

Bulletin



Bulletin Number	Date	Direct inquiries to
2054	April 21, 2008	Ministry of Health and Long-Term Care Claims Processing Office
Distribution		(address below)
Independent Health Facilities		

Subject: Transition of Health Card Registration Services to ServiceOntario

The Government of Ontario is moving forward with its goal to modernize and streamline government service delivery for Ontarians.

Beginning April 21, 2008, delivery of the Ontario Health Insurance Plan (OHIP) health card registration services will be undertaken by ServiceOntario, which is part of the Ministry of Government and Consumer Services. There will be no change in how and where health card services and related outreach services are delivered. Health card services will continue to be offered at current locations across the province.

While ServiceOntario will now deliver health card registration services, the Ministry of Health and Long-Term Care will continue to be responsible for the OHIP program and setting applicable OHIP legislation, policy and program requirements as well as claims processing. There are no changes to claims submission or claims services; all continue to be provided at the following locations:

MOHLTC Claims Processing Sites			
Hamilton 119 King Street West, 10 th Floor P.O. Box 2280, Stn A L8P 4Y7	Kingston 1055 Princess Street, Suite 401 P.O. Box 9000 K7L 5A9	London 217 York Street, 5 th Floor Station A N6A 5P9	Mississauga 201 City Centre Drive Suite 300 L5B 2T4
Oshawa Executive Tower, Oshawa Centre 419 King Street West P.O. Box 635 L1J 7J2	Ottawa Fuller Building 75 Albert Street K1P 5Y9	Sudbury 199 Larch Street Suite 801 P3E 5R1	Toronto 47 Sheppard Avenue East Suite 505 M2N 7E7

The Ministry of Health and Long-Term Care and ServiceOntario have worked closely together to ensure this transition is smooth and seamless for health care professionals. The Ministry of Health and Long-Term Care is committed to ensuring health care professionals continue to receive the same level of service.

A Fact Sheet and Questions and Answers are attached to provide you with more details. Please continue to use your existing contacts for all questions relating to the Ontario Health Insurance Plan and claim processing inquiries.

Members of the public should continue to contact the Ministry of Health and Long-Term Care INFOLine at 1 866 291-0609, www.health.gov.on.ca or their local ServiceOntario, Health Card Services - OHIP office for any inquiries related to health cards.

Thank you for your cooperation and support during this transition.