulletins [210406](#)

[<https://www.health.gov.on.ca/en/pro/programs/ohip/bulletins/redux/bul210406.aspx>](https://www.health.gov.on.ca/en/pro/programs/ohip/bulletins/redux/bul210406.aspx), [210103](#)

[<https://www.health.gov.on.ca/en/pro/programs/ohip/bulletins/redux/bul210103.aspx>](https://www.health.gov.on.ca/en/pro/programs/ohip/bulletins/redux/bul210103.aspx) and [210308](#)

[<https://www.health.gov.on.ca/en/pro/programs/ohip/bulletins/redux/bul210308.aspx>](https://www.health.gov.on.ca/en/pro/programs/ohip/bulletins/redux/bul210308.aspx), advance payments made under the COVID-19 Advance Payment Program were scheduled to be recovered in six equal installments from monthly OHIP payments beginning on the April 2021 Remittance Advice (RA) and ending with the September 2021 RA. The first recovery was applied to the April 2021 RA.

As the province continues to address the impacts of COVID-19, the ministry has paused the additional monthly recovery process beginning in May until further notice. Resumption of repayments will be communicated as information becomes available.

Negative Balances

If a provider does not have sufficient earnings on their solo RA to set off the recovery, the RA will show a negative balance (amount owing).

Negative balances do not accumulate interest and cannot be deducted directly from the provider's bank account. In the Medical Claims Payment System, when a negative balance is generated on the solo RA, it carries over to the following month's RA and any payments on that RA will automatically be applied against the negative balance. This will continue until the negative balance has been repaid.

As a result of discussions with the OMA, the ministry will be removing any negative balances on solo RAs that were created as a result of the April recovery. Any outstanding April recovery amounts being returned will be reconciled with individual providers at the end of the recovery period. This reversal will be reflected on the June RA, and no further negative balance recoveries related to the April recovery installment will occur.

Providers with financial difficulties resulting from the amounts recovered on their May Remittance Advice can apply to get these amounts temporarily reversed by contacting [the Service Support Contact Centre](mailto:SSContactCentre.MOH@ontario.ca) <mailto:SSContactCentre.MOH@ontario.ca> or calling 1-800-262-6524.

Keywords/Tags

COVID-19; Advance Payment Program; APP; EMERG ADVANCE; negative balance

Contact Information

Do you have questions about this INFOBulletin? [Email the Service Support Contact Centre](mailto:SSContactCentre.MOH@ontario.ca) <mailto:SSContactCentre.MOH@ontario.ca> or call 1-800-262-6524.

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For More Information

Call **ServiceOntario**, INFOLine at:

[1-866-532-3161](tel:+1-866-532-3161) <tel:+1-866-532-3161> (Toll-free)

In Toronto, [\(416\) 314-5518](tel:416-314-5518) <tel:416-314-5518>

TTY [1-800-387-5559](tel:+1-800-387-5559) <tel:+1-800-387-5559>.

In Toronto, TTY [\(416\) 327-4282](tel:416-327-4282) <tel:416-327-4282>

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