



eSubmission of Medical Claims Supporting Documentation

# Best Practices

Claims Services Branch  
Direct Services Division  
Ministry of Health and Long-Term Care (MOHLTC)

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[http://www.health.gov.on.ca/en/pro/publications/ohip/esubmit\\_best\\_practices\\_en.pdf](http://www.health.gov.on.ca/en/pro/publications/ohip/esubmit_best_practices_en.pdf)

## Best Practices

### Technical

- If you encounter problems accessing Government of Ontario (GO) Secure or eSubmit, empty your Internet cache, re-boot your computer and try again.
- Ensure that your software recognizes the file type “**General Communications**” to access/download, Requests for Additional Information and Remittance Advice Inquiry (RAI) Responses. Check with your vendor.
- eSubmit and Medical Claims Electronic Data Transfer (MC EDT) Web Pages cannot be scripted!
- From the eSubmit Forms page, **only** select “Additional Information Requests” if you have been contacted by the ministry through MC EDT regarding a previous ticket that requires additional information.
- Your GO Secure session will time-out if there is no activity after 45 minutes.
- From the MC EDT Administration Main Menu screen, add the Uniform Resource Locator (URL) as an ‘Internet Favourite’.
- For questions on using eSubmit, contact the Service Support Contact Centre (SSCC) at:  

1 800 262-6524. SSCC is available Monday to Friday  
from 8:00 a.m. – 5:00 p.m.
- The eSubmit service is available seven days a week on a 24 hour basis with the exception of weekly scheduled system maintenance, Sunday mornings between the hours of 1:00 a.m. to 5:00 a.m. and Wednesday mornings between the hours of 5:00 a.m. to 8:00 a.m.

### Capacity

- Maximum number of file attachments for Supporting Documentation or Remittance Advice Inquiry is ten.
- Maximum number of file attachments for Additional Information Request is four.
- Maximum size of each file attachment is 5MB.
- Maximum number of rows for Claim Items on a Remittance Advice Inquiry is ten.
- **Do not use** eSubmit for bulk corrections to your Remittance Advice.
- Maximum number of services on a Remittance Advice Inquiry is 99.

## Communications/Reports

- Confirmation emails for your electronic submissions will be sent to the email address you provide on the submission form.
- Confirmation emails will contain a Ticket Number. It is **important** that you retain this number; it is required for any inquiries related to your submission. The ministry suggests that you develop a method to link and track the Ticket Number to the corresponding submission.
- Requests for Additional Information will contain a Request ID. It is **important** that you retain this number; it is required to access the Additional Information submission web page. The ministry suggests that you develop a method to link and track the Ticket Number to the corresponding submission.
- Remittance Advice Inquiry Responses and Requests for Additional Information will be sent from the ministry to your MC EDT Report Download folder. These will have the file type GCM for General Communications.
- Once a claim has been processed, it will appear on your Remittance Advice or Error Report. Both reports are accessed/downloaded using MC EDT.
- Filenames for RAI Responses will appear as RAI followed by the provider number and then the ticket number. Filenames for Additional Information Requests will appear as ADD followed by the provider number and then the ticket number.

## Functionality

- Selecting the “Clear” button results in any information you have entered to be removed.
- The template remains on the screen.
- Selecting the “Cancel” returns you to the previous screen.
- To begin adding Claim Items information you need to place your cursor in the Fee Code information in Row 1. This step needs to be completed for each added row.
- If you receive an error message that reads “Fee Schedule Codes is a required field”, check that you have not added a blank row. To remove the blank row make sure it is highlighted and select the “Delete Row” button.
- If you are submitting Additional Information or an RAI as a Solo provider you need to enter “0000” in the **Group #** field, located within the Contact Information section.
- If you are submitting an RAI, always enter “01” (the first day of the month) in the **Date of RA** field, located within the Remittance Advice Inquiry Details section.

- If you are submitting an RAI using eSubmit, **do not** complete/submit the paper form as well. All information the ministry requires is captured on the electronic form.

### **For more information:**

#### **1. Who do I contact if I have eSubmit questions?**

Contact Service Support Contact Centre (SSCC) at: 1-800-262-6524. The desk is staffed from 8:00 a.m. to 5:00 p.m., Monday to Friday. After business hours an answering service is available and your call will be returned the following business day.

#### **2. Who do I contact if I have technical questions or issues?**

Contact your software vendor for any technical questions or issues.

#### **3. Where are the OHIP Processing offices located?**

Select the following link for a list of OHIP Processing offices.

<http://www.health.gov.on.ca/en/pro/programs/ohip/claimsoffice/default.aspx>