

What You Need to Know About Your Ontario Health Card

Your Ontario health card is your key to the Ontario health care system.

Take good care of it.

What are my responsibilities as an Ontario health card holder?

- Your eligibility for the Ontario Health Insurance Plan (OHIP) requires that:
 - you are a Canadian citizen or have an immigration status as set out in Ontario's [Health Insurance Act](#); **and**
 - your primary place of residence is in Ontario; **and**
 - you are physically present in Ontario for at least 153 of the first 183 days immediately following the date you establish residency in Ontario; **and**
 - you are in Ontario for at least 153 days in any 12-month period.
- If, for any reason, your status changes or you no longer meet these eligibility requirements, you must notify ServiceOntario.
- **It is important to notify ServiceOntario when you change your address so that communications can be mailed to you, and to prevent possible interruption of your health coverage.** Address changes can be completed through the ServiceOntario website at ServiceOntario.ca.
- You may have either a red and white or photo health card – either card is acceptable for insured health services if it is valid and belongs to you.
- Red and white health cards are replaced if:
 - your health card is lost, stolen or damaged; or
 - you receive an invitation to re-register for a photo health card.
- Photo health cards are replaced if:
 - any information on your health card is not correct or needs to be updated; or
 - your health card is lost, stolen or damaged.

- Check the expiry date on the bottom of your photo health card. Before your health card expires you will receive a notice asking you to renew it.
- If you are older than 15½ years of age you must visit a ServiceOntario location to renew your health card and have a new photo and signature captured. Children under 15½ years of age do not need to renew in person.

Who can ask to see my Ontario health card?

Your Ontario health card should only be used for accessing insured health care services. You should carry your health card with you at all times and show it every time you visit a health care provider. Only health care providers, Ministry of Health and Long-Term Care or ServiceOntario staff can ask to see your health card. You do not need to show it to anyone else.

Protect the privacy and confidentiality of your personal information by protecting the use of your health number and health card.

Services In Ontario

What services does my Ontario health coverage cover?

A valid Ontario health card enables you to access a wide range of health services.

Physician Services

Your health card ensures access to all insured medically necessary services provided by physicians. Physicians may bill you for uninsured services or if you miss an appointment or your health card is not valid. You may contact the ministry if you have questions about charges for uninsured services.

Other Health Care Providers

You may need to pay the full or partial cost of services provided by other health care providers, such as physiotherapists and podiatrists. You may contact the ministry if you have questions regarding coverage for these services.

Dental Services in Hospital

The ministry pays for some dental surgery when it is done in a hospital. You must pay the cost of regular dental services in a dentist's office.

Eye Care

A comprehensive eye examination is covered by OHIP once a year for persons under 20 and those 65 and over.

OHIP also covers a major eye exam once every 12 months for persons aged 20 – 64 who have medical conditions requiring regular eye exams.

Northern Health Travel Grant

You may be eligible for a Northern Health Travel Grant to help pay transportation costs if you live in northern Ontario and must travel long distances for specialty medical care.

Other Health Services

Full or partial coverage is provided in some cases for health services, such as ambulance services, prescribed medications and long-term care services.

Services In Other Canadian Provinces or Territories

Most of your Ontario health coverage benefits can be used across Canada. The province or territory you are visiting will usually bill Ontario directly. If you have to pay for health services you receive in another part of Canada, you can submit your receipts to your local ministry office to be considered for reimbursement.

Prescription drugs from pharmacies, home care services, ambulance services and long-term care services provided in other provinces and territories are **not** covered.

Services Outside Canada

For people travelling outside Canada, the ministry pays **very limited amounts** for emergency health services and the amount paid by OHIP will usually **not be** sufficient to cover the full cost of the services rendered. Emergency health services are those given in connection with an acute, unexpected condition, illness, disease or injury that arises outside Canada and requires immediate treatment. Ambulance services are **not** covered.

It is **strongly recommended** that Ontario residents purchase supplementary insurance when travelling outside Canada to cover any expenses in excess of the **very limited** funding provided by OHIP.

For More Information:

Call **INFOline** (toll-free in Ontario only)
at: 1 800 268-1154.

In Toronto, call (416) 314-5518

For TTY service, call 1 800 387-5559.

Visit our websites at: www.health.gov.on.ca, or
ServiceOntario.ca.



ISBN: 978-1-4435-4308-8 (PDF)

Catalogue No. 015184

December 2011 © Queen's Printer of Ontario