Subject: Changing Bank Account Information for Direct Deposit

Effective immediately, the Ministry of Health and Long-Term Care has modified its procedures for changing bank account information for those health care providers who receive medical claims payments by direct deposit.

In order to change your bank account information, the following documents are required to be sent to the ministry:


2. Void personalized or corporate cheque

As part of the modified procedures to enhance security, ministry staff will also be confirming the change request details directly with providers. Information and privacy laws prevent ministry staff from accepting authentication from anyone other than the provider. Confirmation will take place via telephone.

When changing your bank account information, please do not close your old account until you start receiving payment into the new account. If you have questions relating to these procedures, please contact your local ministry office.