

Secure Messaging: Physician to Patient Pilot

April 2024

Ontario is undertaking a patient-to-physician Secure Messaging Proof-of-Concept Pilot to support the delivery of services to patients by secure messaging. The pilot will be testing the feasibility and effectiveness of secure messaging and will run from April 1, 2024, to March 31, 2026.

Registration Requirements

To participate in the Pilot, the physician must:

- [Register to participant in the program.](#)
- Must be registered with OHIP.
- Must use a [virtual visit solution listed on the Verified Solution List.](#)



Registration is extended
to: October 31, 2024.

The physician will receive an email confirmation once their registration is approved, and the effective date is set. The **effective date** is the first date a physician can deliver and submit claims for secure messaging service encounters under the pilot.

Note: Income Stabilization and New Graduate Entry Program physicians may register and submit claims for K303A if they wish their services to be tracked and to participate in the evaluation; however, they are not eligible to receive the Monthly Management Fee payment.

Requirements of patient messaging

The Pilot aims to evaluate the impact of secure messaging on access to care, quality of care, patient satisfaction, and health outcomes. To achieve this, the pilot has the following requirements:

- They must be an existing/ongoing patient-physician relationship.
This means the physician has provided an insured service to the patient in person or by video in the past 24 months, or the patient is enrolled to the physician or another physician in the group.
- The physician and patient must both be physically located in Ontario when messages are sent.
- The physician must personally render the service and not delegate it to another provider or trainee.
- The encounter must include all steps:
 - Solicit the appropriate patient information.
 - Analyze it.
 - Provide appropriate management and/or advice related to the patient's presenting health issue(s).
 - Give the patient a reasonable amount of time to review and ask follow-up questions before ending the service.
- The physician must document the service in the patient's medical record, including all messages, images, or documents exchanged, and the mode and solution of communication.

Billing

When submitting the claim, the physician:

- Must be registered for the pilot by July 31, 2024.
- Must include the appropriate diagnostic code and group number for the service.
- Can only claim one K303A per patient per service date and cannot claim any other services or premiums with it.
- Must submit the claims within three months of the service date.



Secure Messaging
Fee Code **K303A**

The physician will receive a monthly management fee payment based on the number of approved K303A services delivered in a service month. The payment tiers are:

| | | |
|--------|---------------------------|-------------------------|
| Tier 1 | Minimum K303A count of 15 | \$150 per service month |
| Tier 2 | Minimum K303A count of 30 | \$300 per service month |
| Tier 3 | Minimum K303A count of 45 | \$450 per service month |

Note: OHIP-insured premiums, management fees, and other add-ons are not payable with K303A

The payment rate will depend on the group affiliation and shadow billing rate, if applicable.

The physician must register their solo billing number with MCEDT to receive the Secure Messaging Pilot report.

Resources

- OHIP Bulletin- Patient-to-physician Secure Messaging Proof-of-Concept Pilot
- [Bulletin 240103 - https://www.ontario.ca/document/ohip-infobulletins-2024/bulletin-240103-patient-physician-secure-messaging-proof-concept](https://www.ontario.ca/document/ohip-infobulletins-2024/bulletin-240103-patient-physician-secure-messaging-proof-concept)
- [Bulletin 240705 — Update: Secure Messaging Proof-of-Concept Pilot | OHIP INFOBulletins 2024 | ontario.ca](#)
- Secure Messaging Proof of Concept Pilot Billing Guide
<https://www.ontariohealth.ca/sites/ontariohealth/files/OVCP-Secure-Messaging-PoC-Pilot-Billing-Guide.pdf>
- Register to participant in the program
<https://www.ontariohealth.ca/secure-messaging-proof-concept-pilot>
- Virtual visit solution listed on the Verified Solution List
<https://www.ontariohealth.ca/system-planning/digital-standards/virtual-visits-verification/verified-solutions-list>

For more information

Visit: [OntarioMD](#) or [OMA](#)

