

# MCCSS Social Assistance Verification (SAV) Portal

## How to Register your Pharmacy for the SAV Online Portal

- 1) Before you begin, gather required information:
  - ON billing # (the ON/ODP must be entered with the #)
  - Organization Name (such as corporation name/business operation name e.g., Pharmacy Name #123)
  - Business Telephone # &
  - E-Mail Address
- 2) Access the SAV Portal link: <https://www.verify.sa.mcass.gov.on.ca>
- 3) Click “Register” to fill out the online registration form
- 4) Choose your credentials
- 5) Submit the Application and keep the reference number provided
- 6) Open SAV Validation email and click the hyperlink  
(You may need to check our junkmail)
- 7) Login using new credentials
- 8) Enter the full ON/ODP # for the registered location
- 9) Review and accept the Terms & Conditions of Use
- 10) Welcome to the SAV Portal

## How to access the SAV Portal to confirm social assistance eligibility:

<https://www.verify.sa.mcass.gov.on.ca>

**Step 1:** Login to SAV Portal

**Step 2:** Click “Eligibility Verification”

**Step 3:** Select your location

**Step 4:** Search using the following criteria:

- Health Card + minimum of additional search field OR
- Date of Birth + minimum of 2 additional search field

**Step 5:** Print, Save or Record eligibility results for audit purposes:

- Patient First & Last Name
- Patient Health Card # or Temp Health Reference #
- SA Programs Date of coverage
- SAV Portal Reference #

**Please refer to Appendix C of the user guide for further details.**

### Using the SAV Portal in the Claim Submission Process

Service Providers must first attempt to submit claims to the HNS. If the claim submission is successful, use of the SAV Portal is not required.

The SAV Portal should be used only when:

- Patient presents an Ontario health number and a claim is rejected in the HNS because program eligibility cannot be established based on the related response code.
- Patient is not eligible for OHIP but presents a valid government issued identification or the social assistance statement of assistance.

Submit claim in HNS

- Unsuccessful
  - o Check Eligibility Using SAV Portal
    - Ineligible or not found
- Refer patient to local social assistance office
  - Eligible
- Print, save or record eligibility results for audit purposes

See Step 5 above

- o Submit claim in HNS using appropriate intervention code per instruction ODP Reference Manual

Submit claim in HNS

- Successful
  - o Submit claim in HNS using appropriate intervention code per instruction ODP Reference Manual

# What can I do in the SAV Portal once I have an account?

## Add Additional Locations

- Register and manage additional practice locations from one account
- Set Security Questions
- Change Passwords

## User Maintenance

- Register and manage additional practice locations from one account
- Set Security Questions
- Change Passwords