

# Medical Associates

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Dear Patient,

We are writing to update you with some important information about the uninsured services (non-OHIP covered services) that you may access through the clinic. While OHIP (Ontario Health Insurance Plan) covers the costs for most of your medical needs, there are many services we provide that are not covered by the Ministry of Health. We cannot bill these services to OHIP, and they often can require significant time and resources to administer. The demand for these uninsured services has increased dramatically in the past several years. Examples of these include, but are not limited to:

- Prescription renewals by phone or fax.
- Sick notes
- Referrals for physiotherapy, massage therapy, chiropractic etc. for insurance coverage.
- Insurance forms

We are continuing to work with **PatientSERV**, the Ontario Medical Association's partner in uninsured services management. PatientSERV allows patients to easily manage their uninsured services payments through an online platform and dedicated support team, which helps you cover the costs of uninsured services in a hassle-free and efficient manner. Please review the 2024 Uninsured Services Fee Guide as some service pricing has changed.

Through PatientSERV, we will continue to offer **two options** for patients.

1. **The PS365 Annual Fee Plan** – A flat rate that covers the cost of prescription refills without a visit, and many uninsured services for one year (see full list of services for more details).
2. **Pay-As-You-Go** – Simply pay for any uninsured services if and when you use them. This means no up-front fee and no registration required. In this case, any uninsured services you receive will be charged on a Pay-As-You-Go basis. Patients will receive invoices for uninsured services used and have the option of paying invoices online, by telephone, in-person (at the clinic) or via mail.

### PAYMENT METHODS FOR PS365 ANNUAL FEE PLAN PURCHASE

1. **Online:** Visit <https://patients.patientserv.ca/SignUp>. You will require your health card number and your PIN.
2. **Cheque Payment Via Mail:** Complete the registration form and mail the form and cheque (payable to PatientSERV).
3. **Phone:** Call 1-800-385-3210 Monday – Friday 8:30am - 4:00pm.
4. **Office:** You may pay in person at the doctor's office using cash or cheque.

Regardless of the choice you make, please be assured that it will have no bearing upon the medical care you receive from us as your healthcare is our top priority. Thank you for placing your trust in us to provide you with the highest quality healthcare possible, which we hope to fulfill for many more years to come.

Sincerely,

**The Physicians of Grimsby Medical Associates**