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Ministry of Health

Ministry of Long-Term Care

Ontario Health Insurance Plan

INFOBulletin

New Centralized Fax System effective December 31, 2021

Fax numbers are changing to a new centralized fax system for Remittance Advice Inquiries, Supporting Documentation and Prior Approval Requests

To: All Health Care Professionals

Category: (All provider categories)

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

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Changes to Fax Submission Numbers

On December 31, 2021, the OHIP Claims Processing offices are moving to a centralized fax system. If you are in the process of moving to eSubmit, but need to continue submitting documents by fax, please be advised that the **new** centralized number for Remittance Advice Inquiries (RAIs) & Supporting Documentation (manual review) will be 905-434-4186 only.

Prior Approval Request Forms for Surgical, Dental and Sleep Studies should be faxed to 905-434-3712 only.

The **new** fax numbers are active and available for use immediately. All other fax numbers **will be de-activated** effective December 31, 2021.

Consider a Better Alternative to Fax

If you have access to Medical Claims Electronic Data Transfer (MCEDT) you already have access and the ability to use eSubmit. eSubmit is a fast, secure, and reliable way to send your RAIs and Supporting Documentation (manual review) to the ministry.

eSubmit gives you the benefit of:

- Safe and secure transmission of Personal Health Information (PHI)
- Faster response time
- RAI responses are sent directly to your MCEDT mailbox
- Requests for additional information are sent directly to your MCEDT mailbox and will detail the specific information required to process your submission
- Instant data validation, avoiding needless keying errors
- No delays from returns by fax or mail
- Electronic receipt confirmation and ticket number on all submissions
- Easy submission tracking
- 24/7 availability of the eSubmit service (except for weekly scheduled system maintenance - Sunday mornings 1am to 5am and Wednesday mornings 5am to 8am)

If you would like to learn more about eSubmit, please [contact our Service Support Contact Centre by email <mailto:SSContactCentre.MOH@ontario.ca>](mailto:SSContactCentre.MOH@ontario.ca) or telephone 1-800-262-6524 or see our website for more information at [OHIP – eSubmit – Publications – Health Care Professionals – MOH \(gov.on.ca\)](http://www.health.gov.on.ca/en/pro/publications/ohip/esubmit.aspx)
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Keywords/Tags

Change; Fax; Claims Submission; Remittance Advice Inquiry; Supporting Documentation; Medical Claims Electronic Data Transfer; MCEDT; eSubmit; Centralized Fax System;

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)

Hours of operation: Monday to Friday, 8:30am – 5:00pm