



## How to get help with billing questions

This guide provides information on how physicians can get help with billing questions.

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## Ministry of Health: Service Support Contact Centre

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### Telephone number

1-800-262-6524

### Hours of operation

Monday - Friday (8:00 a.m. - 5:00 p.m.)

## Calls that are received at the Service Support Contact Centre

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- Ministry staff are available to respond to calls from physicians requiring billing assistance.
- A ticket is opened for each call to document the physician's name, OHIP billing number, contact information and details of the question.
- When a billing question is resolved, the ticket is updated with the response and the ticket is closed.
- Some billing questions may have to be escalated to other program areas for an appropriate response.
- Additional time may be required to thoroughly review the details of complex billing questions.

## Complex billing questions

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- Physicians contacting the Service Support Contact Centre (SSCC) (1-800-262-6524) may be asked to submit a letter to the Claims Services Branch (CSB) clearly outlining the details of the complex billing question.
- Complex billing questions will be forwarded to the appropriate program area for review.
- Billing questions and responses are documented.
- The response that is provided will be based on the information submitted and may change if more information becomes available for consideration.
- The volume of billing inquiries received may affect the response time.

We hope this information is helpful. If you have any questions about this information, or if you encounter difficulties with your claim submissions, please contact the ministry's Service Support Contact Centre by calling 1-800-262-6524.

## Ontario Medical Association

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- The Ontario Medical Association (OMA) website also contains many resources (reference guides, online modules, etc.) that offer education related to specific areas of the *Schedule of Benefits for Physician Services*.
- OMA staff can provide guidance on routine billing questions, claims reconciliation processes and other questions, and may liaise with the ministry to obtain further information on behalf of physicians.
- Visit [www.oma.org](http://www.oma.org) for online resources or [info@oma.org](mailto:info@oma.org) for individualized assistance.

## More information

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- Visit the [Resources for Physicians page](#) on the ministry website.
- Sign up to have [OHIP Announcements sent to you by email](#) to be notified of new educational modules and billing resources. OHIP Announcements are updates from the ministry related to system outages, scheduled maintenance, announcements of new services and OHIP claims office moves or closures.
- You can find [INFOBulletins on the ministry's website](#) or [sign up to have INFOBulletins sent to you by email](#). INFOBulletins are communications from the ministry that inform you of changes in payment, policy, programs and software.
- If you have any questions, please contact Inquiry Services, [Service Support Contact Centre](#) (SSCC) by email or by calling 1 800 262-6524.
- Visit the [OMA website](#) or contact the [OMA by email](#) or by calling: 1-800-268-7215.

## Help us improve our learning modules

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Please complete this short, online survey - [Survey: How to get help with billing questions](#).