

Ministry of Health  
Drugs and Devices Division

# **Notice: (1) Extending Submission Period for Electronic Drug Claim Reversals**

## **(2) The Ontario Drug Programs Reference Manual, Revision #1**

April 1, 2020

### Extending Submission Period for Electronic Drug Claim Reversals

As part of the Open for Business initiative to reduce administrative burden for drug manufacturers and pharmacists, the period for submitting electronic Ontario Drug Benefit (ODB) program claim reversals through the province's Health Network System (HNS), is being extended from seven (7) days to ninety (90) days, effective April 1, 2020.

The online submission period extension will help pharmacies and other dispensers when a claim submitted for payment needs to be reversed because, for example, the drug/product is no longer required or was not picked up, or the claim was processed in error. Effective April 1, 2020, dispensers will be able to submit claim reversals for processing electronically, up to 90 days after the original dispensing date. After 90 days, the claim reversal must be submitted manually on paper in accordance with sections 24(2) and 26 of Ontario Regulation 201/96 under the *Ontario Drug Benefit Act* and the Ontario Drug Programs Reference Manual.

This extension is strictly an administrative and billing requirement for dispensers. There would be no impact to patients or patient care, as claim reversals occur at the dispensing location when a claim for a drug/product is no longer required or is processed in error.

## The Ontario Drug Programs Reference Manual, Revision #1

The Ontario Drug Programs Reference Manual, Revision #1, April 1, 2020, is now posted on the Ministry's Drugs and Devices Division Resources webpage: at <http://www.health.gov.on.ca/en/pro/programs/drugs/resources.aspx>.

The Manual is a collection of policies, procedures and technical directions for pharmacies relating to Ontario Public Drug Programs. Revision #1 of the Manual reflects program and policy changes that have been implemented since the last version of the Manual was published in December 2019. A list of all new updates is included in the Manual.

Additional Information:

**For pharmacies:**

Please call ODB Pharmacy Help Desk at: 1-800-668-6641

**For all other Health Care Providers and the Public:**

Please call ServiceOntario, Infoline at 1-866-532-3161 TTY 1-800-387-5559. In Toronto, TTY 416-327-4282