

INFOBulletin

Keeping health care providers informed of payment, policy or program changes

To: Physicians, Hospitals, Clinics and Laboratories
Published By: Dianne Wylie, Director, Claims Services Branch
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Re: Centres of Excellence – Claims Processing

Claims Services Branch is announcing some further refinement to our *Centres of Excellence* that will enhance the quality and delivery of medical claims processing and information services for Ontario health care providers. The goal of this change is to reduce duplication, increase efficiency and improve service delivery.

The locations are:

HAMILTON 119 King Street West, 10th Floor L8P 4Y7	MISSISSAUGA 201 City Centre Dr., Suite 300 L5B 2T4	OSHAWA 419 King St. West 4 th Floor L1J 7J2	TORONTO 47 Sheppard Ave. East, Suite 505 M5W 1G9
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If you currently submit your claims through one of these offices there is **no change** to your claims submissions or inquiries.

Claims Submitted to the Kingston Claims Processing Office

If you currently submit claims to the Kingston claims processing office, your new claims processing site will be the Mississauga OHIP Office. Mississauga will become your point of contact and will handle claims processing and information services. If you bill your claims electronically (Electronic Data Transfer) this process will be seamless and the only thing that will change is your contact person(s) for claims inquiries. You will be notified of this change once your claims processing is transitioned.



When do these changes take effect?

Providers will be transitioned from Kingston to Mississauga gradually over the next few weeks. Continue to contact your current processing office until such time as staff re-directs your inquiry to the Mississauga office. At that time you will be provided with contact information for the Mississauga office. All efforts will be made to ensure that this transition is smooth for all healthcare providers and their staff.

It is expected that all providers who currently submit through Kingston will have their claims processing transitioned to Mississauga by September 1, 2013.

A toll-free number is being established to assist health care providers from the Kingston area with their claims processing inquiries and will be communicated shortly.

For more information, please contact your local ministry claims office.