

Ontario Health Insurance
Plan Division
Health Services Branch
49 Place d'Armes
Kingston ON K7L 5J3

Division de l'Assurance-santé
de l'Ontario
Direction des services de santé
49 Place d'Armes
Kingston ON K7L 5J3

DATE:

Dear Dr. _____,

Now that you have received your Ontario Health Insurance Plan (OHIP) billing number, we are providing you with some additional information on the responsibilities and accountabilities associated with having a billing number and with respect to making claims to OHIP and receiving payments from OHIP.

Your OHIP Billing Number

You are responsible for any and all claims submitted in conjunction with your OHIP billing number, regardless of who or what entity may have submitted the claims on your behalf. This is set out in the **Health Insurance Act** (the 'Act'), which is the legislation that authorizes the General Manager of OHIP to administer and make payments by OHIP.

Section 16 of the Act states that an account or claim submitted in the name of a physician in conjunction with the OHIP billing number of the physician is deemed by law to have been:

- 1) submitted personally by the physician;
- 2) paid to the physician personally;
- 3) received by the physician personally; and,
- 4) made by and submitted with the consent and knowledge of the physician.

You should always be aware of the claims being submitted and the payments being received under your billing number. You should not permit any other physician to use your OHIP billing number to submit claims to OHIP for any services rendered by them.

Your Practice Address

You are required under Regulation 57/97 of the Act to provide an address for every place that you regularly provide OHIP insured services in Ontario. To report a change of address (i.e. primary practice, additional site, mailing address, etc.), the ministry requires that you complete and follow the submission instruction on the "Change of Address for Health Care Professionals" form available on the ministry's website (link provided at the end of this letter).

Should you have any questions regarding address reporting please advise the ministry by email at ProviderRegistration.MOH@ontario.ca or by calling the Service Support Contact Centre (SSCC) at 1-800-262-6524.

Your Claims to OHIP

All of your claims must be submitted in accordance with the Act and regulations made thereunder. It is a provincial offence to contravene the Act or any regulations under that Act.

The Schedule of Benefits for Physician Services (“the Schedule”) is incorporated by reference into Regulation 552 of the Act. The Schedule lists all insured physician services that are payable by OHIP and sets out both general and specific criteria required in order to be eligible for payment for a fee code. The Schedule is updated periodically; however, the most current version is always available on the ministry’s website (link provided at the end of this letter).

You should be aware that section 17.5 of the Act requires the General Manager of OHIP to refuse to pay for claims that are not submitted in the required form or in accordance with the requirements and time set out in the regulations. This includes the information as set out in sections 38.3 to 38.5 of Regulation 552 under the Act. Note also that claims must be submitted within six months of the date on which the service was rendered as per Regulation 22/02 of the Act, except if, in the General Manager’s opinion, there are extenuating circumstances.

Section 18(6) of the Act permits the General Manager to refuse to pay for a claim, pay a reduced amount for the claim, or pay for the service the General Manager considers to have been provided (and not the service described in the claim) if one or more of the circumstances described in section 18(6) exist.

Your OHIP Payments

The General Manager of OHIP is responsible for ensuring accountability for fee-for-service payments made to physicians.

To ensure prompt payment, submitted claims are paid by the automated medical claims payment system after being processed through computerized checks. These initial checks and resulting payment do not mean that all requirements for payment have been met.

The ministry engages in billing review and payment audit programs, most of which occur after payment has been made. Some review processes may result in you receiving additional correspondence from the ministry with actions that you must complete. For example you may be requested to provide the ministry with copies of patient medical records to support your claims for payments.

If the ministry, on behalf of the General Manager, requests records be submitted, you are obligated by law, under section 17.3 of the Act to provide the records within the timeframe and in the form required by the General Manager of OHIP. Patient medical records may be used to determine whether the appropriate fee code was billed to OHIP for payment.

You should be aware that many services are only eligible for payment if specific medical record requirements, including those listed in the Schedule, have been met. In particular, section 17.4 of the Act requires that all physicians make and maintain medical records as may be necessary to establish whether:

- 1) an insured service was rendered to an insured person;
- 2) the insured service for which the account was submitted accurately represents the service provided;
- 3) the service was medically necessary;

Should the ministry determine that you were not eligible to receive payment for any of the claims submitted by you (i.e. that a circumstance described in subsection 18 (6) of the Act exists and that reimbursement is required), the ministry may, after giving you the opportunity to provide written submissions, request a hearing of the Health Services Appeal and Review Board to review the payments as per subsection 18 (8) of the Act.

Alternatively, the ministry may pursue an agreement with you to settle a payment dispute through the recovery of an amount as per section 18.0.4 of the Act.

Important Information and Resources

You are expected to read and understand the relevant information in the Act and regulations under the Act including the Schedule regarding the claims that you submit to OHIP for payment.

Please be aware that laws and regulations may change over time and that the ministry publishes changes relevant to physicians in INFOBulletins on the ministry's website (link provided at the end of this letter). INFOBulletins keep physicians informed of payment, policy or program changes. For example, when the Schedule is updated, the ministry posts an INFOBulletin to inform physicians that a new version exists. The specific changes to the Schedule will typically be described in detail in an INFOBulletin as well.

The ministry also makes additional information available to help physicians submit claims for the services they provide in compliance with the Act and its regulations. Resources are provided through the ministry's website (links to physician resources have been included at the end of this letter), and through billing education programs which may result in you receiving correspondence from the ministry. For example, you may receive a letter providing specific or general educational information on the payment requirements for a specific fee code or codes listed in the Schedule.

These resources are intended to enhance your understanding and are not a substitute for reading and understanding the Act and its regulations. You are expected to review all information relevant to the services that you provide prior to submitting your claims to OHIP.

We hope this information is helpful to you. If you have any questions about this information, or if in the course of your practice you encounter difficulties with your claims submissions, please contact the ministry's Service Support Contact Centre (SSCC) by calling 1-800-262-6524.

Links to the Health Insurance Act and Regulations under the Act:

The Health Insurance Act

<https://www.ontario.ca/laws/statute/90h06>

Schedule of Benefits for Physician Services:

<http://www.health.gov.on.ca/english/providers/program/ohip/sob/>

Links to physician resources:

Resources for Physicians

<https://health.gov.on.ca/en/pro/programs/ohip/>

INFOBulletins:

<http://www.health.gov.on.ca/english/providers/program/ohip/bulletins/>

OHIP Forms:

http://www.health.gov.on.ca/en/pro/forms/ohip_fm.aspx

OHIP Publications

<http://www.health.gov.on.ca/en/pro/publications/ohip/>