

Ministry of Health  
Drugs and Devices Division

# Frequently Asked Questions: Extending Submission Period for Electronic Drug Claim Reversals

## Question 1: What is changing?

The submission period for electronic Ontario Drug Benefit (ODB) program claim reversals by dispensers through the province's Health Network System (HNS) is being extended, from seven (7) days to ninety (90) days. The change required amendments to O. Reg. 201/96 made under the *Ontario Drug Benefit Act* (ODBA).

## Question 2: Why is this change being implemented?

In some circumstances, a claim submitted for payment may need to be reversed by the dispenser because the drug/product is no longer required (for example, if a patient does not come in to pick up a prescription or decides they do not want it), or the claim was processed in error.

Currently, if a dispenser submits a claim for reversal beyond seven days of the original dispensing date of the eligible drug/product, a paper form must be submitted to the Ministry for manual processing. This causes administrative burden for pharmacies and other dispensers and the Ministry that is required to manually process a large number of paper reversal claims.

Extending the submission period for electronic drug claim reversals from 7 to 90 days will:

- Eliminate the burden of completing paper claim reversals;
- Align Ontario's requirements with industry standards and other Canadian jurisdictions;
- Provide efficiencies related to the Ministry's processing time of manual paper reversal claim forms; and
- Advance the government's Open For Business strategy by reducing administrative burden for Ontario pharmacies and other dispensers.

**Question 3: How will the extension of the seven-day period to 90 days for electronic claim reversals impact patients?**

This is strictly an administrative and billing requirement for dispensers. There will be no impact to patients or patient care, as claim reversals occur at the dispensing location when a claim for a drug/product is no longer required or is processed in error.

**Question 4: When will this change come into effect?**

The change to the seven-day period will be effective April 1, 2020, as I&IT changes are required to the province's Health Network System (HNS), which links Ontario pharmacies and other dispensers directly to the Ministry and is used to process claims for payment under the ODB program.