

# INFOBulletin

Keeping health care providers informed of payment, policy or program changes

**To: Nurse Practitioners**

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**Re: Seniors Over Age 80 Now Eligible for Mail-in Process to Renew their Health Cards**

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ServiceOntario is changing the process used for renewing health cards. Most people over 80 will now be offered the opportunity to renew their health card by mail.

Those who renew by mail will not have a photo and signature on their renewed health card. Therefore, health providers may see an increase in the number of health cards among those over age 80 that do not have a photo and signature. However, the mail-in process is optional and people may visit a ServiceOntario centre to renew if they prefer. A personal visit will include the capture of a new photo and signature so the renewed health card will include them.

Providers will likely experience a decrease in requests for the completion of Exemption Request forms used to request a photo and signature exemption for those clients who have difficulty visiting a ServiceOntario centre due to medical issues.

This aligns with other ServiceOntario customer service initiatives undertaken such as on-line Appointment Booking and on-line Organ Donor Registry.

For more information, see the two Fact Sheets on the ministry's public website:

- OHIP - Health Card: [www.health.gov.on.ca/english/public/pub/ohip/card.html](http://www.health.gov.on.ca/english/public/pub/ohip/card.html)
- Renewing your Photo Health Card: [www.health.gov.on.ca/english/public/pub/ohip/renew.html](http://www.health.gov.on.ca/english/public/pub/ohip/renew.html)

