



eSubmission of Medical Claims Supporting Documentation

# QUICK GUIDE

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\\_quick\\_guide\\_en.pdf](http://www.health.gov.on.ca/en/pro/publications/ohip/esubmit_quick_guide_en.pdf)

## Quick Guide

### SUBMITTING Medical Claims Supporting Documentation or a Remittance Advice Inquiry

1. **Log into Government of Ontario (GO) Secure** using:  
<https://www.edt.health.gov.on.ca>
2. **Select “eSubmit”** from the Administration and MOHLTC Services page. This will take you to the eSubmit main page.
3. **Select the type of electronic submission** you want to send to the ministry.
  - “Supporting Documentation”
  - “Remittance Advice Inquiry” (RAI)
  - “Additional Information Request”

### Supporting Documentation

1. Complete the “Supporting Documentation Submission Form”.
2. Add attachments (a minimum of one (1) attachment is mandatory).
3. Add remarks (optional).
4. Select the “Submit” button.
5. Receive a confirmation email from the ministry containing a Ticket Number.

### Remittance Advice Inquiry

1. Complete the on-line “Remittance Advice Inquiry Submission Form”.
2. Add attachments (if no attachments, the Remarks section is mandatory).
3. Add remarks (if none, a minimum of one (1) attachment is mandatory).
4. Select the “Submit” button.
5. Receive a confirmation email from the ministry containing a Ticket Number.

### Additional Information Request

**\*\* Only** to be used if you have received an Additional Information Request from the ministry regarding a previous ticket (refer to “Viewing an Additional Information Request”). Be sure to retain the Request ID number noted in the Additional Information Request as you will need to enter this number to access the submission screen.

1. Enter and submit the Request ID (enter all leading zeroes).

2. Complete the “Additional Information Submission Form”.
3. Add attachments (if no attachments, the Remarks section is mandatory).
4. Add remarks (if none, a minimum of one (1) attachment is mandatory).
5. Select the “Submit” button.
6. Receive a confirmation email from the ministry.

## **VIEWING an Additional Information Request or a Remittance Advice Inquiry Response**

1. **Log into “GO Secure” using:**  
<https://www.edt.health.gov.on.ca>
2. Select “MC EDT Service” from the Administration and MOHLTC Services page. This will take you to the Medical Claims Electronic Data Transfer main page.
3. **Select “Download”.**
4. **Enter the “Billing Number”** or **Select** from the options in the dropdown menu.

### **Additional Information Requests**

1. Look for File Type “GCM” and Subject “General Communication”. Filename will begin with “ADD” followed by the provider number and then the ticket number.
2. **Select “Download”.**
3. **“Open”** or **“Save”** the file.
4. View the request and note the Request ID number.

### **Remittance Advice Inquiry Response**

1. Look for File Type “GCM” and Subject “General Communication”. Filename will begin with “RAI” followed by the provider number and then the ticket number.
2. **Select “Download”.**
3. **“Open”** or **“Save”** the file.
4. View the response.

**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>