

**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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December 15, 2015

Re: Follow-up to Recent Memo – Changes to Public Dental Programs in Ontario

Dear colleagues,

In follow up to the recent memo regarding changes to public dental programs in Ontario, please note that further information will be posted on the ‘healthcare professional channel’ of the Ministry of Health and Long-Term Care’s website over the next two weeks. We anticipate posting the new fee and service schedules as well as a technical memo with further operational guidance for participating providers by December 18th, 2015.

Please visit the Ministry’s website to access this information at
<http://www.health.gov.on.ca/en/pro/programs/dental/>

If you have questions about this memo or the new integrated Healthy Smiles Ontario Program, please contact Jacky Sweetnam, Manager, Low-Income Dental Integration at 416-326-9751 or by email at Jacky.Sweetnam@ontario.ca.

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

Yours sincerely,

Elizabeth S. Walker
Director, Public Health Planning and Liaison Branch
Public Health Division

WHAT DO I NEED TO KNOW?

- **Current publicly-funded oral health benefits and/or programs are being integrated into one program – Healthy Smiles Ontario – as of January 1, 2016**
- **The new program will serve children and/or youth who meet specific eligibility requirements including financial, Ontario residency and age.**
- **The new program will include preventive, core (routine and restorative) and emergency/essential services streams.**
- **There will be a new HSO dental card for all clients. Clients who are enrolled in current programs are being transitioned to the new program and will receive 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 will be implemented as of January 1, 2016 with Accerta as the new program administrator.**
- **Some pre-authorizations will still have to be submitted by paper for a short time.**
- **The Ministry is working with Accerta to also 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 currently enrolled children will continue. Providers are asked to keep treating currently enrolled children.**
- **You are asked to keep treating HSO, CINOT and Social Assistance clients. They will be transitioned to the new program and will receive a new card.**
- **A new service schedule is under development and will be available in the coming weeks.**
- **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