

Ontario Public Drug Programs

Notice to Pharmacies – Contacting the Help Desk

As a reminder, the HNS Help Desk (or ODB Help Desk) was established by the Ministry to provide technical and business support to users of the Health Network System.

The ODB Helpdesk provides support to pharmacies on enquiries related to the claims adjudication process only and their number must not be shared with the general public.

Public enquiries can be directed to ServiceOntario, INFOLine at 1-866-532-3161, or should be referred to the relevant program areas as noted below.

Ontario Public Drug Programs

General inquiries should be directed to:
5700 Yonge Street, 3rd Floor
Toronto, ON M2M 4K5
Tel: 416-327-8109 (in Toronto) or 1-866-811-9893 (toll-free)
Fax: 416-327-8912 (in Toronto) or 1-866-598-6530 (toll-free)
Email: PublicDrugPrgrms.moh@ontario.ca

Trillium Drug Program

Inquiries regarding the Trillium Drug Program should be directed to:

P.O. Box 337, Station D
Etobicoke, ON M9A 4X3
Tel : 416-642-3038
Fax : 416-642-3034
Toll-Free : 1-800-575-5386
E-mail: trillium@ontariodrugbenefit.ca

Seniors Co-Payment Program

Inquiries regarding the Seniors' Co-payment Program should be directed to:

P.O. Box 384
Etobicoke Ontario M9A 4X3
Tel: 416-503-4586
Fax: 416-503-8483
Toll-free: 1-888-405-0405
E-mail: seniors@ontariodrugbenefit.ca

Universal Influenza Immunization Program

General Inquiries: Consumers & Pharmacists

Immunization Policy and Programs Section
Public Health Policy and Programs Branch
Public Health Division
Ministry of Health and Long-Term Care
393 University Avenue, 21st Floor
Toronto, ON M7A 2S1

E-mail: UIIP.MOH@ontario.ca
Fax: 416 -327-7438
www.ontario.ca/flu
OR
Contact the ServiceOntario INFOLine
Tel: 416-327-4282 (Toronto)
1-877-844-1944

Pharmacies wishing to order the publicly funded influenza vaccine

For the Toronto region ONLY:
Ontario Government Pharmaceutical and Medical Supply Service (OGPMSS)
Tel: 416-327-0837; Fax: 416-327-0818

For all other regions, contact your **local public health unit**.
Contact info can be found at the following website:
http://www.health.gov.on.ca/english/public/contact/phu/phuloc_mn.html

