

**Ministry of Health and Long-Term
Care**

Population & Public Health Division
Public Health Planning and
Liaison Branch

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**Ministère de la Santé et des Soins de
longue durée**

Division de la santé de la population et de la
santé publique
Direction de la planification et de la liaison
en matière de santé publique

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January 11, 2015

Re: Launch of the newly integrated Healthy Smiles Ontario Program

Dear colleagues,

In follow-up to the recent memo regarding changes to public dental programs in Ontario, please note that the newly integrated Healthy Smiles Ontario Program was launched on January 1, 2016. Further information is now available on the 'healthcare professional channel' of the Ministry of Health and Long-Term Care's website. The website provides key information for dental providers, including the new service schedules, forms, and further operational guidance for participating providers.

Please visit the Ministry's website to access this information at:

<http://www.health.gov.on.ca/en/pro/programs/dental/>
<http://www.ontario.ca/fr/page/obtenir-des-soins-dentaires>

If you have questions about the new integrated Healthy Smiles Ontario Program, please contact 416-314-2257 or email healthysmiles@ontario.ca.

Thank you for your participation and support to improve access to oral health care in Ontario.

Yours sincerely,

Elizabeth Walker
Director, Public Health Planning and Liaison Branch
Population and Public Health Division

WHAT DO I NEED TO KNOW?

- Publicly-funded oral health benefits and/or programs were integrated into one program – Healthy Smiles Ontario – as of January 1, 2016.
- The new program serves children and/or youth who meet specific eligibility requirements including financial, Ontario residency and age.
- The new program includes preventive, core (routine and restorative) and emergency/essential services streams.
- There is a new HSO dental card for all clients. Clients who were enrolled in previous programs were transitioned to the new program and have received a new card prior to January 1, 2016.
- All clients will have a standard benefit year – August 1st to July 31st, except emergency and essential services stream clients who will be eligible for 12 months from their date of enrollment. All cards will display an expiry date clearly.
- Electronic claims submission has been implemented as of January 1, 2016 with Accerta as the new program administrator.
- Some pre-authorizations will have to be submitted by paper for a short time.
- The Ministry is working with Accerta to implement electronic processes for submission of pre-authorizations and other documentation. This is expected to be in place as soon as possible in 2016.
- Treatment plans for previously enrolled children will continue.
- Providers are asked to continue treating previous HSO, CINOT and Social Assistance clients. They have been transitioned to the new program and have a new dental card.
- A new service schedule is available at:
<http://www.health.gov.on.ca/en/pro/programs/dental/>
- As of January 1, 2016 claims must be submitted to Accerta. Claims may be mailed, sent via secure fax, or submitted electronically (EDI) to Accerta:

For EDI submissions, the Primary Policy/Plan Number is HSO. Accerta's carrier code is 311140 and can be added under the Instream network.

For Mail:
AccertaClaim Servcorp Inc.
Healthy Smiles Ontario Contact Centre
Station P, P.O. Box 2286
Toronto, ON, M5S 3J8

Secure Fax:
416-354-2354 or toll-free at 1-877-258-3392