

INFOBulletin

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

To: Physician Services, Hospitals, Clinics and Laboratories

Published By: Director, Claims Services Branch

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Re: Change to Claims Processing location

Claims Services Branch is announcing a change to our claims processing locations.

Effective October 6, 2014, all claims payment services currently provided at the Mississauga claims processing office will transfer to the Hamilton processing office. As a result of this announcement, there will be three (3) locations for in-province fee-for service and primary health care claims processing.

The locations are:

HAMILTON 119 King Street West, 10th Floor L8P 4Y7

OSHAWA 419 King St. West 4th Floor L1J 7J2

TORONTO 47 Sheppard Ave. East, Suite 505 M2N 7E7

If your claims services are currently performed in one of these offices there is **no change** to your claims submissions or inquiries.

If your claims services are currently performed in the Mississauga claims processing office, your new claims processing site will be the Hamilton office. Hamilton 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 may change is your contact person(s) for claims inquiries. Please continue to maintain regular contact with your current claims assessor. You will be notified if and when your claims processing contact changes.

When do these changes take effect? Provider's claims will be transitioned from Mississauga to Hamilton **effective October 6, 2014**. Continue to contact your current processing office until your inquiry is re-directed to the Hamilton office. At that time you will be provided with contact information for the Hamilton office. All efforts will be made to ensure that this transition is smooth for all health care providers and their staff.

For more information, please contact your local ministry claims office. A toll-free number is being established to assist health care providers from the Mississauga office with their claims processing inquiries and will be communicated shortly.