



eSubmission of Medical Claims Supporting Documentation

Step-By-Step Guide To:

# Viewing Remittance Advice Inquiry Responses

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

Version 1.0  
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[http://www.health.gov.on.ca/en/pro/publications/ohip/esubmit\\_viewing\\_remittance\\_advice\\_inquiry\\_responses\\_en.pdf](http://www.health.gov.on.ca/en/pro/publications/ohip/esubmit_viewing_remittance_advice_inquiry_responses_en.pdf)

## Viewing Remittance Advice Inquiry Responses

1. Go to the Government of Ontario (GO) Secure Login screen at:  
<https://www.edt.health.gov.on.ca>
2. Log into “GO Secure” by entering your GO Secure ID (email address) and Password and select “Sign In”.

Ontario

Français

**GO SECURE**

Providing secure online resources for individuals within the Ontario Government and the Broader Public Sector.

**GO Secure Profile**  
See your profile, change your password or security questions

GO Secure ID :

Password :

Or, if you have a PKI certificate:  
**Log in with PKI**

**Sign In**

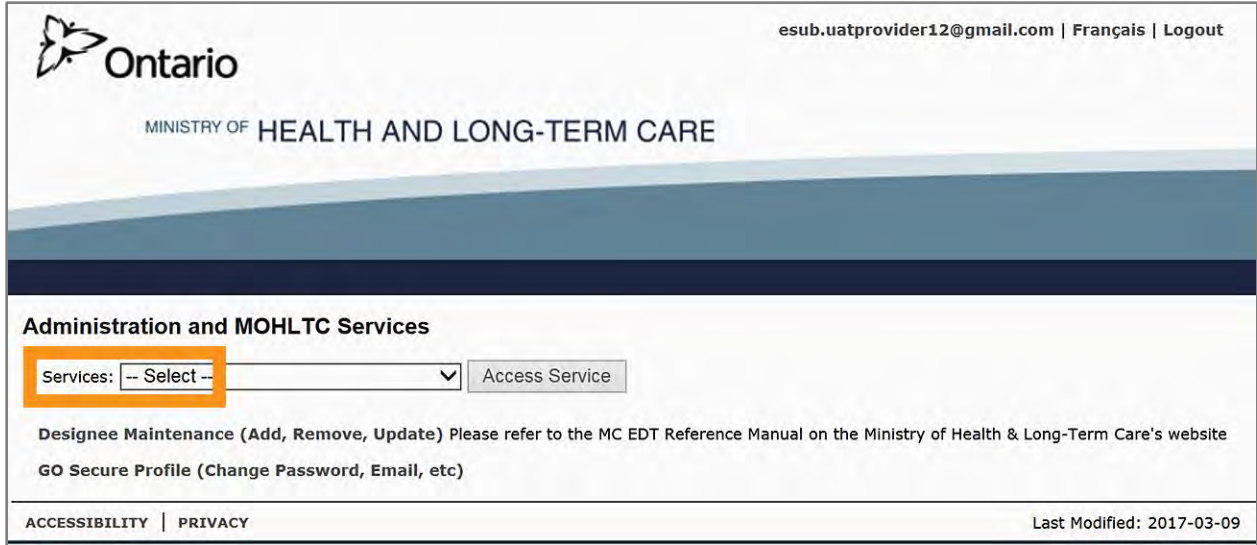
[Forgot your ID or password?](#)  
[Don't have a GO Secure account? Register Now.](#)

[ACCESSIBILITY](#) | [PRIVACY](#) | [FAQ](#)

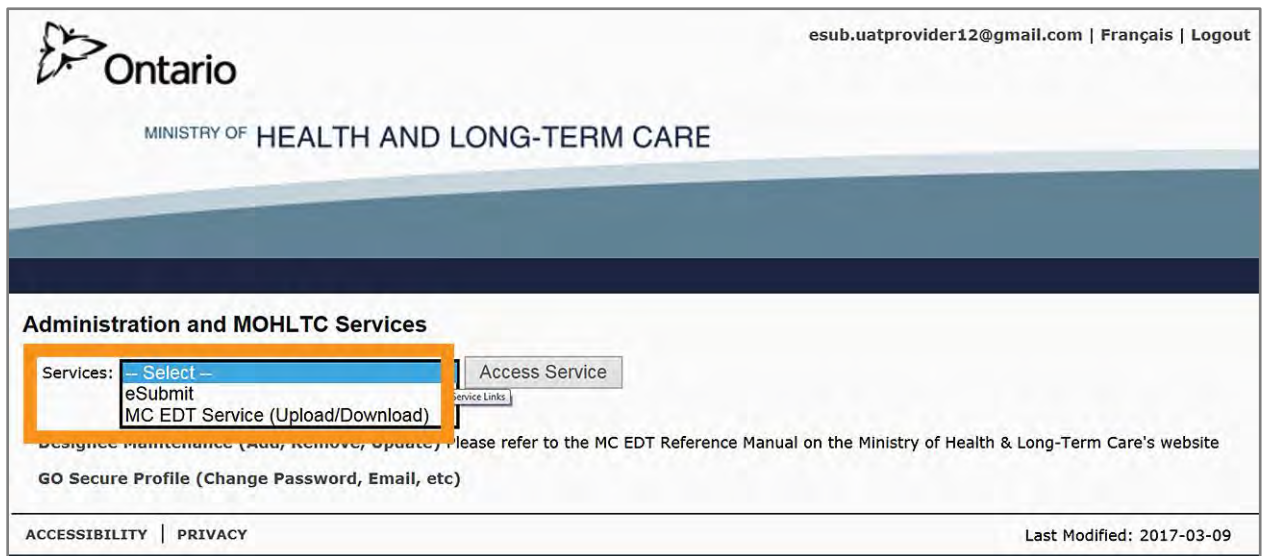
© QUEEN'S PRINTER FOR ONTARIO, 2012-13 | ENV ID: UAT  
LAST MODIFIED: 2016-11-02 21:41:59

**NOTE:** Your GO Secure session will time-out if there is no activity after forty-five (45) minutes.

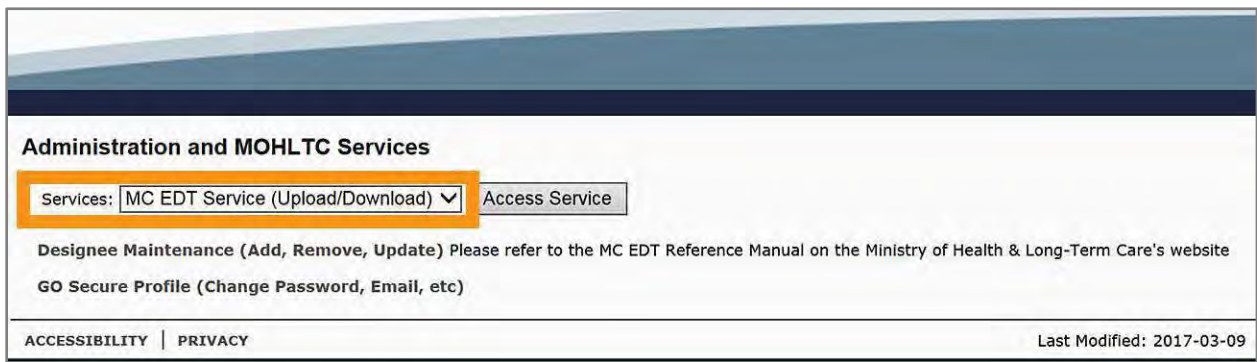
3. Select “**Services**” on the Health Care Provider’s Administration and MOHLTC Services Menu.



4. Select using down arrow to see “Services”:



5. Select “MC EDT Services (Upload/Download)”



6. Select the “Access Service” button. The Medical Claims Electronic Data Transfer page opens.

The screenshot shows the Ontario Ministry of Health and Long-Term Care website. At the top left is the Ontario logo and the text "Ontario" and "MINISTRY OF HEALTH AND LONG-TERM CARE". On the right side, the word "Fran" is partially visible. Below the header is a dark blue navigation bar with the links "MAIN | DESIGNATED ACCOUNTS | ADD DESIGNEE" and "LOGOUT". The main content area has the heading "MEDICAL CLAIMS ELECTRONIC DATA TRANSFER" and two links: "Upload" and "Download". At the bottom of the page, there is a footer with "CONTACT US | PRIVACY | IMPORTANT NOTICES" on the left and "© QUEEN'S PRINTER FOR ONTARIO, 2012 | LAST MODIFIED: 2012-0" on the right.

7. If you are a Designee; after the Go Secure Login page, you will be directed to Designee Health Care Provider's Administration and MOHLTC Services.

**Tips:**

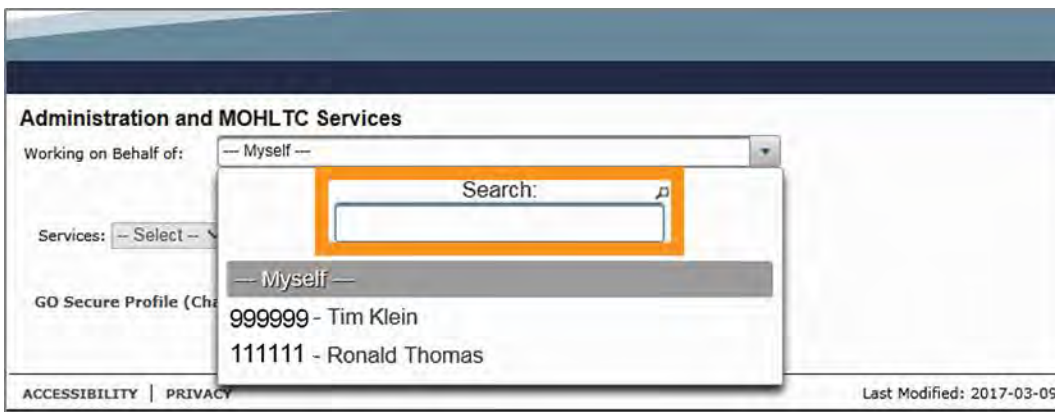
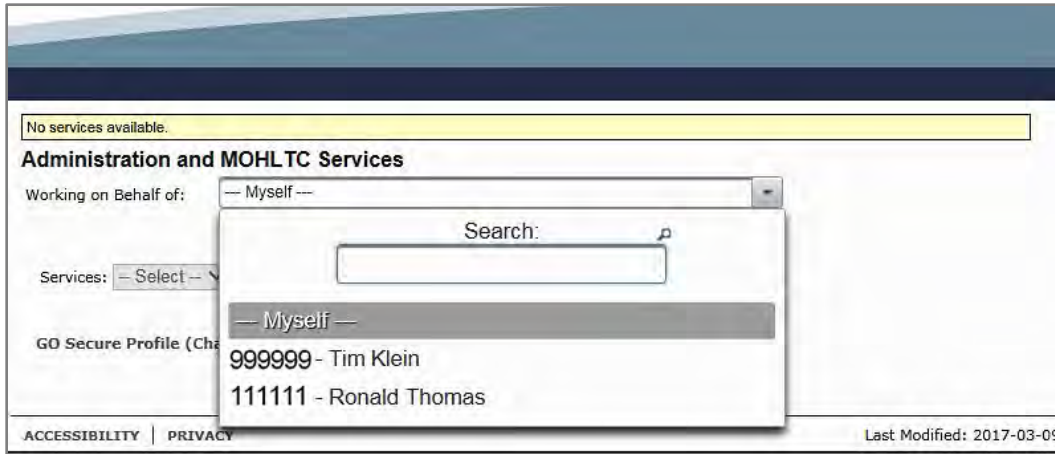
If a health care provider is a designee for another health care provider, the "Working on Behalf of" field will be available.

"Working on Behalf of" list will default to "Myself", any health care provider that you are a designee of could also be selected.

All Designees will have the "Working on Behalf of" field on their Administration and MOHLTC Services.

**NOTE:** If you are a Designee, the Administration and MOHLTC Service page will display a "Working on Behalf of" field to allow you to select a provider. The default for this field is "Myself" but this field can be changed by using the down arrow or Search field to locate a list of provider(s) for which you have been granted permissions to download files for. To do a search, enter either the Billing number or Name of the provider.

8. Designee must first select a health care provider.  
Select a health care provider from the "Working on Behalf of" field to be able to access services for which permissions have been granted, by entering either billing# or name in the "Search" field.

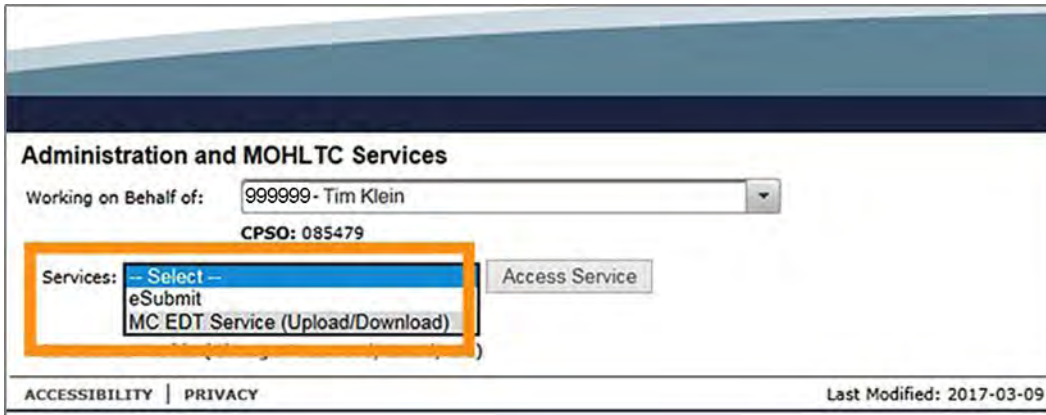


- After selecting a provider name from the “Working on Behalf of” list, **select the “MC EDT Service (upload/download)”** service using the down arrow next to ‘Services’.

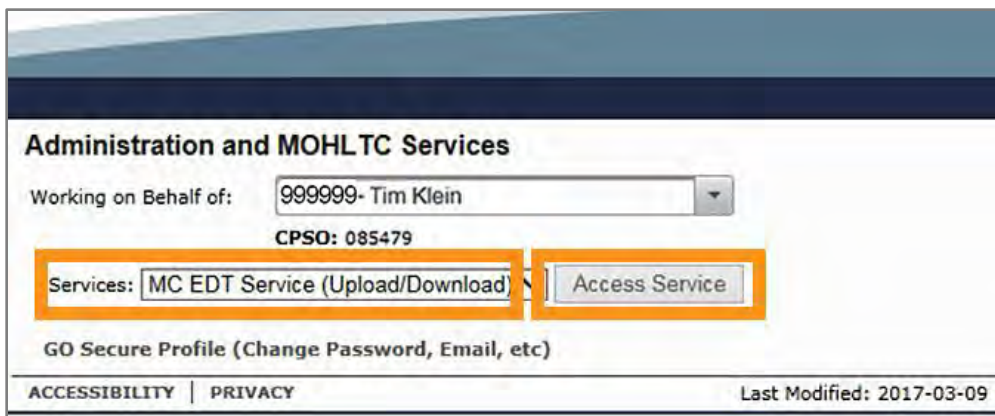


- Select the service from Administration and MOHLTC Service page.

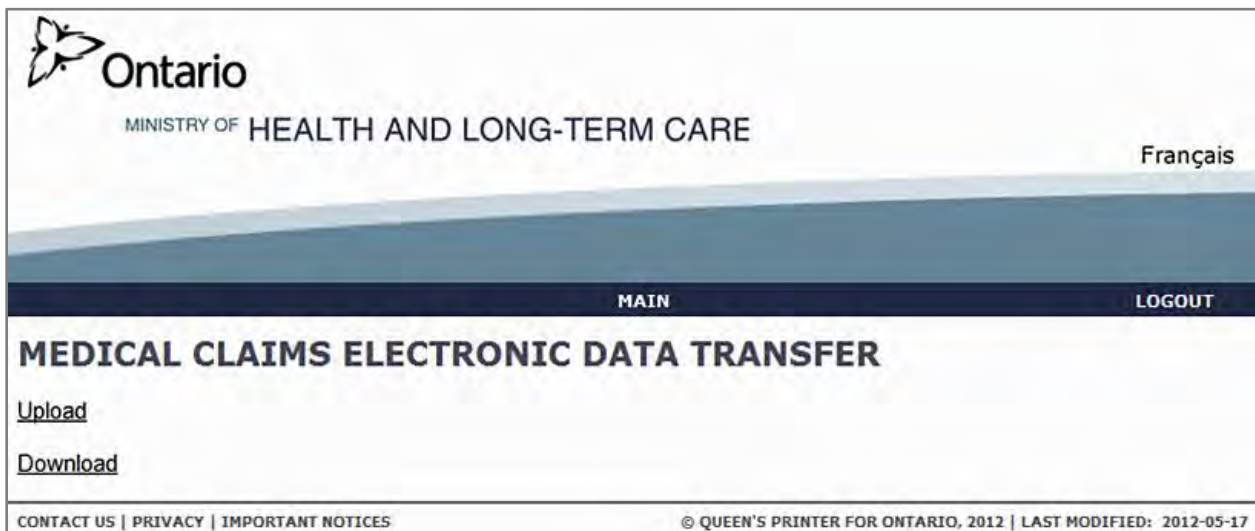




11. Select the “**Access Service**” button.

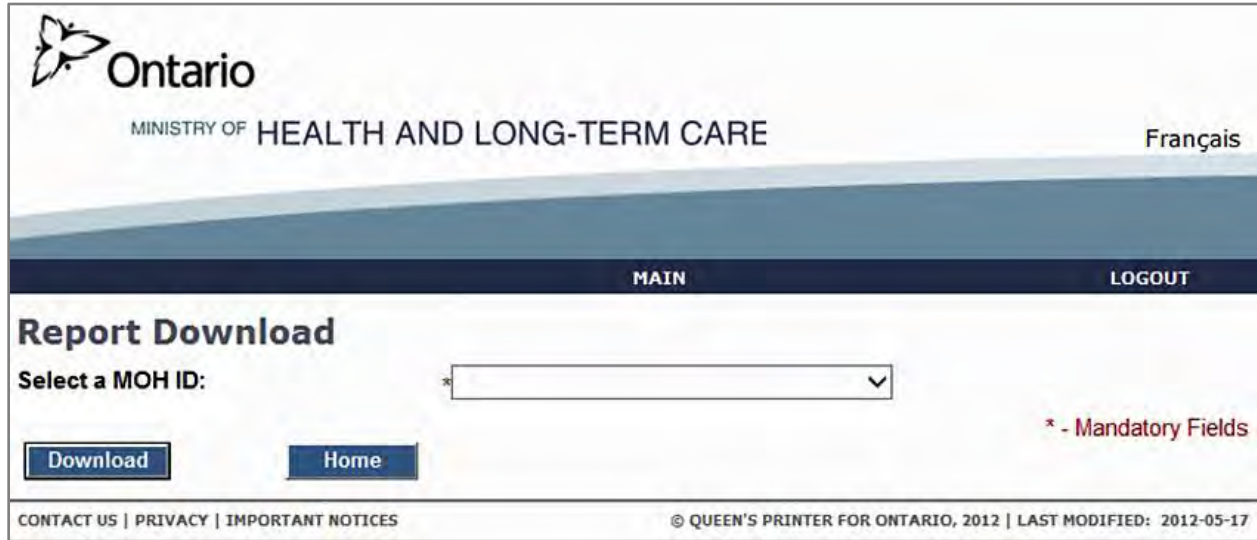


12. The Medical Claims Electronic Data Transfer page opens.

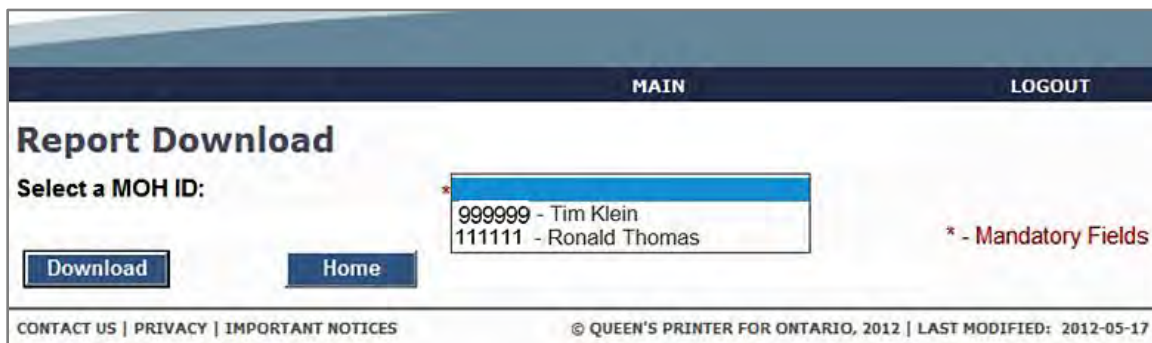


13. From the Medical Claims Electronic Data Transfer page opens. **Select** “**Download**”, the next screen that opens will depend on the type of access you have:

- a) If you are a provider and have access to only your reports, the “**Available Reports**” screen opens.
  - b) If you are a designee and have access to reports for multiple providers, select a provider number/name from the drop down list.
14. The Report Download screen will open. **Enter the “Billing Number”** in the “**Select a MOH ID**”: field or **select the drop down arrow** (this is a mandatory field).



15. A list of “Billing Numbers” that the designate has access to, appears in the drop down list. **Select the appropriate “Billing Number”** from the list.



16. Once the “**MOH ID**”: field is filled, **select “Download”**.

17. The Available Reports screen opens displaying the “List of Reports”.

File Type	Subject	File Name	Date	Status	Download
GCM	General Communications	ADD-999999.pdf	2016-12-20	Available	<a href="#">Download</a>
GCM	General Communications	ADD999999_01.pdf	2016-12-14	Available	<a href="#">Download</a>
GCM	General Communications	ADD999999_01.pdf	2016-12-14	Available	<a href="#">Download</a>
GCM	General Communications	ADD_999999-01.pdf	2016-12-07	Available	<a href="#">Download</a>
GCM	General Communications	ADD_999999-01.pdf	2016-12-06	Available	<a href="#">Download</a>
GCM	General Communications	ADD97148.pdf	2016-11-18	Available	<a href="#">Download</a>
GCM	General Communications	RAI90209.pdf	2016-11-16	Available	<a href="#">Download</a>
GCM	General Communications	WAXMAN 97148.pdf	2016-11-09	Available	<a href="#">Download</a>
GCM	General Communications	RAI 97148.pdf	2016-11-09	Available	<a href="#">Download</a>
GCM	General Communications	SUPPDOC125.pdf	2016-11-08	Available	<a href="#">Download</a>
BE	Batch Edit	Udayas BE	2016-10-27	Available	<a href="#">Download</a>
PSP	Payment Summary Report PDF	Udayas PRR	2016-10-27	Available	<a href="#">Download</a>
RA	Remittance Advice	Udayas RA	2016-10-27	Available	<a href="#">Download</a>
GCM	General Communications	CRRAI Provider 1.pdf	2016-10-20	Available	<a href="#">Download</a>

In the Available Reports screen there is a “Status” field.

- Status “**Available**” means that the report is new and has not been previously viewed.
- Status “**Downloaded**” means the report has been previously viewed, but may be viewed as often as needed.


From the List of Reports, look for “File Type” “**GCM**” and “Subject” “**General Communications**”. The filename will begin with “**RAI**”, followed by the



provider number and then the ticket number. Choose the appropriate file by selecting “**Download**”.

Once the file is downloaded, choose the “**Open**” option to view the Remittance Advice Inquiry Response or “**Save**” the file to view at a later time.

**Open the download** to view the Request for Additional Information.



**MINISTRY OF HEALTH AND LONG-TERM CARE**

### Remittance Advice Inquiry Response

Remedy Ticket	<input type="text" value="ESD0000000111111"/>	Remittance Advice Date	<input type="text" value="2016-10-14"/>
Date of RA Inquiry	<input type="text" value="2016-11-02"/>		
Group/ Provider Name	<input type="text" value="ALLAN"/>	Group/ Provider Number	<input type="text" value="0000-010000"/>
Health Number	<input type="text" value="1111111111"/>	Account Number	<input type="text"/>
Out of Province Health Number	<input type="text"/>	Claim Number	<input type="text" value="H1111111111"/>

FSC	# Services	Fee Billed	Service Date	Inquiry Type*	Decision Code*
A007A	1	45.00	2016-09-28	Correction	Adjustment required - being processed
E450A	1	66.00	2016-09-01	N/A	

Comments

Physicians wishing to dispute a final decision can request a hearing by the Physician Payment Review Board as long as the request is made within 20 business days from the time the response is sent by the ministry. Note: This process is not available for Out of Country/Registered Third Party Billing Agents.

If you have any questions regarding your inquiry, contact your ministry of health claims processing office

**For more information:**

1. Who do I contact if I have MCEDT 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>