

Fact Sheet Feuille de renseignements



Ministry of Health
and Long-Term Care

Ministère de la Santé
et des Soins de longue durée

HEALTH CARD

You need to visit an OHIP office or Outreach site if:

1. You have never had Ontario health coverage before (e.g., have moved from another country or province).
2. Your **red and white health card** needs replacing because:
 - It is lost, stolen or damaged (e.g., card is broken, magnetic strip doesn't work)
 - Your name has changed
 - Your date of birth or other information has been recorded incorrectly (your provider may discover this while checking your coverage)
 - A health provider has advised you that there is something wrong with your card or your coverage
3. Your **photo health card** needs replacing because:
 - The information shown on the card is changing (e.g., change of name)
 - You are older than 15 ½ years of age and your photo health card is either expiring soon or has passed its renewal date (bottom right of the card). Please refer to *Renewing Your Photo Health Card*.

Whether applying for a new or replacement health card, you must bring **three original documents** to prove citizenship/immigration status, residency in Ontario and identity (refer to the *Ontario Health Coverage Document List (form 9998E-82)*).

You may be asked for additional documents. For example, if your name has changed you may need to provide a marriage certificate or a change of name certificate.

Children older than 15½ years of age must register in person and have their photo and signature captured. They will need their own original documents.

You do not need to go to a ministry office if:

- You still have a red and white health card. These cards are valid unless you are told otherwise by OHIP.
- Your photo health card is lost, stolen or damaged (e.g., card is broken, magnetic stripe doesn't work)
- Your child is under 15 ½ years of age and needs to renew his or her photo health card. Please refer to *Renewing Your Photo Health Card*.

If you need a **replacement photo health card** you can make your request by telephone or in writing as long as you have not changed any information as shown on the card itself or the card has not expired.

For more information:

- Call the ministry INFOLine at 1 800-664-8988 (toll free in Ontario only). In Toronto, call (416) 314-5518.

For TTY service, call: 1 800 387-5559.

- Refer to the blue pages of your phone book under "Health" for the nearest ministry (OHIP) office or Outreach site.

www.health.gov.on.ca

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