

**Ministry of Health**

Executive Lead  
Ontario Health Teams Division

1075 Bay Street, 13<sup>th</sup> Floor  
Toronto ON M5S 2B1

Telephone: (416) 212-1134

**Ministère de la Santé**

Directeur général  
Division des équipes Santé Ontario

1075, rue Bay, 13<sup>e</sup> étage  
Toronto ON M5S 2B1

Téléphone: (416) 212-1134



**DATE:** November 24, 2020

**MEMORANDUM TO:** Chief Executive Officers, Local Health Integration Networks (LHINs)

Chief Executive Officers, Approved Agencies for the Delivery of Professional Home Care Services

**FROM:** Amy Olmstead  
Acting Executive Lead  
Ontario Health Teams Division

**RE:** Update to Billing Codes for Virtual Home Care Delivery

As part of the ongoing COVID-19 response, Ontario continues to promote virtually-delivered home and community care in cases where it is appropriate to support clients at home during the pandemic.

The ministry is updating the *Interim Guidance to LHINs and Approved Agencies who Deliver Home Care Under the Home Care and Community Services Act, 1994 (Interim Guidance)* to align the billing rates for virtual visits with the rates for in-person services.

The Interim Guidance was first issued on March 18 and updated April 17, 2020. It notes that the policy and rates would continue to be reviewed and revised. Today's update is intended to support shifts between virtual and in-person delivery to support care delivery during the ongoing COVID-19 outbreak. Effective as of the date of this memo (November 24, 2020), LHINs and approved agencies are to apply the same locally negotiated rates for care provided virtually for the full scope of the planned visit as for professional services delivered in-person. This billing structure will be in place until at least March 31, 2021.

Guidance regarding virtual care billing rates remains interim. The ministry and Ontario Health will continue to review provincial guidance, including rates, and patient and provider experience to inform a sustainable approach to virtual care. The ministry and Ontario Health continue to welcome input on virtual home and community care.

Thank you for your continued leadership through this difficult time.

Sincerely,

Amy Olmstead  
A/Executive Lead  
Ontario Health Teams Division  
Ministry of Health

cc: Matthew Anderson, President and Chief Executive Officer, Ontario Health  
Catherine Brown, Interim Lead, Health System Performance and Support, Ontario Health  
Ann Schragger, Acting Director, Home and Community Care Branch, Ministry of Health