

Health Card Validation

(HCV)

Technical Specifications

December 2000

Ministry of Health and Long-Term Care

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**Ministry of Health and Long-Term Care
Registration and Claims Branch
December 2000**

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INTRODUCTION

The Ministry of Health and Long-Term Care (MOHLTC) has developed the Health Card Validation (HCV) system to allow health care providers to validate the status of a health card and version code when presented at the point of service.

The purpose of this manual is to provide information sufficient to develop an application that can interface with the system to validate health cards.

These specifications are subject to change. If you have any questions about the content of this manual, please contact the:

Ministry of Health and Long-Term Care Help Desk

1-800-262-6524

THE BUSINESS PROCESS

The purpose of Health Card Validation is to enable hospitals, physicians or other health care providers to validate the health card when presented at the point of service. The validation transaction checks that the individual is eligible for health care coverage and the status of the health card presented. This service is available 24 hours a day, 7 days a week.

Benefits

Validation responses provide decision-making capability at the time of service and allow a health care provider to:

- reduce eligibility rejects
- reduce version code rejects
- reduce fee-for-service rejects
- reduce administrative costs
- reduce health care fraud
- confirm uninsured clients for direct billing
- verify patient data

What is the Validation Process?

Card identification information is transmitted to the ministry when the magnetic card is swiped, or the health number and version code are keyed. Additional information sent in the transaction identifies the sender and location.

The validation process consists of edit checks to ensure:

- a valid health card (in the case of a “swiped” transaction)
- a valid ten-digit health number that has been issued by the ministry

If this is not the case, the response indicates the reason why this card/number has been rejected and no further processing takes place.

- that the health number presented belongs to a registrant who is eligible for health care in the province of Ontario. If the registrant is not eligible, a response code will be returned indicating this.
- validation of the version code (Appendix C of this document gives a brief explanation of version codes and their use. The response indicates the status of the card presented).

What Information is Returned?

Depending on the access method used, the following information may be available:

- the response code from the validation process (see Appendix A)
- the date of birth of the registrant
- the sex of the registrant
- the full name of the registrant (as recorded by the ministry)
- the expiry date of the card

Registering for Health Card Validation

To register for access to the Health Card Validation system, a health care provider may contact the Ministry of Health and Long-Term Care Help Desk and request registration information: 1-800-262-6524.

ACCESSING HEALTH CARD VALIDATION

There are several options available for accessing the Health Card Validation (HCV) system. The health care providers must review their current system, networking plans and the cost of each option before selecting an access method.

The ministry may provide consultative services on the access methods best suited to a particular facility or provider. For assistance, please contact a validation analyst.

Options include:

- A provider's computer connected to the ministry's computer via a data link. A card is swiped, much like a credit card, and a status code is returned. The card swipe device (wedge) attaches to the keyboard of the computer/terminal. If the health card is not available, the number can be entered using the keyboard. Health card validation can be integrated within a patient registration system or run in a windows environment in conjunction with other applications.

Examples of various set-ups:

- one computer linked with a dedicated line or dial-up line and modem
- computers on a LAN using a communication server
- computers on a LAN connected via a router to a WAN (e.g., a community health network may have one dedicated connection to the ministry and share the cost of the line with all users on that network)
- POS (Point of Service) device connected to dedicated X.25/X.28 line or an analogue phone line dialing out through Bell Canada's Datapac service. Retail stores use similar devices for credit card transactions. When a card is swiped, the device will connect to the ministry's computer and a response will be sent back.
- Low volume users or remote locations/clinics, may choose to use the ministry's Interactive Voice Response (IVR) system. With this system, health numbers must be validated using a touch tone telephone and the ministry's toll free service. To register call the Ministry of Health and Long-Term Care Help Desk.

APPLICATION PROTOCOLS

The Ministry of Health and Long-Term Care (MOHLTC) may be accessed via SNA, X.25/X.28 and TCP/IP protocols. An overview has been provided below. For more detailed information, please refer to the Communications Specifications sections.

Communication Protocols

SNA/SNI

Using LU6.1, a facility may connect their IBM mainframe CICS or IMS subsystems directly to the ministry.

Dedicated X.25/X.28 Access

A facility may access ministry data using X.25/X.28 protocol through a dedicated connection. GONet X.25/X.28 users have access to not only the ministry but other users on GONet.

TCP/IP

The Multi-Protocol Network provides high-performance dedicated and dial access for LAN-to-LAN data transmission. Dial access offers speeds up to 28.8 kbps from a remote terminal or workstation to a LAN or WAN, plus Internet access (providing POP mail, newsfeed, FTP, Telnet and Viewer capabilities). For dialup, the customer supplies the modem and telephone lines and pays any long distance charges. Line speeds for dedicated MPR range from 56K to T1.

Datapac 3101 Dialup

Dialup access may be obtained using Bell Canada's Datapac 3101 service.

Application Specifications

Authorization

- MOHLTC will supply each facility and/or provider with User IDs.
- Host to Host validation will be at the system connect point not the individual user in the host system.
- Authentication is mandatory for card validation.
- Passwords must be reset within 35 days.
- Passwords must meet the requirements of Appendix B - Password Rules.
- Users accessing through a host network must be registered as such.

General Message Formats

Message Rules

- Both keyed and swiped transactions are supported.
- Health number/version code fields must be blank for card swipe transactions.
- Magnetic stripe fields must be blank for keyed transactions.
- All fields must be transmitted to the host.
- Fields marked as “OPTIONAL” are not required for successful processing and must contain spaces if the desired information is unavailable.
- All dates are of the format YYYYMMDD.
- All data must be left justified.
- Input message character data may be either upper or lower case.
- Output message character data is returned as upper case only.

GONet X.25/X.28 and DATAPAC INSTRUCTIONS

GONet X.25/X.28 Procedures

The following instructions are valid for GONet only and are subject to change.

Conventions

<u>underline</u>	terminal input
<CR>	terminal carriage return or enter key
bold	terminal output
lower case alpha	variable data

Instructions

1. Dial or connect to X.25/X.28 service. V.32(9600 bps) is supported, as is V.22(2400 bps). Communication parameters are asynchronous half duplex, 7 data bits, 1 stop bit, even or odd parity.

After modem initialization and handshaking, the PAD displays the GONet herald:

Codex 6500 PAD (note TPC_PAD) port 2(0)
Government of Ontario X.25 Network
*

2. Enter the network address mnemonic: .MOHHCV<CR>
including the initial period(.) whereupon the following will be displayed:

MANAGEMENT BOARD SECRETARIAT
ONTARIO GOVERNMENT NETWORK

FOR NETWORK INFORMATION CALL:
CTS SERVICE DESK (416)327-3900
ENTER APPLICATION LOGON -

Note: *The final hyphen(-) is followed by an ASCII space (0x20).*

3. Continue with step 5 of Datapac Dialup procedures

Datapac Dialup Procedures

The following instructions are valid for Datapac only and are subject to change.

Conventions

<u>underline</u>	terminal input
<CR>	terminal carriage return or enter key
bold	terminal output
lower case alpha	variable data

Instructions

- Dial or connect to Datapac. Key two periods, then <return>.
 ..<CR>
 Response will be the DATAPAC herald:
DATAPAC:nnn nnn
 where nnn nnn are eight digits, followed by the hexadecimal string:
2020 0D0A 0000
- Key NUI, then <space>, followed by the Datapac Network User Identifier (NUI), then<return>.
 NUI ididid<CR>
 where ididid is the Datapac Network User Identifier obtained from Bell.
 Screen displays:
Datapac: Password
XXXXXXXX
- Key the NUI Password, then <return>
 Screen displays:
Datapac: Network User Identifier ididid Active
 If you do not receive this message, repeat steps 2 and 3.
- Enter the network address:
25900365<CR>
 whereupon the following will be displayed:
MANAGEMENT BOARD SECRETARIAT ONTARIO
GOVERNMENT NETWORK

FOR NETWORK INFORMATION CALL:
CTS SERVICE DESK
(416)327-3900
ENTER APPLICATION LOGON -

Note: The final hyphen(-) is followed by an ASCII space (0x20)

Datapac Dialup (Continued)

5. Enter the application logon string: KIMS<CR>
The system responds with:
DFS20002 HH:MM:SS TERMINAL CONNECTED TO IMS IMSP
The IMSP is followed by the hexadecimal string representing 5 ASCII spaces and a line feed:
2020 2020 200A

6. Enter your ID and password:
/SIGN idxxxx password
If sign-on is successful, the system returns a message followed by an ASCII online feed (0X0A):
DFS058I 10:01:19 SIGN COMMAND COMPLETED
Transactions may now be entered in accordance with the data specification. All validation responses are terminated by an ASCII carriage return (0x0D).

7. If a new password is either desired or mandated by the Host, the following command must be sent:
/SIGN userid password **NEWPW** new password <CR>

8. You may encounter the following messages. Call the Validation Help Desk for assistance, if necessary.
 - Sign command required
DFS2470/SIGN COMMAND REQUIRED
 - Syntax error
DFS2467I/SIGN COMMAND REJECTED SYNTAX ERROR
 - Invalid New Password
DFS2467I/SIGN COMMAND REJECTED NEWPWD INVALID
 - Password Invalid
DFS2467I/SIGN COMMAND REJECTED PASSWRD NOT DEF
 - Password Modification Prompt
DFS2467I/SIGN COMMAND REJECTED PASSWRD EXPIRED

9. To disconnect: /RCL<CR>
The system will return:
DFS058I 11:19:40 RCLSDST COMMAND COMPLETED
Followed eventually by:
CALL CLEARED:DTE-Cleared by other end:0 - No more information

Note: Remember to disconnect from Datapac if necessary.

Data Specification: Input Transaction

DESCRIPTION	STATUS	START	END	LENGTH	NOTES
Transaction Code	Mandatory	01	09	09	1
Health Number		10	19	10	2
Version Code		20	21	02	2
MOH User ID	Mandatory	22	29	08	3
MOH Facility ID*	Mandatory	30	36	07	4
MOH Provider ID*	Mandatory	37	46	10	4
Local User ID	Mandatory	47	54	08	5
Local Device ID	Optional	55	62	08	6
Client Text	Optional	63	82	20	7
Magnetic Stripe					
Track 1		83	161	79	8
Track 2		162	201	40	8

Notes:

1. Transaction code: enter **RPVR0300** followed by a space
2. Health Number/Version Code must be provided for a keyed transaction and omitted for a swiped transaction.
Refer to the Message Rules for more information.
3. MOH User ID will be the authorization ID (HECSnnnn) issued by the Ministry of Health and Long-Term Care. In the case of a network provider, this will be the same for all of the networked sites.
- *4. MOH Facility ID and Provider ID represent the Ministry of Health issued values. At least one of these fields must be present on all transactions. Data must be left justified and, if necessary, padded with spaces.
5. Local User ID should contain the clients's authorization ID(HECSnnnn). In the case of a network provider, this will be the ID assigned by the ministry to a client of the network provider.
6. Local Device ID may identify where the transaction came from within a facility (e.g., Emergency Department).
7. Client Text is echoed back unedited and unchanged. It is recommended that the field include a unique identifier assigned to each transaction to facilitate message sequencing.
8. Track 1 and Track 2 are mandatory for a card swipe transaction. Ontario health cards conform to ISO 7811/12. Data must be left justified and, if necessary, padded with spaces.

Data Specification: Output Transaction

DESCRIPTION	START	END	LENGTH	NOTES
Transaction Code	01	09	09	1
Local User ID	10	17	08	1
Local Device ID	18	25	08	1
Health Number	26	35	10	2
Version Code	36	37	02	2
Response Code	38	39	02	3
Sex Code	40	40	01	4,5
Birth Date	41	48	08	5
Expiry Date	49	56	08	5
Client Text	57	76	20	1
Last Name	77	106	30	
First Name	107	126	20	
Second Name	127	146	20	
Redundant Response Code	147	148	02	6
Carriage Return	149	149	01	7

Notes:

1. Copied from input transaction
2. Health Number/Version Code will be output as received on input. If magnetic stripes are submitted, the health number and version code are extracted therefrom.
3. Response code values may be found in Appendix A - Response Code Descriptions.
4. Sex code values are M or F.
5. Sex code, birth date and expiry date values represent the data as retained on the ministry database.
6. The Redundant Response Code is available for message delivery verification.
7. Carriage Return indicates the end of the output message.

GONet TCP/IP INSTRUCTIONS

Data Specifications

Transaction Request Message (TRM):

TRMLen	H	Binary length inclusive (high-endian) i.e. x '001C'
TRMRsv	H	Reserved (x'0000')
TRMRId	CL8	'*TRNREQ*'
TRMTrnCod	CL8	'RPVR0500'
TRMUsrID	CL8	User ID assigned by Ministry of Health and Long-Term Care

End of Message Segment (EOM):

EOMLen	H	Binary length inclusive (high-endian) i.e. x '0004'
EOMRsv	H	Reserved (x'0000')

Completion Status Message (CSM):

CSMLen	H	Binary length inclusive (high-endian)
CSMRsv	H	Reserved
CSMId	CL8	'*CSMOKY*'

Request-Status Message (RSM):

RSMLen	H	Binary length inclusive (high-endian)
RSMRsv	H	Reserved
RSMId	CL8	'*REQSTS*'
RSMRetCod	F	RSM Return Code
REMRsnCod	F	RSM Reason Code*

Data lengths are indicated as H (halfword - 2 bytes), F (fullword - 4 bytes), and CL8 (8 bytes).

*If RSMRetCod has been set to 8, RSMRsnCod may have the following values:

- Error #1 The transaction was not defined to the IMS Listener.
- Error #2 An IMS error occurred and the transaction was unable to be started.
- Error #3 The transaction failed to perform the TAKESOCKET call within the 3 minute timeframe.
- Error #4 The input buffer is full as the client has sent more than 32KB of data for an implicit transaction.
- Error #5 An AIB error occurred when the IMS Listener tried to confirm if the transaction was available to be started.

- Error #6 The transaction is not defined to IMS or is unavailable to be started.
- Error #7 The transaction-requested message (TRM) segment was not in the correct format.
- Error #101 Unauthorized user or network address
- Error #102 Invalid user specification
- Error #110 Authorization error

The following instructions are for accessing the HCV TCP/IP Socket Server using GONet's Multi-Protocol Router (MPR) network.

Data Specification: Input Transaction

DESCRIPTION	STATUS	START	END	LENGTH	NOTES
Length	Mandatory	01	02	02	9
Reserved	Mandatory	03	04	02	10
Transaction Code	Mandatory	05	13	09	1
Health Number		14	23	10	2
Version Code		24	25	02	2
MOH User ID	Mandatory	26	33	08	3
MOH Facility ID *	Mandatory	34	40	07	4
MOH Provider ID *	Mandatory	41	50	10	4
Local User ID	Mandatory	51	58	08	5
Local Device ID	Optional	59	66	08	6
Client Text	Optional	67	86	20	7
Magnetic Stripe					
Track 1		87	165	79	8
Track 2		166	205	40	8

Notes:

1. Transaction code: enter RPVVR0500 followed by a space.
2. Health Number/Version Code must be provided for a keyed transaction and omitted for a swiped transaction.
Refer to the Message Rules for more information.
3. MOH User ID will be the authorization ID (HECSnnnn) issued by the ministry. In the case of a network provider, this will be the same for all of the networked sites.
- *4. MOH Facility ID and Provider ID represent the ministry's issued values. At least one of these fields must be present on all transactions. Data must be left justified and, if necessary, padded with spaces.
5. Local User ID should contain the client's authorization ID (HECSnnnn). In the case of a network provider, this will be the ID assigned by the ministry to a client of the network provider.
6. Local Device ID may identify where the transaction came from within a facility (e.g., Emergency Department).
7. Client Text is echoed back unedited and unchanged. It is recommended that the field include a unique identifier assigned to each transaction to facilitate message sequencing.
8. Track 1 and Track 2 are mandatory for a card swipe transaction. Ontario health cards conform to ISO 7811/12. Data must be left justified and, if necessary, padded with spaces.
9. Set to x'00CD'.
10. Set to x'0000'.

Data Specification: Output Transaction

DESCRIPTION	START	END	LENGTH	NOTES
Length	01	02	02	9
Reserved	03	04	02	10
Transaction Code	05	13	09	1
Local User ID	14	21	08	2
Local Device ID	22	29	08	2
Health Number	30	39	10	3
Version Code	40	41	02	3
Response Code	42	43	02	4
Sex Code	44	44	01	5,6
Birth Date	45	52	08	6
Expiry Date	53	60	08	6
Client Text	61	80	20	7
Last Name	81	110	30	
First Name	111	130	20	
Second Name	131	150	20	
Redundant Response Code	151	152	02	8
Carriage Return	153	153	01	9

Notes:

1. Transaction Code: RPVR0500 followed by a space.
2. Health Number/Version Code must be provided for a keyed transaction and omitted for a swiped transaction.
Refer to the Message Rules for more information.
3. MOH User ID will be the authorization ID (HECSnnnn) issued by the ministry. In the case of a network provider, this will be the same for all of the networked sites.
4. Response code values may be found in Appendix A - Response Code Descriptions.
5. Sex code values are M or F.
6. Sex code, birth date and expiry date values represent the data as retained on the ministry database.
7. Client Text will be output as received on input.
8. The Redundant Response Code is available for message delivery verification.
9. Carriage Return indicates the end of the output message.
10. Set to '0x0000'.

Client Procedures

1. **SOCKET** Obtain a socket descriptor
2. **CONNECT** Request connection to server port
3. **WRITE** Send transaction request message (TRM)
4. **WRITE n times** Send one or more Health Card Validation input transactions
5. **WRITE** Send EOM segment
6. **READ** Receive first response. If a request status message (RSM), response was rejected, go to step 8.
7. **READ n times** Receive a Health Card Validation output transaction unless CSM or EOM is received. If a CSM, all available output has been received. If a EOM, output may have been discarded.
8. **CLOSE** Terminate connection and release socket resources

TESTING WITH THE MINISTRY

Testing must be coordinated with the ministry when new software has been developed for the health card validation transaction or changes have been made to the existing environment (i.e., protocol change, software upgrade).

Clients using TCP/IP can be provided with a dial-in connection prior to installation of a Multi-Protocol Router network line. All testing is done on the ministry's User Acceptance Testing platform. When testing is complete, the ministry will review the results and if the input data is in compliance with the technical specifications the client will be moved to the production platform.

Client using X.25/X.28 and Datapac dial connection will test by substituting "IMSUAT" for "KIMS" in the application.

To begin testing:

1. Call the Help Desk and request to speak to a HCV analyst.
2. Provide the IP address for testing (if applicable) and the start date (provide 5 days notice).

To move to production:

1. Notify the HCV Analyst that testing is complete.
2. Provide the IP address for production (if applicable) and the production start date.

Note:

Vendors/Host Network Providers adding clients to production must ensure:

- that clients have returned the Health Card Validation Agreement to the ministry (and host agreement if applicable)
- the client has been provided with a user ID by the ministry
- that the provider/facility ID is identified in the appropriate field of the Health Card Validation transaction

<p>The ministry will revoke access to any Vendor/Host Network Provider that provides access to a client who has not been registered for Health Card Validation by the ministry.</p>

HELP DESK

The ministry provides a 24 hour, 7 days a week technical help desk to support health card validation users. The help desk is staffed from 8:00 am until 5:00 pm, Monday through Friday. After hours and weekends, any messages left in the HCV voice box will immediately notify an on-call staff member.

If you are interested in Health Card Validation, have inquiries about the technical specifications, or would like more information, please contact the Ministry of Health and Long-Term Care Help Desk at:

1-800-262-6524

RESPONSE CODE DESCRIPTIONS

APPENDIX A

Please note the following, which may be associated with all the response codes:

- *If individual's photo, date of birth, etc. appear to have discrepancies, request additional information and, if required, contact the fraud line (1-800-265-4230).*
- *If you have keyed a transaction (as opposed to swiping it) and you get an invalid response, please re-key and check response again.*

RESPONSE CODE DESCRIPTIONS

APPENDIX A

CODE	RESPONSE	DESCRIPTION
<i>Codes 0-49: Card holder is not eligible or without assigned eligibility and can be billed. If billed, card holder must be reimbursed in full by provider upon proof of eligibility at the time of service.</i>		
05	Incorrect health number	Incorrect format
10	Incorrect health number	Not an assigned health number
15	Pre-assigned newborn health number - parent/guardian must complete registration.	Eligibility has not been assigned, pending ministry's receipt of registration information which parent/guardian must submit to maintain coverage. Submitted claims will be held, unpaid, for 90 days after birth.
20	Not eligible	Eligibility does not exist for this health number.
25	Unknown card	Card stripe has improper issuer identification or improper format.
<i>Codes 50 - 59: Card holder is eligible and card is valid.</i>		
50	Card passed validation	Card is valid with current eligibility.
51	Card passed validation	Card is valid with current eligibility.
52	Card passed validation	Holder must contact ministry. Card is valid with current eligibility. Holder must contact ministry to maintain coverage.
53	Card passed validation - card is expired	Card is valid with current eligibility. Holder must contact ministry to maintain coverage.
54	Card passed validation - card is future dated	Card is valid with current eligibility.
55	Card passed validation	Update holder address. Card is valid with current eligibility. Ministry must be given updated address.
<i>Codes 60 -89: Card holder is eligible but card is not valid.</i>		
<p>NB: If keying, check for keying error. Determine whether this is the latest card. If so: Direct to local health office. If not: Remind holder to carry latest health card. Request evidence that the holder is the card owner, have holder fill in Health Number Release form and submit claim with correct version code.</p>		
60	Expired Card	Card holder is eligible but card is no longer valid.
65	Incorrect Version Code	Card holder is eligible but card is not valid.
70	Stolen Card	Card holder is eligible but card was voided upon reporting.
75	Cancelled Card	Card holder is eligible but card has been cancelled.
80	Damaged Card	Card holder is eligible but card was invalidated upon reporting.
83	Lost Card	Card holder eligible but card was voided upon reporting.
Systems messages		
90	Information not available	
99	System not available	

PASSWORD RULES - APPENDIX B

- Passwords cannot contain your userid.
e.g., If your userid is HEZZXX your password cannot be HEZZXX, or HEZZXX01, or 01HEZZXX
- These common 3 character abbreviations cannot appear anywhere in the new password.
e.g., GOV, ONT, IBM, JAN, FEB, MAR
- The first four characters of the new password cannot match the first four characters of the current password.
e.g., OLDPASSWORD: PSWDOLD NEWPASSWORD: PSWDNEW
- The 4th-8th characters of the new password cannot match the 4th-8th characters of the old password.
e.g., OLDPASSWORD: SPSTST NEWPASSWORD: CONTST
- A confidential list of common passwords used by hackers to break into computer systems will be checked to ensure these passwords are not being used.
- None of the previous 12 passwords may be re-used.

Guidelines for Choosing a Good Password

- Combine letters and numbers such as the name and birth date of a friend.
e.g., JOE1064
- Form a compound word from two smaller words.
e.g., SOURTEA
- Remove all vowels from a common word.
e.g., MANHATTAN=MNHTTN
- Use the first or last letters from each word of a phrase.
e.g., TO BE OR NOT TO BE=TBRNTB
- Incorporate special characters.
e.g., ANY&DAY

USE CARE WHEN CHOOSING YOUR PASSWORD. WE CANNOT SEE YOUR PASSWORD.

VERSION CODES - APPENDIX C

Each resident of the province has been registered for health care and provided with a 10-digit health number. They have also been given a health card with this number embossed on the front.

When a card is lost/stolen/changed, another card has to be issued to the registrant with the same health number. In order for the ministry to distinguish one card from another, it was decided to give the new cards a “VERSION CODE”. The version code is a two-character field. Each subsequent card issued has a different version code.

The first card, issued in 1990 did not have version codes. For electronic purposes, we assume that the version code is two blanks.

In 1993, it was decided that every version code issued should consist of two alpha-characters and every replacement card issued from then on had a two-character version code.

An example of a card record might be:

HEALTH NUMBER	VERSION CODE	ISSUED DATE	CARD STATUS	END DATE
0123 456 789		1990-04-01	Lost	1991-05-01
	Z	1991-05-01	Damaged	1993-04-07
	KT	1993-04-08	Issued	

A status of issued means this is the current card.

The version code identifies to the ministry which card and the status tells us what happened to that card. Currently, it is possible to have three variations of version codes:

- no version codes because it is an original card
- a single alpha version code which is a card replaced prior to 1993
- a two alpha version code which is a card replaced after 1993

A health card/health number is the key to access the system. The version code is merely an identifier which says either “this is an old key which no longer unlocks the door” or “this is the current key”.

HEALTH NUMBER VALIDATION RESPONSE CODES RECOMMENDED - APPENDIX D

CODE	RESPONSE	REQUIREMENT OR EXPLANATION	ACTION
05	Incorrect health number	<p>The health number is not 10 numeric digits (may be keying error or the card may be damaged).</p> <p>No payment for services.</p>	<p>If card is presented, check for keying error, confirm card holder identity, request card's surrender and return it to the Ministry of Health and Long-Term Care. Notify the fraud line. Bill the holder directly.</p> <p>If the number is keyed, check for keying errors, confirm holder identity and request correct number. If it is believed that the card holder is attempting to use the system fraudulently, contact the fraud line. Bill the holder directly.</p>
10	Incorrect health number	<p>The health number was not found on the ministry's Registered Persons Database.</p> <p>No payment for services.</p>	<p>If a card is presented, check for keying errors, confirm card holder identity, request card's surrender and return it to the ministry. Notify the fraud line. Bill the holder directly.</p> <p>If only a number is presented (check for keying error), attempt to identify the card holder and find the correct number. If it is believed that the card holder is attempting to use the system fraudulently, contact the fraud line. Bill the holder directly.</p>

CODE	RESPONSE	REQUIREMENT OR EXPLANATION	ACTION
15	Pre-assigned newborn health number - parent/guardian must complete registration	<p>Health number was released as a pre-assigned health number for newborns. The registration process is incomplete.</p> <p>No payment will be made for services until registration is completed.</p>	<p><u>Patient less than 3 months old</u></p> <p>Advise parent/guardian that health number registration is incomplete according to OHIP records.</p> <p>The Infant Registration may be in process within OHIP. Request corroborating evidence of Ontario residency (e.g., parent's health card, driver's licence). Payment will not be processed until the registration is complete.</p> <p>Advise client that direct billing may result if registration is not completed within 90 days of date of birth.</p> <p>Advise client to contact local OHIP office.</p> <p>There should be no plastic health card with this response code. If client does have a card, request voluntary surrender and return to OHIP as per instructions.</p>
20	Not eligible	<p>There is no eligibility for this health number on the ministry database.</p> <p>No payment will be made for services.</p>	<p>Bill holder directly.</p> <p>Advise card holder that eligibility does not exist under this number. Refer card holder to local OHIP office.</p> <p>Request the voluntary surrender of the ineligible health card and return to OHIP as per instructions.</p>
25	Unknown card	<p>Card swipe does not have proper Issuer Identification.</p> <p>No payment will be made for services.</p>	<p>Verify that the card does in fact appear to look like a ministry-issued card. (Often hospital cards will be provided in place of the ministry card.) If the card does appear to look like a ministry card, ask for its voluntary surrender and return to OHIP. Notify the fraud line. Bill the holder directly.</p>

CODE	RESPONSE	REQUIREMENT OR EXPLANATION	ACTION
50	Card passed validation	Indicates a valid health card with current eligibility.	No action required. Request additional identification if it is suspected that the card holder is not the person to whom the card was issued.
51	Card passed validation	Indicates a valid health card with current eligibility.	No action required. Request additional identification if it is suspected that the card holder is not the person to whom the card was issued.
52	Card passed validation - holder must contact ministry	A ministry notice has been sent to the registrant. Coverage may be terminated if the registrant does not contact the ministry soon.	Please advise the card holder to contact the ministry immediately. They may call the INFOLINE number at 416-314-5518 in the Toronto area, or at 1-800-268-1154.
53	Card passed validation - card is expired	A notice to renew has been sent to the registrant. Coverage may be terminated if the registrant does not contact the ministry soon.	Please advise the card holder to contact the ministry immediately. They may call the INFOLINE number at 416-314-5518 in the Toronto area, or at 1-800-268-1154.
54	Card passed validation - card is future dated	Card is future dated, ministry accepts card as valid due to current eligibility.	No action required. Request additional identification if it is suspected that the card holder is not the person to whom the card was issued.
55	Card passed validation – update holder address	Indicates the ministry does not have a valid address on file for the card holder.	Request additional identification if it is suspected that the card holder is not the person to whom the card was issued. Advise card holder to contact local OHIP office as soon as possible to update his/her address.

CODE	RESPONSE	REQUIREMENT OR EXPLANATION	ACTION
60	Expired card	The card has expired.	Ask card holder if he/she has another card. If not, have card holder fill in Health Number Release form, and direct card holder to a local OHIP office.
65	Incorrect version code	Version code is incorrect.	If keying, please check for keying errors. Have card holder sign a Health Number Release form. Direct card holder to a local OHIP office.
70	Stolen card	The holder of the health card has reported this card stolen. This card is no longer valid. In most instances, a replacement has been issued.	<p>Request corroborating evidence (e.g., driver's licence). It is possible that card holder has reported card stolen and then recovered the card but neglected to advise OHIP.</p> <p>Advise card holder of status of card (e.g., payment cannot be made under this number/version code combination). Ask if he/she has another card. If the card presented is a photo health card, check the picture. If not, bill holder directly.</p> <p>Advise card holder to contact local OHIP office.</p> <p>Request voluntary surrender of card and return to OHIP as per instructions.</p> <p>If health card abuse is suspected, refer to Bulletin 4278 and report this information as soon as possible to the ministry at: 1-800-265-4230.</p>

CODE	RESPONSE	REQUIREMENT OR EXPLANATION	ACTION
75	Cancelled card	This card has been cancelled by the Ministry of Health and Long-Term Care. A replacement may have been issued.	<p>Ask card holder if he/she has another health card. If another card carried by the card holder is valid, request voluntary surrender of “old” card(s).</p> <p>Return “old” cards to OHIP as per instructions.</p> <p>If card holder does not have another card, advise card holder to contact local OHIP office.</p> <p>Use a Health Number Release form to obtain the correct version code.</p>
80	Damaged card	The card has been cancelled by the Ministry of Health and Long-Term Care. A replacement may have been issued.	<p>If a card is presented, request voluntary surrender of card and return to OHIP. If card holder does not have another card, advise card holder to contact OHIP to resolve problem. Use a Health Number Release form to obtain correct version code.</p>

CODE	RESPONSE	REQUIREMENT OR EXPLANATION	ACTION
83	Lost card	<p>The card has been reported to the Ministry of Health and Long-Term Care as having been lost. It is no longer valid. In most instances, a replacement may have been issued.</p>	<p>If a photo health card has been presented, check the picture, otherwise request corroborating evidence (e.g., driver's licence). It is possible that card holder has reported the card lost and then recovered the card but neglected to advise OHIP.</p> <p>Advise card holder of status of card (e.g., payment cannot be made under this number/version code combination). Ask if he/she has another card. If not, bill patient directly.</p> <p>Advise card holder to contact local OHIP office.</p> <p>Request voluntary surrender of card and return to OHIP as per instructions.</p> <p>If health card abuse is suspected, refer to Bulletin 4278 and report this information as soon as possible to the ministry at: 1-800-265-4230.</p>
90	Information not available	<p>The ministry's system may be undergoing maintenance.</p> <p>In most instances, access will be available within minutes.</p>	<p>If the system is not available within a few minutes, follow instruction given for Response Code 99.</p>
99	System not available	<p>Cannot access the Ministry of Health and Long-Term Care database.</p>	<p>The ministry system may be undergoing maintenance.</p> <p>A Bulletin Board will be available by way of the Interactive Voice Response (IVR) system. This Bulletin Board will give notice of planned system downtime and in cases of prolonged periods of unavailability, will give periodic status updates.</p>