





Membership, Account, & Subscription FAQ

Question	Answer
1. How do I create a new account?	To learn more about signing up and becoming a member, see our Sign Up Information .
2. What are the different Ontario Health (OTN) membership and who can become a member?	Our membership consists of a variety of health care professionals as well as different models of care. These include physicians, nurse practitioners, and other health professionals. Find more information at otn.ca > Virtual Care for Providers .
3. Where can I get pricing and subscription fee information?	See our Sign Up Information for more information.
4. How do I find out the status of my application?	Contact your organization's Primary Contact for Service (PCS)* or call OTN at 1-855-654-0888 or email customeractivation@otn.ca .
5. How can I deactivate my account?	Contact your organization's Primary Contact for Service (PCS)*, who can deactivate accounts within their organization.
6. How can I get refund for my subscription?	Private practice (individual) accounts cannot be transferred. One-time and annual fees are non-refundable. For more information, see Ontario Health (OTN) Membership Policies . Or contact OTN at 1-855-654-0888.
7. What is fair usage policy?	Ontario Health (OTN) Terms of Service 
8. Where can I find OHIP billing information?	Providing patient care through eVisit is billable through OHIP. Learn more via the following links: <ul style="list-style-type: none"> • OHIP TM Billing Manual  • Virtual Care Physician and Dentist Registration Form 
9. Why does Ontario Health (OTN) need to capture the primary location where I will use eVisit?	We ask for a primary office or work location so that we have a correct address for the provider using OTNhub and eVisit. This address may be used for Ontario Health (OTN) communications, billing, or to inform patients of the provider's primary office if the patient needs to see the provider in person.

* For instructions about how to identify your PCS, see [Viewing or Editing Your Account Information](#) .

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10. Will Ontario Health (OTN) use my email address for promotional purposes?	Your email is used for communications regarding the services you have applied for. Ontario Health (OTN) will from time to time send you email to inform you of new services or new service features that may be of interest to you. You will have the option to 'opt out' of new service emails if you like.
11. To whom should we direct questions about the Organization Level Agreement (OLA)?	For all questions, send written enquiries to privacy@otn.ca .
12. My OHIP billing was rejected. What do I do?	<p>For billing related inquiries, please contact the Service Support Contact Centre at: 1-800-262- 6524 or SSContactCentre.MOH@ontario.ca.</p> <p>If you're unsure if the OHIP Registration Form was completed and submitted, contact OTN at 1-855-654-0888.</p>