

# Processing Drug Claims with the Ontario Health Card



Client presents Ontario Health Card

**IMPORTANT!!**  
Pharmacists **must** follow the regular process, if a client presents with a paper drug card



Pharmacist **must** look up the client's health card number in the Health Network System (HNS) before proceeding to next step



Eligibility verified in HNS



Eligibility not verified in HNS

CALL 1-888-284-3928



**IMPORTANT!!**  
Multiple verification requests **should not** exceed 5 clients per call

Pharmacist checks eligibility with the **Social Assistance Verification Helpline**

Caller **must** be prepared with **ALL** of the following information:

- Pharmacy ON #
- Caller's Full Name
- Phone Number of Pharmacy
- Client's member ID (if available), Full Name & Date of Birth, Address



Pharmacist dispenses medicine to the client



Client is eligible for drug coverage



Client is not eligible for drug coverage

If the client is not eligible because social assistance eligibility cannot be verified, pharmacist may want to refer the client to speak with their caseworker.

For detailed instructions, please refer to the Pharmacist User Guide.