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Bulletin 240703 — Update: COVID–19 Advance Payment Program Recoveries

Important Update: Monthly COVID–19 Advance Payment Program recoveries will end in July 2024

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

Category: Physician Services, Dentist Services, Optometrist Services, Podiatrist Services

Written by: Claims Services Branch; Health Programs and Delivery Division

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Overview

As per INFOBulletin 230701 (<https://www.ontario.ca/document/ohip-infobulletins-2023/bulletin-230701-covid-19-advance-payment-program-recoveries>), the Ministry of Health (the ministry) established the COVID–19 Advance Payment Program in April 2020 to provide monthly, interest-free loan payments to eligible health care providers to address any cash flow issues that may have arisen during the initial stages of the pandemic. When we introduced this program, we were clear that these payments would need to be paid back, as is the case with any loan.

In August 2023, the ministry began a repayment schedule of 12 equal deductions from the monthly OHIP payments from August 2023 to July 2024, from the health care provider's individual (solo) Remittance Advice.

For providers with sufficient earnings, the July 2024 Remittance Advice will reflect the final repayment under the COVID-19 Advance Payment Program.

Negative balances

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

The ministry recommends providers reference their July 2024 Remittance Advice to determine if there is any amount outstanding and, if necessary, to verify the correct repayment amount required.

Negative balances will need to be addressed through one of the options below.

Cheque repayment

Please send a cheque to return the remaining balance owing to the ministry no later than October 31, 2024.

Cheques must be made payable to the **Minister of Finance** and include the following details:

- provider's name
- OHIP Claims Submission Number
- a note that it is related to the "COVID-19 Advance Payment Program"

Send cheques to:

Ministry of Health
Financial Management Branch
49 Place d'Armes, 3rd Floor

Kingston, Ontario K7L 5J3

Providers with group earnings

A provider with a negative balance who is actively receiving OHIP payments through a group could elect to have the balance owing recovered from their group earnings by having their group administrator contact the ministry's Service Support Contact Centre (<mailto:SSContactCentre.MOH@ontario.ca>) by email or calling 1-800-262-6524. All requests must be received no later than October 31, 2024.

Once they have contacted the ministry, the group administrator will be sent an indemnification form that they will need to complete to allow the ministry to process the request. Administrators may request repayment on behalf of all or some group members.

Providers with questions related to their individual circumstances and repayment amounts may email the Service Support Contact Centre (<mailto:SSContactCentre.MOH@ontario.ca>) or call 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>) or call 1-800-262-6524. Hours of operation: 8:00 a.m. to 5:00 p.m. Eastern Monday to Friday, except holidays.