

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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July 4, 2016

Re: Healthy Smiles Ontario Updates

Dear colleagues,

This memo includes important information about the transition to the upcoming new benefit year and the potential Canada Post service disruption.

Transition to new Benefit Year (August 1, 2016 – July 31, 2017)

As you are aware, one of the elements introduced as part of the newly integrated Healthy Smiles Ontario (HSO) program is automatic annual renewal of clients who continue to meet the eligibility requirements. Work is well underway to ensure this activity is as seamless as possible.

To minimize confusion for families and dental providers as we enter this first automatic renewal period, we also wanted to advise you that a one-time grace period for clients with cards expiring on July 31, 2016 will be in place, maintaining their eligibility up to and including August 31, 2016. For greater clarity, this means that Accerta will honour claims from providers for eligible treatment services provided during the month of August to HSO clients with July 31, 2016 expiry dates on their cards.

As well, clients enrolled in the Emergency and Essential Services Stream (EESS) of the program whose eligibility is expiring during this period can either apply as a non-EESS client or be re-assessed for continued eligibility for this stream.

Canada Post Service Disruption

In the event of a postal service disruption, HSO clients may not receive their HSO dental card or be able to apply by mail to the ministry. For the duration of the postal service disruption it is recommended that clients go to a public health unit or ServiceOntario location to apply using the paper application.

Clients may contact the ServiceOntario INFOline toll-free at 1-844-296-6306 or TTY toll-free at 1-800-387-5559. Dental providers are also able to validate eligibility by contacting Accerta for pre-verification 416-922-6565, toll free 1-800-505-7430 or HSO Contact Centre at 416-363-3377 or toll-free at 1-877-258-3392.

Please see page 4 for more information on Accerta's contingency plan for service providers, including details on claims, pre-authorizations, and claims payment. We encourage you to share this information with your colleagues and staff.

If you have questions about this memo, please contact Brandy Thompson, Senior Oral Health Program Consultant at Brandy.Thompson@ontario.ca or by phone at 416-212-3857. Additional information about the program, including eligibility requirements and enrolment processes, is available online at ontario.ca/healthysmiles.

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

Sincerely,



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

WHAT DO I NEED TO KNOW?

Benefit Year

Eligible clients will begin receiving new dental cards for the 2016-2017 HSO benefit year in July 2016. In the event of a postal service disruption, clients may be delayed in getting their dental cards.

- All clients have a standard benefit year – August 1st to July 31st, except those with an 18th birthday during the benefit year and Emergency and Essential Services Stream clients who are eligible for 12 months from their date of enrollment. All cards will display an expiry date clearly.

Client Transition

- Most eligible clients will receive new cards in advance of the start of the new benefit year (August 1st 2016-July 31st 2017). In the event of a postal service disruption, clients may be delayed in getting their dental cards.
- We recognize that cards may be lost, or other issues may arise. For lost or stolen cards, the client or parent/guardian must contact the ServiceOntario INFOline toll-free at 1-844-296-6306 (Canada). TTY users can call 416-327-4282 (TTY GTA) or toll-free at 1-800-387-5559 (TTY Canada).
- Providers can also phone Accerta directly to determine if a child is enrolled in the HSO program. Once this has been confirmed by Accerta, treatment can be initiated.
- Clients on social assistance are automatically enrolled for the new benefit year as long as they or their family continue to receive social assistance as of August 1, 2016. These clients will receive a new HSO dental card in advance of the start of the new benefit year, but will also be able to use their current dental card up to and including August 31, 2016. In the event of a postal service disruption, clients may be delayed in getting their dental cards.
- Clients who exit social assistance before August 1, 2016 must reapply for dental coverage under HSO. These clients can use their current dental card up to and including August 31, 2016.
- Clients enrolled in HSO and CINOT prior to January 2016 must reapply for dental coverage under HSO. These clients can also use their current dental card up to and including August 31, 2016.
- If clients need further support, including information on how to re-apply, their local public health unit can help. For more information about Healthy Smiles Ontario or to find out which local public health unit serves your area, call the ServiceOntario INFOline toll-free at 1-844-296-6306 (TTY toll-free at 1-800-387-5559), or visit ontario.ca/healthysmiles.

Dental Claims

- To preserve access and continuity of service, Accerta will honour claims for clients eligible for the current benefit year up to August 31st 2016.
- Dental providers are asked to submit claims as soon as possible to ensure timely payment and processing.
- 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

*Note: In the event of a postal disruption, please consider submitting via secure fax or EDI as receipt of your claim sent through mail may be delayed.

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

- If a dental provider receives a rejection for a claim sent through EDI, they should re-send the claim through mail/fax to Accerta. Accerta will manually verify the client's eligibility and process the claim.

Canada Post Service Disruption

- Dental Cards: Healthy Smiles Ontario cards may be delayed getting to your clients. To validate eligibility please contact Accerta for pre-verification.
- Claims / Predeterminations: Requests can be submitted using CDAnet EDI (electronic data interchange) or by fax at 416-922-4323 or toll free at 1-800-467-1839. For HSO claims and pre-authorization requests, fax 416-354-2354 or toll free 1-877-258-3392.
- Payments: To avoid delays, sign up for Electronic Funds Transfers (EFT) directly to your bank account. Please visit www.accerta.ca or use the web portal AccertaWorX to access the form for EFT payments.
- Check Accerta's website for more frequent updates at www.accerta.ca. If you have any questions or concerns please feel free to contact Accerta by phone at 416-922-6565, toll free 1-800-505-7430 or HSO Contact Centre at 416-363-3377, toll free 1-877-258-3392.