

Onboarding Guide

Getting Started with Billing

Prepared by ResolvMD

Thank you for entrusting us with your billing. We know your time is better spent on patient care — our goal is to make billing completely invisible to you while ensuring you get paid accurately and on time.

Our core commitments to you:

- ✓ Accurate, timely submission of all claims on your behalf
- ✓ Monthly Remittance Advice (RA) reports so you always know where your payments stand
- ✓ A dedicated billing specialist as your personal point of contact
- ✓ Full transparency — you can always ask us about the status of any claim

SECTION 1

Getting Set Up

1. Add ResolvMD as Your Designee

The steps here depend on how you bill. If you are unsure, your billing specialist can confirm.

If you are a Fee-for-Service (FFS) physician: You will need to add ResolvMD as a designee on the OPS BPS Secure portal. This gives us the access needed to submit claims on your behalf.

1. Sign in to the OPS BPS Secure portal at login.security.gov.on.ca
2. Select **Designee Maintenance (Add, Remove, Update)**
3. Click **Add Designees**
4. Enter designee name **Patrick Onyekweli** and email **billing-ontario@resolvmd.com**
5. Click **Save**, then **Confirm this Designation**
6. Email billing-ontario@resolvmd.com to notify us — we will accept and let you know when to continue
7. Once we confirm, return to Designee Maintenance, click our email address, and select **MCEDT Service Upload/Download**
8. Ensure all required boxes are checked and click **Save**

If you are an AFA / group physician: The designation is handled at the group level — you do not need to complete the portal steps above. Your hospital administrator will submit the required MOH forms. Please ensure billing-ontario@resolvmd.com is CC'd on the email your administrator sends to the MOH.

2. Provide Your Information

Your billing specialist will collect the following from you:

- Full name
- Billing number and group number if applicable
- Service location (hospital/clinic name)
- CPSO number
- Specialty number
- Mailing address (hospital or personal)

What is my Ontario Billing Number?

Ontario physicians bill using a Group Billing Number (or individual billing number if billing solo). ResolvMD will need to be added as an authorized agent to submit claims on your behalf. If you are unsure of your billing number, contact the Ministry of Health's Health Care Provider Registration office at 1-800-262-6524.

SECTION 2

Key Contacts & Links

Once you have completed the onboarding link in your email, download the MyBilling app for your phone. Log in with the same credentials you use for the MyBilling portal.

MYBILLING APP (IPHONE)

[Download on the App Store](#)

MYBILLING APP (ANDROID)

[Get it on Google Play](#)

MYBILLING PORTAL (WEB)

<https://mybilling.resolvmd.com>

DESIGNEE AUTHORIZATION PORTAL

login.security.gov.on.ca

EMAIL

billing-ontario@resolvmd.com

PHONE

[+1 647-598-0982](tel:+16475980982)

RESOLVMD WEBSITE

www.resolvmd.com

SECTION 3

How to Submit Claims

BROWSER / DESKTOP

1. Log in at mybilling.resolvmd.com
2. Click **Documents** on the left-hand menu
3. Click **Upload Documents** and add your shifts

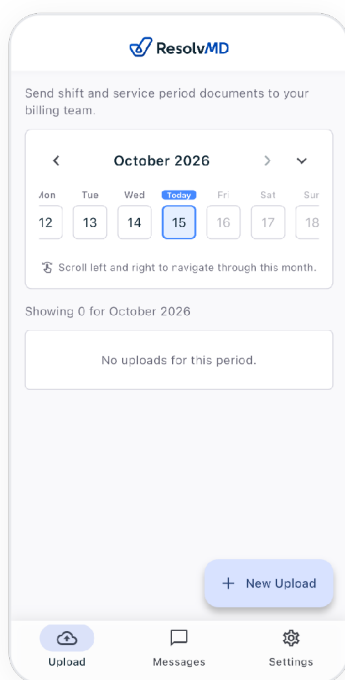
MOBILE APP

Open the MyBilling app and log in with your portal credentials to submit claims on the go.

The portal is fast, simple, and fully encrypted.

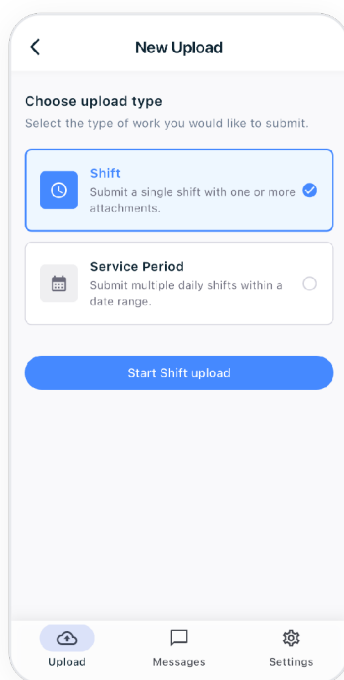
Submitting from the MyBilling app

Uploads are sent straight to your billing team. Three steps:



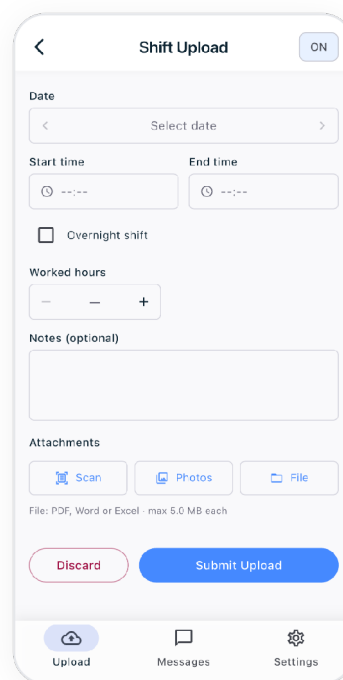
1. Tap New Upload

The Upload tab shows what you have sent for each day of the month. Scroll the dates left and right, then tap **New Upload**.



2. Choose upload type

Shift for a single shift with one or more attachments, or **Service Period** for multiple daily shifts within a date range.



3. Add details and submit

Enter the date, start and end time (tick Overnight shift if it runs past midnight) and worked hours. Add notes, attach your sheets with Scan, Photos or File, then tap **Submit Upload**.

Files can be PDF, Word or Excel, max 5.0 MB each. Use the Messages tab to reach your billing team.

What information do we need on each claim?

For each patient encounter, please include:

- | | |
|--|--|
| 01 Ontario number with version code | 02 Date of service |
| 03 Date of admission if inpatient | 04 Service/procedure codes (Ontario Schedule of Benefits codes) |
| 05 Diagnosis | 06 Referring physician (where required) |
| 07 Service location/facility number if shift location has changed | |

SECTION 4

Get to Know Your Portal

Your MyBilling portal gives you direct access to your claims data at any time.

- | | |
|--|---|
| ✓ Submit your claims directly in the portal | ✓ Real-time claim tracking and status updates |
| ✓ Detailed earnings dashboards and practice benchmarks | ✓ Historical remittance reports and claim summaries |
| ✓ Secure document storage | ✓ Messaging with your billing team |

Two ways to get comfortable

VIDEO WALKTHROUGH

A short guided tour of the portal — where your claims, dashboard and messages live. [Watch the walkthrough](#)

DEMO GUIDE (PDF)

A step-by-step reference with screenshots of every task in the portal. [Open the demo guide](#)

SECTION 5

Billing Dates & Payment Timeline

PERIOD	DETAILS
Monthly cutoff	Submit all claims data by the 15th of the month for a guaranteed payment on the next RA.
Ontario payment timing	Ontario pays on the 15th of each month, or the Friday before.
RA report delivery	We will send you a monthly Remittance Advice (RA) report once Ontario releases payment information.
Claims window	Ontario requires claims to be submitted within 3 months of the date of service. Do not delay submitting old claims — contact us if you have a backlog.

Tip: We recommend submitting your claims to us weekly rather than monthly. This minimizes end-of-month rush, reduces the risk of missing the cutoff, and helps us catch and work on any issues for the monthly submission window.

Third-party billing fees

Third-party invoices are billed at **\$10.00 per invoice + 5% of recovered value**.

SECTION 6

Frequently Asked Questions

When will I receive payment from Ontario?

Ontario processes claims on a monthly cycle. Claims submitted and approved by the cutoff date of a given month are paid to you on the 15th of the following month.

What happens if a claim is rejected?

We review all error reports and remittance advice after every submission. Common issues — EH2 errors, referring physician problems, code limits — are corrected and resubmitted by us automatically. For anything requiring manual review or additional documentation, your billing specialist will reach out directly. We will never write off a rejected claim without consulting you.

How do I know what was billed on my behalf?

Your claims data in the MyBilling portal shows everything submitted, accepted, rejected, and paid. You will also receive a monthly RA report, and you can contact your billing specialist at any time for a status update on any specific claim.

What happens to claims older than 3 months?

Ontario's standard window for claim submission is 3 months from date of service. If you have older claims, contact us immediately — in some circumstances late submissions can be approved with supporting documentation.

Can I still bill Ontario directly alongside ResolvMD?

It depends on your billing arrangement. If you are a fee-for-service (FFS) physician, all your claims should flow through ResolvMD once you have authorized us, to avoid duplication. Some physicians have a mix of arrangements. Your billing specialist will help you sort out the right structure at onboarding.

What about out-of-province patients?

Patients from other provinces are billed through Ontario's reciprocal billing arrangements (RMB) or directly for QC patients. Please note the patient's name, province, health card number, and DOB when submitting to us.

What happens to my outstanding claims when I switch to ResolvMD?

If you have outstanding claims awaiting payment, we will monitor your RA as well as ticket status on your McEDT account. If you have specifics about a certain patient, we can follow up with the MOH to ensure nothing goes stale during your transition.

Who do I contact for support?

Email billing-ontario@resolvmd.com or reach your billing specialist directly. We aim to respond to all inquiries within one business day.

SECTION 7

Referral Program

COMING SOON

We are launching a referral program for ResolvMD Ontario clients. Details, terms, and your personal referral code will be shared once the program is live. Stay tuned — we think you'll like it.

SECTION 8

Important Information for Ontario Physicians

CPSO Registration

You must be registered with the College of Physicians and Surgeons of Ontario (CPSO) to bill Ontario. Ensure your registration is current and your contact details are up to date. Visit cpso.on.ca for registration matters.

Ontario Billing Number

Your Ontario billing number is required to submit claims. If you do not yet have one, or if you are newly registered, contact the Ministry of Health's Health Care Provider Registration at 1-800-262-6524.

CMPA Membership

Membership with the Canadian Medical Protective Association (CMPA) provides liability coverage and is typically required for hospital privileges. Ensure this is current and that your CMPA membership rate category correctly reflects your clinical activities.

Service Location / Facility Numbers

Ontario requires a valid facility/service location number on claims. If you work across multiple sites, please provide us with the relevant facility numbers for each location when you submit billing. Your hospital or clinic administrator can provide these if you do not have them.

Ontario Schedule of Benefits

The Ontario Schedule of Benefits outlines all billable service codes, fee amounts, and eligibility rules. Your billing specialist will guide you on code selection, but we encourage you to familiarize yourself with your specialty's section. Available at: ontario.ca/page/ohip-schedule-of-benefits-and-fees

Privacy & PHI

ResolvMD handles all patient billing information as a Health Information Custodian agent under PHIPA (Personal Health Information Protection Act). Your patient data and identifiable billing information are handled securely and are never disclosed to any third party.