

Health Card Validation Reference Manual

Claims Services Branch,
Health Programs and Delivery,
Ministry of Health

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About this manual

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Ministry of Health

Claims Services Branch

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SECTION 1: INTRODUCTION

About this manual

The Ministry of Health, (referred to in this manual as the ministry), Health Card Validation (HCV) service enables health care providers and other clients to determine patient eligibility and the validity of an Ontario health card.

This manual is intended to provide the user with information including:

- an overview of HCV
- current HCV types
- minimum requirements; and
- user information for each type

Section 1 – Introduction provides:

- information about types of Ontario health cards
- an understanding of HCV, the benefits, and the process, and
- a non-technical overview and description of the types of HCV currently available

Note: Each type should be reviewed and considered in context with the health care provider or organization's business needs.

Section 2 – Help provides information about:

- how to enrol for HCV
- HCV support contact information
- how to return surrendered health cards, and
- conformance testing with the ministry

Section 3 – Appendices provide information about:

- response codes
- time limited-service fee schedule codes
- time limited-service Response codes; and
- a glossary

Contact the Service Support Contact Centre (SSCC) for inquiries regarding HCV information contained in this manual at:

1 800 262-6524

sscontactcentre.moh@ontario.ca

Your inquiry will be escalated to appropriate ministry staff.

Health Cards

Each eligible resident in the province of Ontario may apply to be an insured person to receive provincially funded insured health services covered by the Ontario Health Insurance Plan (OHIP). A health card is provided to the insured person to present to the health services provider at each visit for an insured health service.

There are two types of Ontario health cards in circulation - the photo health card and the red and white health card.

Health services providers should continue to validate all health cards at the time of service using existing validation processes.

Both the photo and the red and white health cards remain acceptable as proof of entitlement to medically necessary insured health services providing the card is valid and belongs to the person presenting the card. All health cards contain a magnetic stripe that contains the unique 10-digit lifetime identification number, known as a health number which is assigned to all eligible Ontario residents.

Variations of each of these health cards are detailed below. For additional details and images of the cards, please see the Health cards section of [Registration of Ontario Health Insurance coverage](#).

Photo Health Card

The photo health card is a green plastic card with the front of the card depicting a trillium and bearing the insured person's name, 10-digit personal health number and version code, date of birth, gender (on cards issued prior to June 2016 only), card's issue and expiry date, the person's photo and signature (unless a photo and signature exemption has been granted or the person is under 16 years of age).

There are multiple variations of the photo health cards in circulation.

Black and White Photo Health Card (no Sex Designation)

This is the only photo health card that is currently being produced. It is considered acceptable as proof of OHIP coverage if it was issued after June 13, 2016 (see [INFOBulletin 4671](#)).

The front of the health card will no longer display the individual's sex designation (the information is still required to be entered on the OHIP database).

No changes have been made to the back of the black and white photo health card.

Black and White Photo Health Card

It is considered acceptable as proof of OHIP coverage if it was issued between January 8, 2014 to June 13, 2016 (see [INFOBulletin 4621](#)).

The following changes were made to this version of the card:

- the primary photo of the card holder will now be a black and white image
- the holographic images currently seen covering the primary photo will be removed
- optical variable ink has been added in the top right corner on the card front
- the new trillium image will change colour from magenta to gold when the card is tilted
- the old provincial logo in the bottom right corner on the card front has been replaced with a tactile image of the new provincial stylized logo
- both the English and French text on the back of the card has been updated as to reflect how to request a change of address on the Ontario health card

Colour Enhanced Photo Health Card

The enhanced photo health card was introduced in November 2007 (see [INFOBulletin 4460](#), November 30, 2007) with additional and improved security features (example: holograph images, laser printing, etc.). Unlike the standard photo health card, the residential address does not appear on the back of the card.

The enhanced photo health card was updated in June 2016 to remove the “sex” field from the photo health card.

Ontarians will not receive an enhanced photo health card until their current card expires, or a replacement card is required.

Enhanced photo health cards produced since November 2007 include the following security features:

- a new security background on the front and the back of the card which uses mechanisms similar to those used for currency
- a smaller photograph and signature, printed in shades of gray on the right-hand side of the card
- a holographic overlay, printed over the colour photograph
- the name as shown on the face on the card is printed in very small (microprint) text on the front and the back of the card
- the health number, version code and Ontario trillium logo have slightly raised print (tactile printing), and
- additional enhancements which cannot be identified for security reasons

Standard Photo Health Card

The standard photo health card was introduced by the Ministry of Health (MOH) in 1995 to replace the red and white health card.

The implementation of the photo card introduced more security to the health card with the purpose of discouraging individuals from sharing cards or using cards that did not belong to them.

The trusted registration process and health card renewal cycle were implemented in conjunction with the photo health card; this process requires that residents apply in person to confirm that they continue to meet the OHIP eligibility requirements.

The initial standard photo health card included the cardholder's residential address on the back of the card.

Red and White Health Card

There are four versions of the plastic red and white health card currently in circulation.

All of the following red and white health card types are acceptable should they pass validation. Each displays the 10-digit personal health number, the insured person's name and version code if applicable.

Version Codes

Some red and white health cards do not have a version code. Version codes were introduced to uniquely identify a health card and allow the ministry to verify the status of a health card to reduce fraud.

Health Cards for Newborns

The registration of newborns through hospitals is usually completed using the Ontario Health Coverage Infant Registration form. The registration form, completed by the parent, is forwarded by the birthing hospital to the ministry for processing.

Until the child's health card is mailed to the parents, the parent will have a record of the child's health number pre-printed on the registration form's tear-off strip.

Health Card Validation

The HCV service allows health care providers and organizations to determine the status of a patient's health number and version code (when presented at the point of service for provincially funded health care services). Therefore, reducing eligibility and version code claim rejections.

The HCV Web Service is available seven days a week on a 24 hour basis. The exception is weekly scheduled system maintenance on **Sunday** and **Wednesday** mornings between the hours of **5:00 a.m. and 8:00 a.m.**

The ministry does not charge for HCV access. However, there may be software set-up and ongoing costs depending on the vendor and access method chosen. Discuss set-up and ongoing costs with your software vendor or solution provider.

Depending on the HCV type and corresponding communication protocol you choose, you will need associated software and hardware equipment. A software vendor or developer can provide you with information regarding any required equipment.

Why Validate?

The benefits of HCV responses provide decision-making information at the time of service and allow a health care provider or organization to:

- verify patient data
- reduce eligibility claim rejects by ensuring a client is eligible for service prior to service delivery
- reduce version code claim rejects associated with incorrect version codes,
- reduce administrative costs by confirming uninsured clients to allow health care providers to direct bill clients (example: debit/credit, credit card) at the time of service where applicable. Refer to [*Commitment to the Future of Medicare Act 2004 \(CFMA\)*](#).
- receive the most recent oculo-visual assessment or examination, complexity premium, major eye exam, bone mineral density measurement, fertility service or sleep study date of service (**available by Health Card Validation (HCV) Web Service and Interactive Voice Response (IVR)**), and
- reduce health care fraud by eliminating service to ineligible clients and by visually confirming HCV response information with client at the point of service, for example, date of birth

Service Encounter

The insured person should present their health card at the time of service. The health card should be validated each time the insured person visits the office (to check the status and validity of the health number and version code presented and the individual's eligibility for health care coverage on that day).

Validation Process

The health card number and version code or the information contained on the magnetic stripe on a health card is electronically transmitted to the ministry via a secure, approved, and authorized HCV method when an HCV service is accessed at the point of service.

The validation process consists of edit checks to determine if the:

- Health number is valid
- 10-digit health number has been issued by the ministry
- Health number presented belongs to an insured person who is eligible for health care in the province of Ontario, and

- Health card is current by checking the version code

If the health number and/or version code is determined to be invalid, or the client is not eligible, appropriate response codes will be returned indicating the reason why the health card has been rejected (refer to APPENDIX A – Response Codes).

Note: Validation checks eligibility and validates the health card/number but does not guarantee payment of the claim since payment is dependent on additional factors.

Validating for Specific Services

Specific regulations and limits apply to some services such as time limited optometry services, periodic oculo-visual exam, major eye exam, bone mineral density measurements, fertility service or sleep studies. Validating for these services can be performed through the Health Card Validation (HCV) Web Service or Interactive Voice Response (IVR).

If an appropriate Time Limited Fee Schedule Code is entered, the system will provide either the date of service (DOS) for the most recent service and a service response code, or just the service response code (refer to APPENDIX A – Response Codes).

Methods of Health Card Validation

There are currently **two** methods of access for Health Card Validation:

- Real Time Validation - Health Card Validation (HCV) Web Service, Interactive Voice Response (IVR) and Health Card Reader Software Application; and
- Batch Validation - Overnight Batch Eligibility Checking (OBEC)

Health care providers may review each of the methods to determine the most appropriate to meet their needs based on current business practices and technical capabilities.

The ministry does not develop or support HCV applications. Data specifications are provided for a vendor to develop a software application that meets the data specification requirements. A user instruction manual may be written by the software developer to describe the application and provide step-by-step user instructions.

HCV users are encouraged to contact colleagues, professional associations, or other health care providers regarding vendors and/or applications that support HCV.

Real-Time Validation

Health Card Validation Web Service

The HCV Web Service via the Electronic Business Service (EBS) is an Internet-enabled service that can be accessed from any computer using third party software. The HCV Web Service provides a more secure service to validate the eligibility of a patient's health card in real-time against ministry databases.

The HCV Web Service offers two types of applications to validate the eligibility of a patient's health card against ministry databases:

- HCV Full
- HCV Basic

HCV Full displays the patient's personal health information (refer to HCV Full) and HCV Basic does not (refer to HCV Basic) due to the different security accesses defined in the EBS security models.

You must contact your service provider or vendor to ask which method is available to you.

You or your organization is responsible for the acquisition and installation of all equipment necessary to support HCV.

Ensure that your third-party vendor has successfully completed conformance testing with the ministry (see Section Conformance Testing).

Service providers/vendors may contact the Service Support Contact Centre (SSCC) to inquire about the EBS security models and the security profile standards to be able to offer HCV Full at:

1 800 262-6524

SSContactCentre.MOH@ontario.ca

The desk is staffed from **8:00 a.m. until 5:00 p.m., Monday to Friday, except holidays**, and your inquiry will be escalated to appropriate ministry staff.

The minimum requirements for the HCV Web Service are:

- a personal computer
- internet access, and
- third party vendor software

The HCV Web Service does not:

- provide corrected or updated health numbers or version codes nor should it be used to obtain valid version codes, or
- guarantee payment of any claims submitted for providing health care services to patients

HCV Full

Health care providers may access HCV Full through a Health Information Custodian (HIC), such as a hospital or a service provider that is qualified to offer HCV Full. Refer to the [Personal Health Information Protection Act](#)

The ministry returns the following information:

- audit ID
- response code (see *APPENDIX A – Response Codes*);
description for the validation response code
- action for the validation response code

- health card number that was entered
- version code (if entered)
- up to 20 characters of the first name
- up to 20 characters of the second name
- up to 30 characters of the last name
- gender
- date of birth
- expiry date of card
- Time Limited Fee Schedule Code (if entered)
- Time Limited Service Response Code (if entered) (see APPENDIX C – Time Limited Service Response Codes)
- Description of the Time Limited Service Response Code (if entered)
- most recent time limited optometry service, major eye exam, periodic oculo-visual exam, bone mineral density measurement, fertility service or sleep study date of service (if applicable)
- other information as defined in the [Technical Specifications for Health Card Validation \(HCV\) Service via Electronic Business Services \(EBS\)](#)

Your HCV Full application may actually display all or only some of this information, depending on your third-party vendor's software.

HCV Basic

The ministry returns the following information:

- response code (see APPENDIX A – Response Codes)
- description for the validation response code
- action for the validation response code
- Time Limited Fee Schedule Code (if entered)
- Time Limited Service Response Code (if entered)
- (see APPENDIX C – Time Limited Service Response Codes)
- description of the Time Limited Service Response Code (if entered)
- most recent oculo-visual examination, major eye exam, complexity premium,, bone mineral density measurement, fertility service or sleep study date of service (if applicable)

No personal health information (PHI) can be displayed.

For information to enrol, please contact your professional association.

The HCV Web Service is available seven days a week on a 24 hour basis. The exception is weekly scheduled system maintenance on **Sunday** and **Wednesday** mornings between the hours of **5:00 a.m. and 8:00 a.m.**

Note: The ministry strongly recommends that all health care providers use IVR along with HCV Full or HCV Basic. IVR is a backup method for HCV Full or HCV Basic in the event the chosen access method is unavailable.

Interactive Voice Response

The Interactive Voice Response (IVR) allows enrolled health care providers and organizations to validate health cards with the ministry in real-time using the toll-free telephone access.

IVR is best suited for low-volume users (less than 40 transactions per day) or remote locations/clinics.

The following equipment and service are required to participate in IVR:

- An IVR Personal Identification Number (IVR PIN) from the ministry
- A standard residential or business telephone line with touch tone service, and
- A touch tone telephone

Note: DO NOT access the IVR system with a **cellular phone** because the confidential data transmitted may be intercepted by others.

Health care providers must use a touch tone telephone via an automated telecommunications system to enter their assigned IVR PIN, the health card number to be validated and service fee schedule code (if applicable).

For confidentiality and security purposes, this PIN may only be used by you or your designee.

IVR returns the following information:

- health number that was entered
- version code (if entered)
- response code (see APPENDIX A - Response Codes)
- date of birth
- gender
- first three characters of the last name
- Time Limited Service Response Code (if entered) (see *APPENDIX C – Time Limited Service Response Codes*); and
- most recent time limited optometry service, major eye exam, periodic oculo-visual exam, bone mineral density measurement, fertility service or sleep study date of service (if applicable)

The IVR:

- does not guarantee payment of any claim submitted for providing a health care service to patients
- does not provide the corrected or updated health number or version code
- does not confirm that the health number and version code are correct/incorrect at time of service
- will assist providers to determine when their patient's most recent time limited optometry service, major eye exam, periodic oculo-visual exam, bone mineral density measurement, fertility service or sleep study was performed according to claims which have been received and approved for payment by the ministry, and
- must only be accessed by a touch-tone telephone

The IVR is available 24 hours a day, seven days a week. There may be periods of planned down-time for system maintenance and/or periodic updates in the event of prolonged periods of unavailability. You will be notified of these times on the voice automated IVR Bulletin Board.

For detailed procedures for using the IVR, refer to Appendix D - IVR Operating Instructions.

For questions about IVR, please contact the Service Support Contact Centre (SSCC) at:

1 800 262-6524

SSContactCentre.MOH@ontario.ca

The desk is staffed from **8:00 a.m. until 5:00 p.m., Monday to Friday, except holidays**, and your inquiry will be escalated to appropriate ministry staff.

Note: The ministry strongly recommends that all health care providers use the IVR along with any other type of HCV. IVR is a backup method for HCV in the event the chosen access method is unavailable.

Health Card Reader Software Application

Note: This method of access for HCV is not available to new vendors and is only provided for informational purposes for existing users.

A Health Card Reader (HCR) software application can be purchased from a vendor that has developed an application for HCV. The HCR software application allows enrolled health care providers and organizations to validate health cards with the ministry in real-time using an approved telecommunication protocol.

The HCR software application is installed onto a computer. At the point of service, an electronic transaction is transmitted via External Network Access (ENA) using Transmission Control Protocol/Internet Protocol (TCP/IP), to validate the eligibility of a patient's health card against ministry databases. The HCV service is available 24 hours a day, seven days a week.

The HCR software application is suited for high volume users.

The health care provider or organization is responsible for the acquisition and installation of all equipment necessary to support the HCR software application which must be conformance tested with the ministry (see *Section Conformance Testing*).

The ministry returns the following information:

- health number
- version code
- Response code (see APPENDIX A – Response Codes)
- gender
- date of birth
- up to 20 characters of the first name
- up to 20 characters of the second name
- up to 30 characters of the last name, and

- other information as defined in the HCR software application

Your HCR software application may actually display all or only some of this information, depending on your third-party vendor's software.

The HCR software application **does not**:

- provide corrected or updated health numbers or version codes; and
- guarantee payment of any claims submitted for providing health care services to patients.

IMS Connect information is available in the [Technical Specifications-Interface to Health Care Systems manual](#) located on the ministry website.

The ministry is replacing legacy technology with more modern technology and is moving towards a newer connectivity method.

As the IMS Listener and IMS Connect technology will be phased out, future and existing applications will need to be upgraded to conform to the new web enabled service channel.

Monitor the ministry website for future technical specification updates.

Note: The ministry strongly recommends that all health care providers use IVR along with the HCR software application. IVR is a backup method for HCV in the event the chosen access method is unavailable.

Batch Validation

Overnight Batch Eligibility Checking

Overnight Batch Eligibility Checking (OBEC) is used to validate a health number and version code **before** a health service is provided reducing the potential for claims rejections. The health numbers and version codes are keyed and batched into formatted files to be electronically submitted to the ministry. Eligibility is verified against the ministry's database based on the date the file is submitted. A response file is returned to the user the next business day.

OBEC uses the Medical Claims Electronic Data Transfer (MC EDT) service as the vehicle for the electronic transmission of batches of files from your computer to the ministry's mainframe computer.

Batches submitted for OBEC by 4:00 p.m. each day are processed overnight and a response file is returned to MC EDT by 7:00 a.m. the next business day. OBEC is available 24 hours a day, seven days a week.

OBEC is well suited for health care providers to validate health card eligibility for pre-scheduled appointments for referred patients, for out-of-town patients or for a patient who has had claims rejected in the past. Pre-validating with OBEC allows for the discussion of any health number discrepancies with patients either before or during their office visit to identify where direct billing may be necessary.

OBEC provides the following information:

- Response code (refer to APPENDIX A - Response Codes);
- gender;
- date of birth;
- up to 20 characters of the first name; and
- up to 30 characters of the last name.

OBEC does not:

- provide the corrected or updated health number or version code nor should it be used to obtain valid version codes, or
- guarantee payment of any claim submitted for providing a health care service to patients.

Information about submitting your OBEC files and receiving your OBEC reports is available in the [Medical Claims Electronic Data Transfer Reference manual](#) located on Ontario.ca

OBEC has specific technical requirements allowing authorized MC EDT users to send (upload) OBEC files and to receive (download) OBEC response files.

The specifications are very technical and are intended to be used by a vendor or programmer to develop an OBEC application that meets the data specification requirements for HCV.

A formatted file of health numbers and version codes is sent to the ministry for processing; there is a limit of 50,000 records per file. Files that do not follow the naming convention documented in the Technical Specifications Interface to Health Care Systems manual will result in a file containing one record for each record submitted.

The [Technical Specifications-Interface to Health Care Systems manual](#) is available on the ministry's website at:

For technical problems with the OBEC application, the first point of contact is your technical support staff or your vendor. If the technical support staff or vendor requires technical assistance from the ministry, they may contact the Service Support Contact Centre (SSCC).

For questions about MC EDT and OBEC, please contact the ministry's Service Support Contact Centre (SSCC) at:

1 800 262-6524

SSContactCentre.MOH@ontario.ca

The desk is staffed from 8:00 a.m. until 5:00 p.m., Monday to Friday, except holidays, and your inquiry will be escalated to appropriate ministry staff.

Note: The ministry strongly recommends that all health care providers use IVR along with the OBEC application. IVR is a backup method for the OBEC application in the event the chosen access method is unavailable.

Vendor and Third Party Service Provider Information

The Health Card Validation (HCV) Web Service via the Ministry of Health (MOH) Electronic Business Services (EBS) is being provided in addition to the existing HCV methods.

HCV Web Service via EBS offered to users through a third party portal provider or a vendor software application must adhere to one of or both of the supported security frameworks.

Master Services Agreement (MSA) model

The MSA is a binding legal agreement through which MOH accepts the identity of an end user at face value based on the service requestor verifying the identity and authenticating that the end user is an individual authorized to access the service.

Each Service Requestor in the MSA model requires a valid certificate from a ministry accepted certificate authority.

Identity Provider (IDP) model

MOH verifies the digital message signature, authenticates the asserted identities within message.

There are no certificate requirements for users using the IDP model.

The business relations, roles and responsibilities are governed solely by the terms agreed to within the Master Services Agreement (MSA) model and appropriate Service Schedule or the use of an approved Identity Provider (IDP) model for ministry services via EBS.

EBS provides a sustainable, convenient, efficient and secure manner for health service providers and the ministry to send and receive personal health information and establishes a foundation for other electronic service delivery programs.

In addition to supporting the security model, HCV Web Service via EBS must also conform to the ministry's HCV technical specifications to integrate with this web service.

For details of the security processes of each model refer to the "Technical Specifications for MOH Electronic Business Services (EBS)" and for the details to implement service requestor software that can use the service, refer to the "[Technical Specifications for Health Card Validation \(HCV\) Service via EBS](#)"

Third parties seeking information to become portal providers will be considered on a case-by-case basis. Please contact the Service Support Contact Centre (SSCC) at:

1 800 262-6524

SSContactCentre.MOH@ontario.ca

The desk is staffed from **8:00 a.m. until 5:00 p.m., Monday to Friday, except holidays**, and your inquiry will be escalated to appropriate ministry staff.

SECTION 2: HELP

How to Request Service for Health Card Validation

A health care provider requesting HCV must identify which method they require and contact the Service Support Contact Centre (SSCC) at:

1 800 262-6524

SSContactCentre.MOH@ontario.ca

The desk is staffed from **8:00 a.m. until 5:00 p.m., Monday to Friday, except holidays**, and your inquiry will be escalated to appropriate ministry staff.

Available Health Card Validation Support

The ministry has established a Service Support Contact Centre (SSCC) with a toll-free number for user support. The desk is staffed from **8:00 a.m. until 5:00 p.m., Monday to Friday, except holidays**. During regular ministry business hours, your inquiry will be directed to appropriate ministry staff.

If all available operators are busy, calls will be directed to a voice mailbox account where information relating to the inquiry can be left, for example, provider number and name, address, area code and phone number and brief information related to the inquiry.

Messages left in the voicemail box are dispatched to a staff member who will return the call as soon as possible.

For after-hours outages with HCV, you will be directed to call 1 844 209 9287 and ServiceOntario staff will open a ticket for escalation with the HCV support team.

Urgent calls such as “HCV service unavailable” are returned immediately and every effort is made to resolve problems as quickly as possible. Non-urgent calls are returned on the next business day.

If the problem is related to the HCV Web Service and is accessed through a portal provider or a vendor, please contact the portal provider or vendor first.

If access to HCV services is no longer required, contact the SSCC.

All other questions, concerns and inquiries regarding HCV should be directed to the SSCC at:

1 800 262 6524

Note: Patients should direct inquiries about their health card to their local ServiceOntario office.

Note: A reminder to health care providers, that it is mandatory under Ontario Regulation 57/97 of the [Health Insurance Act](#) for health care providers to notify the ministry, at least 30 days in advance, of any address change.

Return of Surrendered Health Cards

Specific codes request the voluntary surrender of a health card (see APPENDIX A – Response Codes).

The returned health card will be investigated and resolved.

Please return a surrendered health card to:

ServiceOntario
Verification Services,
49 Place D'Armes, 3rd Floor,
Kingston, Ontario K7L 5J3

Along with checking the health card and response code, the health care provider is also expected to review the health card including the individual's photo, and date of birth.

If a discrepancy is apparent, additional information and identification should be requested.

In the event of suspected fraud the health care provider must contact the ministry **Fraud Line** at:

Telephone: 1 888 781 5566
Email: reportohipfraud.moh@ontario.ca

Conformance Testing

Conformance testing is required for all software that interacts with the HCV web service to ensure compliance with the ministry's specifications and to obtain a production key specific to the software version prior to receiving production access.

The ministry's Conformance Testing Service will confirm the software meets the ministry's specifications and will protect the ministry's production environment from external influences.

It should be noted that individual users are not required to complete conformance testing, only software vendors.

If the ministry makes technical specification changes or significant changes are made to how the vendor's software interacts with the HCV software, conformance testing must be completed and a new production key issued.

The Conformance Testing Service will include communicating details of test data required for software vendor/ developer use. Furthermore, the account set up, confirming test outcomes and assistance with troubleshooting relevant to technical specifications is also offered.

When testing is complete, test results will be reviewed for compliance with the technical specifications and a recommendation will be made for access to the production environment.

Vendors/developers will receive a conformance key for use in the conformance environment which will be replaced by a production key upon successful completion of conformance testing. This production key must be embedded into every web service transaction.

[Refer to the technical specifications posted on Ontario.ca.](#)

Conformance Testing Steps for Vendors

When the software development is complete, contact the Service Support Contact Centre (SSCC) at: **1-800-262-6524** or by email: Service Support Contact Centre (MOH) SSContactCentre.MOH@ontario.ca to begin the conformance testing process.

- You must complete and sign the Conformance Testing Acceptable Use Policy and scan and email it back to the ministry. Please insert in the subject line of the email “HCV Conformance Testing” to expedite escalation of these requests
- You can obtain a copy of the Conformance Testing Acceptable Use Policy from the ministry or online at the following link: <https://forms.mgcs.gov.on.ca/dataset/014-4860-84>
- The ministry will contact you to assign a conformance testing slot and supply all required test data including a conformance key
- You will work directly with the conformance testing team throughout the testing process
- Upon successful completion, the ministry will contact you and supply the necessary authorization for production access including a production key
- If you fail to complete conformance testing within the scheduled timeframe, access to the test environment will be terminated and a new testing window will be negotiated

For more information regarding conformance testing requirements, contact the Service Support Contact Centre (SSCC) at:

1-800-262-6524

or by email: SSContactCentre.MOH@ontario.ca

The desk is staffed from **8:00 a.m. until 5:00 p.m., Monday to Friday, except holidays**, and your inquiry will be escalated to appropriate ministry staff.

SECTION 3: APPENDICES

APPENDIX A – Response Codes

A Health Card Validation (HCV) response code is generated by the ministry mainframe as part of the HCV process.

The HCV response code provides the status of a health card.

Note: If a health care provider is not authorized to access health card validation, a response code will be returned indicating an unauthorized user. Please refer to the following pages for a list of Response Codes.

Along with the health card check and response code, a health care provider is also expected to review the health card including the individual's photo, and date of birth. If a discrepancy is apparent, additional information and identification should be requested.

In the event of suspected fraud the health care provider must contact the ministry **Fraud Line at 1 800 265-4230**

Response Codes - Quick Reference

The following is an overview of valid response codes:

- Between 0 and 49 indicates the health card is **not** valid and the cardholder is **not** eligible or without assigned eligibility. If the cardholder is billed, the provider must reimburse card holder in full upon proof of eligibility. Note that card issue dates are the date the card is assigned, not the date of eligibility.
- Between 50 and 59 indicates a valid health card and the cardholder is eligible
- Between 60 and 89 indicates health card is **not** valid but the cardholder is eligible
- Between 90 and 99 indicates HCV system information
- Between 9A and 9M indicates an unauthorized HCV user.

Response Codes – Detailed Reference

Response Code	Descriptive Text	Recommended Action Including Message to Patient
05	The Health Number submitted is not 10 numeric digits.	<p>No payment for services, bill the cardholder directly.</p> <ul style="list-style-type: none"> • Check for keying errors. • Confirm number and version code. • Confirm cardholder identity. • Request surrender of health card - return it to ServiceOntario. • Notify the fraud line where applicable at: 1 800 265-4230. • Ask the cardholder to contact the local ServiceOntario office.
10	The Health Number submitted does not exist on the ministry's system.	<p>No payment for services, bill the cardholder directly.</p> <ul style="list-style-type: none"> • Check for keying errors. • Confirm health number and version code. • Confirm cardholder identity. • Request surrender of health card - return it to ServiceOntario. • Notify the fraud line where applicable at: 1 800 265-4230. • Ask the cardholder to contact the local ServiceOntario office.
15	Pre-assigned newborn Health Number	<p>No payment will be made for services until registration is completed.</p> <ul style="list-style-type: none"> • Check that patient is less than 3 months old. • Advise parent/guardian health number registration is incomplete. • Infant registration may be in process - request supporting evidence of Ontario residency (example: parent's health card, driver's licence). • Advise client direct billing may result if registration not completed within 90 days of date of birth. • Ask the cardholder to contact the local ServiceOntario office.

Response Code	Descriptive Text	Recommended Action Including Message to Patient
20	Eligibility does not exist for this Health Number.	<p>No payment for services, bill the cardholder directly.</p> <ul style="list-style-type: none"> • Check for keying errors. • Confirm health number and version code. • Confirm cardholder identity. • Request surrender of health card - return it to ServiceOntario. • Notify the fraud line where applicable at: 1 800 265-4230. • Ask the cardholder to contact the local ServiceOntario office.
25	Unknown health card.	<p>No payment for services, bill the cardholder directly.</p> <ul style="list-style-type: none"> • Verify health card appears to be ministry-issued health card and not a hospital card. • Check for keying errors. • Confirm health number and version code. • Confirm cardholder identity. • Request surrender of health card - return it to ServiceOntario. • Notify the fraud line where applicable at: 1 800 265-4230. • Ask the cardholder to contact the local ServiceOntario office.
50	Health card passed validation.	<p>You will receive payment for billable services rendered on this day subject to adjudication by the ministry.</p> <ul style="list-style-type: none"> • No action required. • Request additional identification if it is suspected that the health cardholder is not the person to whom the health card was issued.
51	Health card passed validation	<p>You will receive payment for billable services rendered on this day subject to adjudication by the ministry.</p> <ul style="list-style-type: none"> • No action required. • Request additional identification if it is suspected that the health cardholder is not the person to whom the health card was issued.

Response Code	Descriptive Text	Recommended Action Including Message to Patient
52	Health card passed validation; Cardholder did not respond to notice to register.	<p>You will receive payment for billable services rendered on this day subject to adjudication by the ministry.</p> <ul style="list-style-type: none"> • No action required. • Request additional identification if it is suspected that the cardholder is not the person to whom the health card was issued. • Ask the cardholder to contact the ServiceOntario INFOLine at: 1 800 268-1154 to maintain coverage into the future.
53	Health card passed validation; card is expired.	<p>You will receive payment for billable services rendered on this day subject to adjudication by the ministry.</p> <ul style="list-style-type: none"> • No action required. • Request additional identification if it is suspected that the cardholder is not the person to whom the health card was issued. • Ask the cardholder to contact the ServiceOntario INFOLine at: 1 800 268-1154 to maintain coverage into the future.
54	Health card passed validation; card is future dated.	<p>You will receive payment for billable services rendered on this day subject to adjudication by the ministry.</p> <ul style="list-style-type: none"> • No action required. • Request additional identification if it is suspected that the cardholder is not the person to whom the card was issued.
55	Health card passed validation; cardholder required to update address with ministry.	<p>You will receive payment for billable services rendered on this day subject to adjudication by the ministry.</p> <ul style="list-style-type: none"> • No action required. • Request additional identification if it is suspected that the cardholder is not the person to whom the health card was issued. • Ask the cardholder to contact the ServiceOntario INFOLine at: 1 800 268-1154 to maintain coverage into the future.

Response Code	Descriptive Text	Recommended Action Including Message to Patient
65	Invalid version code.	<p>No payment for services on this Health Number and Version Code combination.</p> <ul style="list-style-type: none"> • Check for keying errors. • Confirm health number and version code. • Confirm cardholder identity. • Ask if cardholder has another health card. • Ask the cardholder to contact the local ServiceOntario office.
70	Health card reported stolen.	<p>No payment for services on this Health Number and Version Code combination.</p> <ul style="list-style-type: none"> • Check for keying errors. • Confirm number and version code. • Request additional identification supporting Ontario residency (driver's licence) - cardholder may have recovered the health card but neglected to advise ServiceOntario. • If unable to confirm the photo on the card bill the cardholder directly and notify the fraud line where applicable at 1 800 265-4230. • Ask if cardholder has another health card. • Ask the cardholder to contact the local ServiceOntario office.
75	Health card cancelled or voided.	<p>No payment for services on this Health Number and Version Code combination.</p> <ul style="list-style-type: none"> • Check for keying errors. • Confirm health number and version code. • Confirm cardholder identity. • Ask if cardholder has another health card. • Ask the cardholder to contact the local ServiceOntario office.
80	Health card reported damaged.	<p>No payment for services on this Health Number and Version Code combination.</p> <ul style="list-style-type: none"> • Check for keying errors. • Confirm health number and version code. • Confirm cardholder identity. • Ask if cardholder has another health card. • Ask the cardholder to contact the local ServiceOntario office.

Response Code	Descriptive Text	Recommended Action Including Message to Patient
83	Health card reported lost.	<p>No payment for services on this Health Number and Version Code combination.</p> <ul style="list-style-type: none"> • Check for keying errors. • Confirm health number and version code. • Confirm cardholder identity. • Ask if cardholder has another health card. • Ask the cardholder to contact the local ServiceOntario office.
90	Information is not available.	<ul style="list-style-type: none"> • Try the scan again. • Use Interactive Voice Response to validate the health card. • Access IVR Bulletin Board to obtain system maintenance, downtime information and periodic status updates. • Call the Service Support Contact Centre at: 1 800 262-6524 and report the problem.
91	Health card validation attempts exceeded.	<ul style="list-style-type: none"> • Web Service validation attempts exceeded. Please try again tomorrow or use the Health Card Validation IVR System.
99	System not available	<ul style="list-style-type: none"> • Access IVR Bulletin Board to obtain system maintenance, downtime information and periodic status updates. • Call the Service Support Contact Centre at: 1 800 262-6524 and report the problem.
9A	Not authorized for HCV	<ul style="list-style-type: none"> • Call 1 800 262-6524 and provide response code to the Service Support Contact Centre.
9B	Not authorized for HCV	<ul style="list-style-type: none"> • Call 1 800 262-6524 and provide response code to the Service Support Contact Centre.
9C	Provider ID does not match the data contained on the ministry's HCV Registration Table.	<ul style="list-style-type: none"> • Call 1 800 262-6524 and provide response code to the Service Support Contact Centre.
9D	Facility ID does not match the data contained on the ministry's HCV Registration Table.	<ul style="list-style-type: none"> • Call 1 800 262-6524 and provide response code to the Service Support Contact Centre.

Response Code	Descriptive Text	Recommended Action Including Message to Patient
9E	The ministry User ID is either missing on the input transaction record or is not alphanumeric or not left justified.	<ul style="list-style-type: none"> • Call 1 800 262-6524 and provide response code to the Service Support Contact Centre.
9F	Provider number is not a valid status on ministry database.	<ul style="list-style-type: none"> • Call 1 800 262-6524 and provide response code to the Service Support Contact Centre.
9G	The Group number is not a valid status on ministry database.	<ul style="list-style-type: none"> • Call 1 800 262-6524 and provide response code to the Service Support Contact Centre.
9H	Organization Status is closed or Facility MNI not found on ministry database.	<ul style="list-style-type: none"> • Call 1 800 262-6524 and provide response code to the Service Support Contact Centre.
9I	User's Host ID (HECSxxxx) does not match ministry database.	<ul style="list-style-type: none"> • Call 1 800 262-6524 and provide response code to the Service Support Contact Centre.
9J	IVR PIN is not numeric or is equal to spaces.	<ul style="list-style-type: none"> • Provider to re-try with correct PIN. • Call 1 800 262-6524 and provide response code to the Service Support Contact Centre.
9K	Local User ID is not alphanumeric or is equal to spaces.	<ul style="list-style-type: none"> • Call 1 800 262-6524 and provide response code to the Service Support Contact Centre.
9L	User not found/authorized.	<ul style="list-style-type: none"> • Call 1 800 262-6524 and provide response code to the Service Support Contact Centre.
9M	Client of the Network Provider is not authorized.	<ul style="list-style-type: none"> • Call 1 800 262-6524 and provide response code to the Service Support Contact Centre.

APPENDIX B – Time Limited Fee Schedule Codes

Fertility clinics

Code	Description
B602	Confirm Patient Eligibility for In Vitro Fertilization (IVF) Cycle
B603	In Vitro Fertilization (IVF) Cycle – Bundle#1
B604	In Vitro Fertilization (IVF) Cycle – Bundle#2
B605	Confirm Patient Eligibility for Fertility Preservation (FP) Cycle
B606	Funded Oocyte Fertility Preservation (FP) Cycle
B607	Funded Sperm Fertility Preservation (FP) Cycle

Physicians

Code	Description
A110	Periodic oculo-visual assessment, aged 19 and below
A112	Periodic oculo-visual assessment, aged 65 and above
A115	Major eye examination, aged 20-64
A237	Periodic oculo-visual assessment, aged 19 and below
A239	Periodic oculo-visual assessment, aged 65 and above
J889	Specialized Facility Therapeutic Study
J895	Therapeutic Study for Sleep Related Breathing Disorders
J896	Initial Diagnostic Study
J897	Repeat Diagnostic Study
K065	Periodic oculo-visual assessment, aged 20-64 Ministry of Children, Community and Social Services (MCCSS) – Ontario Disability Support Program (ODSP)

Code	Description
K066	Periodic oculo-visual assessment, aged 20-64 Ministry of Children, Community and Social Services (MCCSS) – Ontario Works (OW)
X142	Bone mineral density measurement - Subsequent test – low risk patient, one site
X148	Bone mineral density measurement - Subsequent test – low risk patient, two or more sites
X149	Bone mineral density measurement – Subsequent test for high risk patient, one site
X152	Bone mineral density measurement – Second test for low risk patient, one site
X153	Bone mineral density measurement – Second test for low risk patient, two or more sites
X155	Bone mineral density measurement – Subsequent test for high risk patient, two or more sites

Optometrists

Code	Description
V404	Major Oculo-Visual Examination, aged 19 and below
V406	Major Oculo-Visual Examination, aged 65 and above without medical conditions
V407	Major Oculo-Visual Examination, aged 65 and above with one or more eligible medical conditions
V408	Oculo-visual minor assessment, aged 20 to 64 years
V409	Major oculo-visual examination, aged 20 – 64 with one or more eligible medical conditions
V450	Periodic oculo-visual assessment, aged 20 – 64 (MCCSS – ODSP)
V451	Periodic oculo-visual assessment, aged 20 – 64 (MCCSS – OW)
V412	Paediatric cycloplegic refraction complexity premium, aged 15 and below
V415	Oculo-visual minor assessment, aged 65 and above

APPENDIX C – Time Limited Service Response Codes

Code	Response	Action, Requirement or Explanation
101	No information available.	There is no FSC information currently available for this patient. Confirm the correct FSC was validated, as this response may be given if validating a code that the patient is not eligible for.
102	Invalid FSC.	The FSC entered is not on the list of codes that may be validated – retry or hang up
DOS & 201	Oculo-visual assessment or major eye exam performed.	A major oculo-visual examination or major eye exam is not eligible for payment. The patient has had a major oculo-visual examination or major eye exam within the prescribed time frame.
DOS & 202	Bone mineral density measurement performed.	A bone mineral density measurement is not eligible for payment. The patient has had a bone mineral density measurement within the prescribed time frame.
DOS & 203	Sleep study performed.	A sleep study is not eligible for payment. The patient has had a sleep study within the prescribed time frame.
DOS & 204	Fertility service performed.	The patient is not eligible for the service. The patient has had a fertility service within the prescribed time frame
205	Oculo-visual minor assessment not eligible, check major oculo-visual examination eligibility	Oculo-visual minor assessment not eligible for payment. The patient does not have a major oculo-visual examination on history. Check eligibility for major oculo-visual examination.

Code	Response	Action, Requirement or Explanation
206	Eligible major oculo-visual examination performed and oculo-visual minor assessment limit has not been reached	<p>Oculo-visual minor assessment eligible for payment.</p> <p>Eligible major oculo-visual examination performed, and the patient has not reached the limit for eligible oculo-visual examination.</p>
207	Limit of oculo-visual minor assessments reached	<p>Oculo-visual minor assessment is not eligible for payment.</p> <p>The patient has reached the limit for eligible oculo-visual examination.</p>
DOS & 208	Limit of complexity modifier reached	<p>Oculo-visual minor assessment is not eligible for payment.</p> <p>The patient has reached the limit for complexity modifier.</p>
DOS & 209	Physician eye exam on history, major oculo-visual examination not eligible	<p>Major Oculo-visual examination not eligible for payment.</p> <p>Physician major eye exam on history within the permitted time frame. Oculo-visual minor assessments are only eligible following an optometrist major exam.</p>
DOS & 210	A major oculo-visual examination has been performed on this patient within the permitted time frame	<p>Major Oculo-visual examination is not eligible for payment.</p> <p>A major or periodic eye exam by a physician has been performed on this patient within the permitted time frame.</p>

APPENDIX D – IVR Operating Instructions

IVR Quick Reference

Note: The IVR system must be accessed by telephone only. The telephone must be a TOUCH-TONE telephone and you will need your Personal Identification Number (PIN).

Verifying a Health Number and Time Limited Code Date

1. From Metro Toronto call **416 326-6666**; otherwise call **1 800 265-6860**.
2. Enter your 8-digit PIN to access the Main Menu.
3. Press 1 from the Main Menu to verify a health number.
4. Enter the 10-digit health number.
5. Enter the version code if applicable.
6. Enter Time Limited Fee Schedule Code if applicable.
7. Press 1 to verify another health number (maximum of 5 health numbers).
8. Press 7 to exit.

Accessing the Bulletin Board

1. From Metro Toronto call **416 326-6666**; otherwise call **1 800 265-6860**.
2. Enter your 8-digit PIN.
3. Press 4 from the Main Menu to access the Bulletin Board.

Accessing the Help Line

1. From Metro Toronto call **416 326-6666**; otherwise call **1 800 265-6860**.
2. Enter your 8-digit PIN.
3. Press 4 from the Main Menu to access the Bulletin Board.
4. Press 3 from the Bulletin Board Menu to access the IVR Help Line.

IVR Procedures

Calling In

The IVR System is accessed by keying the IVR phone number.

From Metro Toronto call **416 326-6666**; otherwise call **1 800 265-6860**.

The system will respond as follows: **“Welcome to the Ministry of Health IVR system.”**
(Repeated in French).

If for any reason the IVR system is down, you will hear the following message and the call will be terminated: **“The system is unavailable, please try again later.”**
(Repeated in French).

Entering Your Personal Identification Number

The system will prompt you to enter your Personal Identification Number (PIN): **“Please enter your Personal Identification Number.”** (Repeated in French).

After the 8-digit PIN has been entered the system will validate the PIN and select your language preference (English or French) on file. The call will then proceed in your chosen language.

Keying Tips

- If you do not start to enter your PIN within 5 seconds, the system will repeat the message: **“Please enter your Personal Identification Number.”** (Repeated in French).
- If there is a 5 second gap between keyed characters, the system will state: **“Incorrect, please repeat your Personal Identification Number.”** (Repeated in French).

On a new attempt, the PIN must be re-entered from the beginning.

- After 3 invalid attempts, the call will be terminated.
- If the PIN is not valid the system will prompt you to try again with the message: **“Incorrect number, please try again.”** (Repeated in French).
- If the PIN that is re-entered is also invalid the call will be terminated.

Accessing the Main Menu

Now that you have entered your valid PIN you will be given the following choices from the Main Menu, press the key associated with the option you wish to follow:

- “To verify a health number, press 1.”
- “To access the ministry Bulletin Board, press 4.”
- “To exit, press 7.”

Keying Tips

- If any key other than 1, 4 or 7 is pressed, you will get the following message: **“Incorrect option, please try again.”**
- After 3 invalid attempts, the call will be terminated.
- If you access the ministry Bulletin Board, you will not be able to return to the main menu to verify additional numbers.

Entering the Health Number

- To verify a health number, press 1 from the Main Menu. The system will **prompt you with the following: “Enter the health number.”**
- Key the 10-digit health number.

Keying Tips

- If you do not start to enter the health number **within 5 seconds**, the system will repeat the message: **“Enter the health number.”**
- If there is a 5 second gap between keyed characters, the system will state: **“Please re-enter the health number.”**

On a new attempt, the health number must be re-entered from the beginning.

- After 3 invalid attempts, the call will be terminated.

Entering the Version Code

- After you have entered the health number, you will be asked to enter the version code: **“Enter the version code.”**
- Each alpha character of the version code is represented by 2 numbers:

A=21 B=22 C=23

D=31 E=32 F=33

G=41 H=42 J=51

K=52 L=53 M=61

N=62 P=71 Q=11

R=72 S=73 T=81

U=82 V=83 W=91

X=92 Y=93 Z=12

If there is no version code, key #.

- If there is a one-letter version code you will need to key 2 numbers, followed by # (example: Version Code Q = 11#).
- If there is a two-letter version code you will need to key 4 numbers, followed by # (example: Version Code JK = 5152#).

Keying Tips

- If you do not start to enter the version code **within 5 seconds**, the system will repeat the message: **“Enter the version code.”**
- If there is a 5 second gap between keyed characters, the system will state: **“Please re-enter the version code.”**

On a new attempt, the version code must be re-entered from the beginning.

- After 3 invalid attempts, the call will be terminated.

Entering the Time Limited Fee Schedule Code (FSC)

- After you have entered the version code, you will be asked to enter the Time Limited Fee Schedule Code (FSC): *“Enter the fee schedule code.”*
- Each alpha-character of the Time Limited FSC is represented by 2 numbers: A=21 J=51 V=83 X=92 (example: V401 would be keyed as 83401)
- If there is no Time Limited FSC, key #.

Keying Tips

- If you do not start to enter the Time Limited FSC **within 5 seconds**, the system will repeat the message: **“Enter the fee schedule code.”**
- If there is a 5 second gap between keyed characters, the system will state: **“Please re-enter the fee schedule code.”**

On a new attempt, the Time Limited FSC must be re-entered from the beginning.

- After 3 invalid attempts, the call will be terminated.

Validation Response

After you have entered the health number and version code, the system will repeat the health number and version code which you entered and provide a response code, gender, date of birth and first three characters of the last name. The message will say, **"health number NNNNNNNNNN version code MM has a code of XX"** where:

NNNNNNNNNN	=	Health Number
MM	=	Version Code
XX	=	Response Code
NNNNNNNN	=	Date of Birth
M/F	=	Gender
MMM	=	Surname
MNNN	=	Time Limited Fee Schedule Code
NNN	=	Service Response Code
NNNNNNNN	=	Date of Service for Oculo-Visual Examination, Major Eye exam, Complexity modifier, Bone Mineral Density Measurement, Fertility Service or Sleep Study, if applicable

Ensure that the health number and version code repeated to you are those that appear on the health card.

- Refer to APPENDIX A – Response Codes
- Refer to APPENDIX B – Time Limited Fee Schedule Codes
- Refer to APPENDIX C – Time Limited Service Response Codes

Time Limited codes

The IVR system will issue either the Date of Service (DOS) of an oculo-visual assessment/major eye exam/bone mineral density measurement, fertility service/ sleep study and a service response code, or just a service response code. This information will be in addition to the validation response code. The search of the data source will be based on the HN, version code and Time Limited Fee Schedule Code (FSC) entered by the provider. If a DOS is returned to the provider, it will always be the DOS for the most recent oculo-visual examination, major eye exam, complexity modifier, bone mineral density measurement, fertility service or sleep study. The service response codes are as follows:

- No Time Limited FSC information is currently available for this patient – service response code 101.
- Time Limited FSC entered by provider invalid – service response code 102.
- Periodic oculo-visual assessment, major oculo-visual examination or major eye exam present – service response code 201, 209 or 210 and oculo-visual examination/major eye exam DOS.
- Paediatric cycloplegic refraction complexity premium – service response code 208 and complexity premium DOS.
- Oculo-visual minor assessment– service response code 205, 206, or 207.

- Bone mineral density measurement performed – service response code 202 and bone mineral density measurement DOS.
- Sleep Study performed – service response code 203 and Sleep Study DOS.
- Fertility Service has been performed – service response code 204 and Fertility Service DOS.

Verifying Additional Health Numbers

At this point you have the option to verify additional health numbers (**maximum of 5 inquiries per call**). The system will prompt with the following choices:

- “To verify another health number, press 1.”
- “To repeat this information, press 2.”
- “To exit, press 7.”
- “To return to the main menu, press 9.”

If you press option 1, you may verify another health number (refer to *Entering the Health Number* to repeat the process).

Keying Tips

- If you do not start to enter an option **within 5 seconds**, the system will repeat the options.
- If any key other than 1, 2, 7 or 9 is pressed, you will hear the following message: **“Incorrect option, please try again.”**
- After 3 invalid attempts, the call will be terminated.
- A **maximum of 5 health numbers** may be verified during each call. To verify additional health numbers, call again.

Accessing the IVR Bulletin Board

To access the ministry Bulletin Board from the Main Menu, press 4. The system will prompt with the following choices:

- “For information on system availability, press 1.”
- “To access help, press 3.”
- “To exit, press 7.”

Press 1 to receive information on system availability (example: messages relating to planned system downtime).

Press 3 to access the IVR Help Line.

Keying Tips

- If you do not start to enter an option within 5 seconds, the system will repeat the options.
- If any key other than 1, 3 or 7 is pressed, you will hear the following message: **“Incorrect option, please try again.”**

After 3 invalid attempts, the call will be terminated.

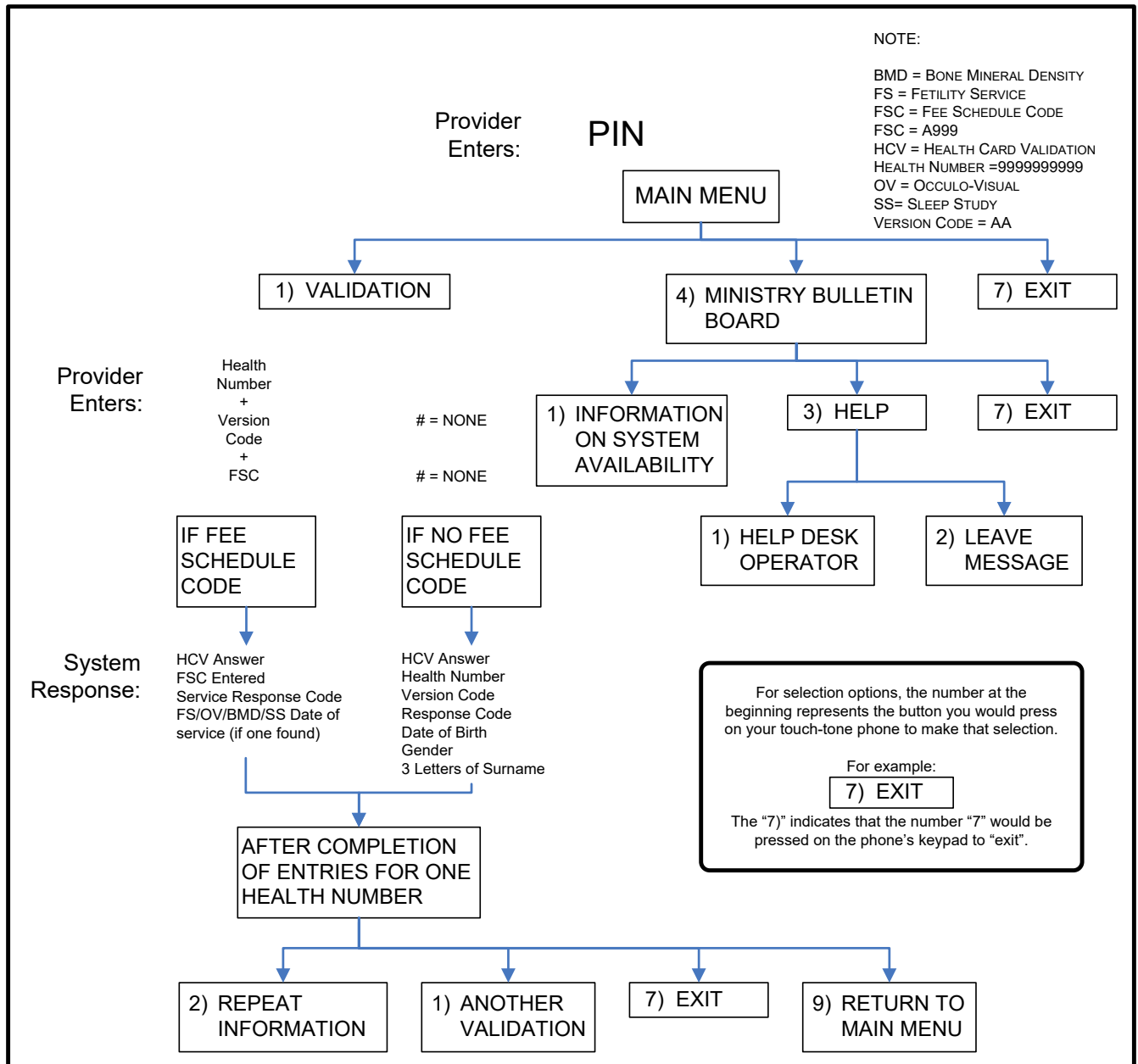
Accessing the IVR Help Line

- After pressing 3 for the IVR Help Line from the IVR Bulletin Board menu, the system will prompt with the following: **“Please hold, your call is being transferred.”**
- If you press 3 between 8:00 a.m. and 5:00 p.m. on regular ministry business days, you will be transferred to the Service Support Contact Centre and a Service Desk Agent will assist you.
- If you press 3 between 5:00 p.m. and 8:00 a.m., the system will respond as follows: “You have reached the Service Support Contact Centre for the Ministry of Health. Agents are not available to take your call. If you have a problem with your Health Card Validation System – Press 1 now.”
- If you press 1, the system will respond as follows: “You have reached voice messaging for Health Card Validation. Please leave your name, telephone number and a brief description of your problem. Your call will be returned as soon as possible.”

Keying Tips

- If any key other than 1, is pressed, you will hear the following message: “Incorrect option, please try again.”
- After 3 invalid attempts, the call will be terminated.

IVR Application Flowchart



APPENDIX E – Glossary

Term	Definition
Card Status	The card status refers to the status of a health card such as issued, cancelled, lost or stolen.
Conformance Testing	Conformance testing is completed by ministry staff to ensure that software and hardware “conforms” to the technical specifications that have been distributed and that the software/hardware can communicate with the ministry systems to retrieve accurate information.
Connectivity Testing	Connectivity testing is completed by ministry staff to ensure that protocols and connection methods can communicate with ministry systems appropriately.
Dialup	Dialup is the telephone connection established via a modem and a phone line and is maintained for a limited time for electronic transactions.
MCEDT	Medical Claims Electronic Data Transfer is the vehicle for electronic transmission of files from a personal computer to the ministry mainframe computer.
ENA	External Network Access uses a TCP/IP connection to the GONet via a dialup modem and/or VPN that has appropriate access privileges (Medical Claims Electronic Data Transfer Reference Manual and Health Card Validation Reference Manual). A connection to the GONet via a modem and a ministry approved supported network.
Fee Schedule	The Fee Schedule contains the list of physician fees.
HCR	A Health Card Reader is the combination of software application and computer with a wedge or other device used to read the magnetic strip on a health card for HCV.
HCV	Health Card Validation is a service provided by the ministry that checks the status and validity of the 10-digit health number and version code presented and an individual’s eligibility for health care coverage.
Health Care Provider	A Health Care Provider is an individual, group or organization licensed to provide health care services.
HN	The Health Number is the 10-digit number lifetime identifier on the health card.

Term	Definition
IMS Connect	IMS Connect provides access to information management systems (IMS) transactions using TCP/IP.
IVR	Interactive Voice Response is an automated telecommunication system that allows authorized health care providers to connect to the ministry database and use a touch tone telephone to key health numbers and version codes to receive validation responses.
IVR Bulletin Board	The IVR Bulletin Board provides voice-automated information to registered IVR users regarding scheduled system downtime, and/or periodic messages.
Mainframe	A mainframe is a large multi-functional computer.
MCCSS	Ministry of Children, Community and Social Services.
OBEC	Overnight Batch Eligibility Checking allows an authorized user to electronically send a formatted file of health numbers/version codes to the ministry for validation before a health service is provided.
ODSP	Ontario Disability Support Program.
OW	Ontario Works.
Password	The password is a sequence of characters used to identify authorized users of a computer program or computer network and to define their privileges, such as read-only, reading and writing or file copying.
PIN	A Personal Identification Number is assigned to a user to access the IVR service.
Protocol	A protocol is a set of standards for exchanging information between two computer systems or two computer devices.
Real-time	Real-time refers to the level of computer responsiveness that provides immediate access of information.
Response Code	A code returned in an HCV process and is used to identify the status of a health card.
Scheduled Downtime	The HCV Web Service is available seven days a week on a 24 hour basis. The exception is weekly scheduled system maintenance on Sunday and Wednesday mornings between the hours of 5:00 a.m. and 8:00 a.m.

Term	Definition
Software Application	Software application is a program designed to perform a specific function in-house or vendor developed applications are written to interact and interface with the ministry databases to validate health numbers.
SSCC	Service Support Contact Centre is the initial ministry contact for client support for HCV where queries are logged and escalated to appropriate ministry staff.
TCP/IP	Transmission Control Protocol/Internet Protocol is an industry standard set of rules used to send data in the form of message units between computers over the Internet - ministry is moving toward TCP/IP as the standard communication protocol.
Technical Specification	A document that describes a process in technical detail and outlining the technical requirements of an application or process.
Valid	Valid in this document refers to a legitimate and assigned health number.
Vendor	An individual or company that has developed tested and sells solutions that can interact with specific ministry applications.