

Frequently Asked Questions

Ontario Basic Income Pilot – Health Network System

Changes

1. What is the Ontario Basic Income Pilot?

The Ontario Basic Income Pilot (OBIP), launched in July 2017, provides a monthly payment to eligible families or individuals ensuring a minimum income level, regardless of employment status.

At full enrollment, there will be approximately 4,000 participants receiving basic income payments in total across the three pilot locations - Hamilton, Brantford, and Brant County; Thunder Bay and the surrounding area; and Lindsay.

2. Will Basic Income Pilot participants be able to use their Ontario health cards to receive their drug benefits?

Yes, effective May 1, 2018, individuals who were entitled to receive drug benefits under the *Ontario Works Act, 1997* or the *Ontario Disability Support Program Act, 1997*, immediately prior to receiving Basic Income payments under the OBIP, as a class of eligible persons for the purpose of the Ontario Drug Benefit (ODB) Program are able to use their Ontario health card to access prescription drug coverage under the ODB Program.

OBIP participants, who are entitled to continue to receive drug benefits, will no longer receive a paper drug card from the Ministry of Community and Social Services.

Effective May 1, 2018, the Health Network System (HNS) accepts and adjudicates ODB claims for eligible OBIP participants who present their health card number at pharmacy locations.

In order to facilitate these system changes, a new plan code has been implemented for OBIP participants – **plan code Q**.

3. I have a customer here with a paper drug card saying they are eligible for drug benefits through the Ontario Basic Income Pilot. Is this card still valid?

Yes, in some cases OBIP participants will have paper drug cards that are still valid after May 1, 2018.

If an OBIP participant provides you with a paper drug card that has not expired, you can enter their Ontario health card number from the paper drug card into the HNS to verify their eligibility and submit the claim.

4. How do I process a claim for a customer that could not be verified by the HNS but the individual presents a paper drug card that has not expired?

If the claim transaction was rejected by the HNS and the individual presented a paper drug card that has not expired, the pharmacy can apply the standard eligibility Override Codes to complete the dispensing transaction by entering the following:

- Plan Code “Q”,
- Date of Birth
- Gender
- **ML** in the Intervention/Exception Code field
(*Note: If intervention code **ML** does not change the response code, advise the recipient to contact the referring agency*)
- Pharmacist ID

Pharmacies are reminded that they must continue to retain paper drug cards on file for two years past the last claim date, for claim validation purposes. Discarding paper cards prior to the two year period may result in claim recoveries.

Additional Information:

For pharmacies:

Please call ODB Pharmacy Help Desk at: 1-800-668-6641

For all other Health Care Providers and the Public:

Please call ServiceOntario, Infoline at 1-866-532-3161 TTY 1-800-387-5559

In Toronto, TTY 416-327-4282