

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

Frequently Asked Questions

Q: When does the electronic form submission process take effect?

A: The electronic form submission process is effective as of the EO notice dated [insert date].

Q: I have already submitted items to the previous address, do I need to resubmit via fax?

A: Items submitted prior to this implementation will be processed. Going forward all submissions are to be sent via fax to prevent processing delays. Any future submissions mailed in after the date of implementation will be returned to the pharmacies unprocessed.

Q: How do I access the new forms?

A: The forms are available through Ontario Drug Benefits Forms website:
<http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/QuickSearch?openform&ENV=WWE&SRCH=1>

Q: Can the forms be filled out electronically?

A: Yes, Claims Submission and Claims Reversal forms have been designed to be completed electronically, reducing manual paper processing. This step reduces administrative burden on pharmacists and pharmacies.

Q: Can I include my own report for the Claim Reversals form?

A: Yes, provided that the top portion of the reversal form is completed in full, signed and the report includes at a minimum the same columns of data as the form requests.

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