

# QUESTIONS and ANSWERS

## Transition of Health Card Registration to ServiceOntario April 21, 2008

### 1. What is being announced?

Beginning April 21, 2008, delivery of the Ontario Health Insurance Plan (OHIP) health card registration services will be undertaken by ServiceOntario on behalf of the Ministry of Health and Long-Term Care.

### 2. Will Ontarians notice any service disruption?

No. This internal service transition will be seamless for the public and ministry staff. Health card services will continue to be offered at current locations across the province. ServiceOntario will now carry out the service delivery of health card registration. The Ministry of Health and Long-Term Care will continue to be responsible for the OHIP program and setting applicable OHIP legislation, policy, claims processing and procedures.

The only change is that the staff will now represent ServiceOntario, instead of the Ministry of Health and Long-Term Care for client registration services.

Over time, the mandate of ServiceOntario is to improve services to better meet customer needs by offering clients a single point of contact for a variety of government services.

### 3. How will this service transfer affect staff?

Instead of working for Ministry of Health and Long-Term Care, affected staff will be employed by ServiceOntario within the Ministry of Government and Consumer Services.

Ministry of Health and Long-Term Care staff who currently register Ontarians for health cards will keep their current jobs, pay rates and benefits and will continue to work at the same location.

Staff will continue to work in and serve the same communities, and will experience very little change other than the ministry for which they work. In addition, a small number of employees will have a change in their reporting relationships.

Over time, some affected staff may experience a location change within the same geographic area if deemed necessary by ServiceOntario.

**4. Does this announcement involve any job loss?**

There is no job loss associated with this announcement.

**5. Why are Ministry of Health and Long-Term Care health card registration services and staff being transferred to ServiceOntario?**

The government established ServiceOntario to provide one-stop access for the public to a wide range of government services.

ServiceOntario looks forward to welcoming Ministry of Health and Long-Term Care health card registration staff to its team as a way of bringing together more of the services Ontarians need.

**6. What is ServiceOntario?**

ServiceOntario is the part of the Ministry of Government and Consumer Services that provides one-stop access for the public to a wide range of government services.

ServiceOntario's vision is to be recognized for meeting or exceeding customer expectations with its service, solutions, leadership and people...EVERY TIME.

Working with its partners, ServiceOntario will be the customer gateway for government services.

**7. Are health care providers affected by this announcement?**

There is no change for health care providers. Ministry of Health and Long-Term Care will continue to deliver claims payment processing as well as provider and group registration in the same manner and locations.

**8. Are other Ministry of Health and Long-Term Care stakeholders affected by this announcement?**

There is no change for Ministry of Health and Long-Term Care stakeholders. Please continue to use your existing contacts.

**9. Are there additional services that may transfer to ServiceOntario in the future?**

No other services are affected at this time. In the future, some registration support services may be performed by ServiceOntario.

**10. Are outreach services and locations affected by this announcement?**

No. Ontarians will continue to obtain health card registration services at existing outreach locations.

**11. Will this announcement change any of the eligibility or registration requirements to obtain a health card?**

No. All requirements to be eligible for a photo health card remain unchanged.

**12. Will Ontarians be able to get their health cards at the Private Issuers' locations?**

No. There are no plans to have Private Issuers issue health cards.

**13. Who can the public contact for general inquiries relating to health cards?**

The public should contact either:

- MOHLTC INFOline at 1-866-291-0609
- [www.health.gov.on.ca](http://www.health.gov.on.ca)
- ServiceOntario, Health Card Services - OHIP office

Learn more about ServiceOntario by visiting [www.ServiceOntario.ca](http://www.ServiceOntario.ca) or calling 1-800-267-8097.

**14. Where can the public send appeals regarding OHIP?**

Please continue to submit written requests to the Ministry of Health and Long-Term Care.

Mail or fax the request to:

General Manager, OHIP  
Ministry of Health and Long-Term Care  
49 Place d'Armes, 3rd Floor  
Kingston ON K7L 5J3  
Fax: (613) 548-6524

If a determination has been made that a registrant/applicant is not eligible for OHIP, the ministry issues a letter explaining why and provides information on requesting a review of the decision by the General Manager.

**15. Will I have to pay to renew my health card?**

There are no fees to register or to renew your health card. There are no plans to introduce fees in the future.

**16. Will the signs on OHIP offices change?**

Ministry of Health and Long-Term Care and ServiceOntario are currently working together to develop a strategy for consistent interior and exterior signage on all 27 former OHIP locations.