

# Notice from the Executive Officer: Update to Drug Benefit Claim - Submission/Reversal Forms

December 14, 2020

The Ministry is modernizing its paper claim submission process; effective immediately all completed forms are to be submitted via fax to **1-613-237-3246**, Ministry of Health, Claims Services Branch.

In addition, the ministry has updated the Drug Benefit Claim Submissions forms. The forms have been updated to increase ease of use by allowing users to complete forms electronically and to identify the new fax submission process for completed forms. Additionally, a new Drug Benefit Claim Reversal form has been developed to allow users to submit multiple claim reversals in one form.

## Drug Benefit Claim – Submission Form 2784-87E /2784-87F (Updated)

This form is for submitting Drug Benefit Claims that cannot be submitted electronically through the HNS. Previously this form also included a section to submit claim reversals; however, a new form has been developed for claim reversals (see below, form 5069-87E).

## Drug Benefit Claim – Reversal Form (>90 days) 5069-87E /5069-87F (\*New\*)

This form has been produced to allow users to submit more than one claim reversal at a time, if required. The user may enter up to ten reversal claims on this form or user may submit a report generated from their pharmacy system for processing multiple reversals along with this form. **NOTE: To process claim reversals, the pharmacy-generated report must, at a minimum, include the same columns of data as listed on the form.**

## Claim Form Submission Process

The Claims Services Branch of the Ministry of Health is moving towards an exclusive fax submission process, replacing the previous mail-in submission process for paper claim forms. This process has been revised to support the ease of use in which claim submission and reversal forms can be completed and submitted. Effective immediately, all completed claim submission and reversal forms are to be submitted via fax to 1-613-237-3246, Ministry of Health, Claims Services Branch.

### When to Submit a Drug Benefit Claim – Submission Form

Pharmacies are reminded that subsection 24(2) of O. Reg. 201/96 under the *Ontario Drug Benefit Act* sets out the circumstances in which claims for payment may be submitted on paper to the Ministry. The following claims may be submitted on paper:

- A claim for payment submitted to the Ministry more than seven days after the drug is supplied because proof that the drug is for an eligible person was not provided to the operator of the pharmacy or physician who supplied the drug until that time.
- A claim for payment that requires more than two intervention codes as set out in the Ontario Drug Programs Reference Manual.
- A claim for payment where the amount claimed is \$10,000 or more.
- A claim for payment for an extemporaneous preparation where the claimed compounding time is 100 minutes or more.
- A claim reversal that is made more than 90 days after the day the original claim to which the claim reversal relates was submitted.
- A claim for payment that is determined by the Ministry to be eligible for submission following a review by the Ministry or an inspection.
- A claim for payment that is submitted in accordance with subsection 26(3) of O. Reg. 201/96.

Although the online claim *reversal* window through the Health Network System (HNS) has been extended to 90 days, as per the [Executive Officer Communication on April 1, 2020](#), the online claim *submission* window through the HNS remains at 7 days. Pharmacies are reminded that a manual claim submission due to accidental reversal is not within the allowable circumstances noted above.

#### **Additional Information:**

##### **For pharmacies:**

Please call ODB Pharmacy Help Desk at: 1-800-668-6641

##### **For all other Health Care Providers and the Public:**

Please call ServiceOntario, Infoline at 1-866-532-3161 TTY 1-800-387-5559. In Toronto, TTY 416-327-4282