

Health Care Connect Email Update – October 2025

What is the purpose of this Health Care Connect update?

Through the work of the Primary Care Action Team, the Ontario government has committed to attaching everyone who was on the Health Care Connect (HCC) waitlist as of January 1, 2025, to primary care by spring 2026.

The ministry is sharing this update on HCC waitlist progress and providing information we hope is helpful to the many partners in the system working to attach those on the HCC waitlist to the care they need.

What is the government doing to help connect those on the HCC waitlist to primary care?

We are taking steps to improve the HCC experience for family physicians, nurse practitioners and primary care teams so that patients are attached to the care they need. This includes:

- **HCC Sub-Targets:** Each team receiving funding in 2025/26 has a defined sub-target representing the number of patients to be attached from the HCC list (please note that this does not apply to Indigenous teams). These targets are part of the broader attachment goals and help ensure equitable access to care.
- **Funding**
 - OHTs and their Primary Care Networks (PCNs) will receive \$22M in 2025/26 and 2026/27 to support Ontario Health Teams and their Primary Care Networks in attaching patients to care, such as getting patients up-to-date with medication reviews, cancer screening and gathering up-to-date medical history, ensuring high-quality care can be delivered from day one.
 - OHTs also received funding in 2025/26 to support their goals of attachment, HCC clearing, and enhancing their Primary Care Networks (PCNs). PCNs support primary care providers within OHTs to improve the delivery and coordination of care for patients.
- **Resources & Training:** Toolkits and guidance have been provided, including best practices and support for collaboration with Care Connectors.
- **Enhanced Data:** Updated data to reflect recent changes in populations, enhanced sociodemographic info, local care team locations and physician contact details to support targeted outreach.
- **Waitlist Verification:** Patients registered before Jan 1, 2025, are being contacted via email, mail, text, and phone to confirm their need for care. This ensures accurate, up-to-date information for matching patients to providers.
- **Improved access to HCC patient information:** OHTs are being asked to select a lead organization that will access provincial HCC data systems and waitlist information. This will help match patients to local primary care based on their needs.

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How many people are on the waitlist now?

When the government announced the goal of clearing the waitlist in January 2025, there were approximately 235,000 people registered. Thanks to recent efforts, the waitlist has already decreased by 50 per cent.

What are the expectations of family physicians and NPs at this time?

While participation in HCC is optional for doctors and nurse practitioners, the Ministry is working to make it easier and more appealing for them to take part.

To support doctors in helping patients find a family doctor or nurse practitioner, new incentives are now available through the Physician Services Agreement. These incentives include helping patients with complex needs who are on the HCC waitlist.

While new billing codes are being developed, doctors can use the existing Q200A code to bill for attaching new patients. Doctors should keep records of these new patient attachments (like a completed New Patient Declaration form), including those from the HCC waitlist. This way, they can resubmit claims later when the new codes are available, which will apply retroactively to July 1, 2025.

Further changes to fee codes associated with attachment include:

- *Complex Vulnerable New Patient Fee*: Fee code increased from \$350 to \$500.
- *Mother Newborn New Patient Fee* (\$350): Billed when enrolling both an unattached mother and newborn within two weeks of birth or an unattached woman after 30 weeks of pregnancy.
- *Multiple/Newborn Fee* (\$150): In case of multiple births, a physician may bill this code per newborn in addition to the Mother Newborn New Patient Fee code.
- *HCC Upgrade Patient Status* (\$500): If a physician accepts an HCC-referred non-complex/vulnerable patient that they assess to be complex/vulnerable.

The government and its agencies (Ontario Health, Ontario Health atHome) are dedicated to supporting you and remain open to hearing how processes can be improved and where more supports are needed by working with your OHT and PCN clinician leads. Attaching everyone on the HCC waitlist to primary care by spring 2026 will require the collective effort of everyone in the health system. Together, we can achieve this goal and make a real difference in the lives of Ontarians.

Questions? Please contact ontariohealthteams@ontariohealth.ca and copy your OH regional point of contact.