

First submission of a stale-dated claim

If the claims have never been submitted and are now stale-dated, submit using the following process:

Physicians or group representatives must **send a letter** to ClaimsManagement@ontario.ca including **all** of the following information:

- The provider's full name, address, phone number, six-digit OHIP billing number and/or four-digit group number.
- A list of the stale-dated claim(s) including the patient's health number, fee Schedule code(s) and date(s) of service.
- The extenuating reasons that prevented the claim(s) from being submitted to OHIP within the three-month submission period.
- Signature of the provider and/or group representative (billing agent and administrative support/billing clerk signatures will not be accepted).

Note that separate submissions are required for each physician or group, dependent on how claims are submitted. Please do not send requests for different physicians in one email.