

Transition of Health Card Registration Services to ServiceOntario

Beginning April 21, 2008, delivery of the Ontario Health Insurance Plan (OHIP) health card registration services will be undertaken by ServiceOntario.

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.

Specific services that ServiceOntario will perform on behalf of the Ministry of Health and Long-Term Care include direct OHIP client registration services to the public, such as

- Health card registration and related services
- New applications
- Health card renewals
- Change of information
- Health card call centre (a 24/7 service available to health care providers which look up OHIP numbers when patients do not have their card with them)
- Verification services including data validation and eligibility assessment
- Health card quality assurance
- Support functions, communications and reporting

The transition of the service delivery of health card registration to ServiceOntario aligns with the Ministry of Health and Long-Term Care's stewardship role and supports the government's commitment to modernize service through ServiceOntario's single-point-of-contact for individuals and businesses to conduct routine transactions.
