

Health Card Registration Process for Seasonal Agricultural Workers

ServiceOntario (SO) delivers health card registration services. The Ministry of Health (MOH) is responsible for the OHIP program and setting applicable OHIP legislation, policy, and program requirements, as well as medical claims processing.

A temporary mail-in policy was instated during COVID to limit risk of exposure, by eliminating in-person visits. Effective immediately, in-person visits will be required for new International Agri-food Workers (IAWs) and those who do not have a valid photo/signature on file.

Forms

The required **Seasonal Agricultural Workers Registration for Ontario Health Coverage** form is available on our website. New registrants, renewing workers and their employers can access the 'fill and print' form at: [Central Forms Repository](http://www.forms.ssb.gov.on.ca). (<http://www.forms.ssb.gov.on.ca>) Once in the Central Forms Repository, enter Form # "3715-82" in the "Quick Search for Forms" and then click on the link.

Attending a ServiceOntario Centre

Pandemic response measures have ended, so MOH has **conditionally reinstated in-person visit requirements for International Agri-food Workers (IAWs)**, formerly called Migrant Farm Workers (MFWs), and agricultural sector Temporary Foreign Workers (TFWs).

For IAWs whose previous health card does not have a valid photo and signature on file, an in-person visit will be required. A mail-in option remains available for those who have a recent (less than five years) health card with a valid photo and signature on file.

IAWs in Ontario under the SAWP Program

- Always required to visit SO in-person for:
 - first-time health card registration
 - renewal if no valid photo (but mail-in each time in between)

IAWs in Ontario under the TFW Program

- Never had a mail-in option before the pandemic
- Previously required to visit in-person for all registrations (same as other TFWs)
- Must come in for their initial visit, to have photo/signature captured, and when the photo on health card is no longer valid
- Have longer work permits, so won't need to visit ServiceOntario as regularly

Valid Photo/Signature on File

To determine if there is a valid photo/signature within the last five years, you may:

- check older paperwork or photocopies
- with a previous health card, view the Issue Date (“ISS/DÉL”) as an indicator of the time frame (month/year)
- call Health INFOline Contact Centre at 1-866-532-3161 who may advise if a valid photo/signature is on file (exact date) for a previous health card (if applicable)

Appointments

- Appointments are very much recommended
- Appointment Booking: 1-888-376-5197
- Email: MFW.MOH@ontario.ca

How to Book an Appointment

If necessary, for new or returning workers who require a photo, there are two ways that a farm employer can book an appointment:

1. By calling ServiceOntario

To book an appointment, call ServiceOntario at 1-888-376-5197:

- Stay on the line for “English” or select (2) for “French”
- Select (1) for “health card related inquiries”
- Immediately Select (0) to speak to a Customer Service Representative

Be sure to advise the representative that you are calling about appointments for International Agri-food Worker (IAW). They will assist you immediately in most cases. If they are unable to assist you, they will direct you to the correct location.

2. By emailing your request to MFW.MOH@ontario.ca

When emailing your appointment request, employers must include the following:

- Employer’s first and last name
- Name of the employer’s business/farm (full address required)
- Primary and secondary telephone numbers and best time to call
- Number of workers needing a health card appointment
- Employer’s preferred date, time, and location for appointments

Walk-In (ServiceOntario Centres)

You may bring workers to a ServiceOntario centre designated to provide services to register for health insurance coverage. Since this is not by appointment, there may be a wait time.

To find a ServiceOntario centre designated to provide IAW services, please:

- call 1-888-376-5197
- visit the ServiceOntario [Service Finder](http://www.services.gov.on.ca/sf/) (www.services.gov.on.ca/sf/)

In the search bar, type "**Resume OHIP coverage after moving back to Ontario**" and click on link. Enter your postal code to search for locations offering this service. Click on the "Details and Directions" link at your preferred location to view additional information.

Mail-In

- Mail-in option is still available for IAWs under both the Seasonal Agricultural Worker Program (SAWP) and temporary Foreign Worker (TFW) program, only **if valid photo/signature are on file**, by sending applications to the following address:
 - **ServiceOntario Hamilton**
119 King St. West, 4th Floor
Hamilton, ON L8P 4Y7
- When completing the forms, as proof of residency for the worker, employers will indicate their full address of the farm/producer.
- Photocopies of documents are acceptable for mailed-in renewals.
- The Hamilton fax number may be used for emergency renewals only.
- A photo on file for renewals that are less than 5 years old will be re-used; otherwise, the worker must attend in-person for a new photo and signature.
- Health Cards will be mailed as usual, but a Transaction Record will not be issued.

Documents and Information Required

Applicants must include the following:

1. The completed **Seasonal Agricultural Workers Registration for Ontario Health Coverage** form (given to each worker at the airport or printed from the internet). Note: The worker's legal name must be written as it appears on their Work Permit.
2. Passport
3. Work Permit. Note: SAWP may be noted in the EMPLOYER section and the expiry date will usually be December 15 of the current year.
4. Previous health number (if known, to be completed on the registration form)
5. Address of farm (to be completed on the registration form)

What should I do if the worker has never had a photo health card?

If the worker has never had an Ontario photo health card, take the worker to the nearest ServiceOntario centre designated to provide IAW services to register them, by bringing:

1. The completed **Seasonal Agricultural Workers Registration for Ontario Health Coverage** form (given to each worker at the airport or printed from the internet). Note: The worker's legal name must be written as it appears on their Work Permit.
2. Passport
3. Work Permit. Note: SAWP may be noted in the Employer section and the expiry date will usually be December 15 of the current year.
4. Previous health number (if known, to be completed on the registration form).
5. Address of farm (to be completed on the registration form).

Please Note: If the worker does not have all of their original documents, they **cannot** be registered for a new photo health card. If a worker does not have their original Work Permit, they must contact their Liaison Officer.

How will I know which workers need an updated photo and signature?

The health card photo and signature are valid for a period of 5 years. Workers who had their last photo and signature taken in 2018 or earlier need to have their photo and signature updated in person at a ServiceOntario centre that is designated to provide IAW services.

F.A.R.M.S. has provided the Caribbean countries of Barbados, Eastern Caribbean islands, Jamaica, and Trinidad & Tobago Liaison Services with a list of workers who require an updated photo and signature in 2023.

What if a worker should have had an updated photo and signature in 2022, but did not?

If a worker did not have their photo and signature updated last year, then they will be required to visit a ServiceOntario centre to register for health insurance coverage in 2023.

When can a worker expect to receive the health card?

A health card should be received 4-6 weeks after ServiceOntario has processed a worker's registration documents, or after the in-person registration. If the worker has not received their health card in this timeframe, you can visit the ServiceOntario centre where the registration was completed or contact ServiceOntario INFOline at 1-888-376-5197 to check the status of the health card.

What should I do with the health card when the worker leaves?

A worker's health insurance coverage ends on the earliest of one of the following:

- the end date of the work permit
- the date of departure from Ontario

It is important that all health cards be returned by the employer or Liaison Officer to the ServiceOntario centre located in Hamilton as soon as possible (see address below).

If the health card is not received by the employer until after the worker has left, please return it with a note stating that the worker has left Ontario and the date of their departure to:

Attn: Manager, ServiceOntario Hamilton
119 King St West, 4th Floor
Hamilton, ON L8P 4Y7

What should I do if the worker needs medical attention but has not yet received the photo health card?

If the worker has been registered at a ServiceOntario centre and requires medical services:

At the time of an in-person registration, the worker will be given a “**Transaction Record**” as a confirmation document. This record identifies their health number and can be used to access health care services until the health card is received.

If the worker cannot locate the Transaction Record, they may call the ServiceOntario INFOLine at 1-866-532-3161 for further direction.

If the worker's application was mailed-in but the health card has not arrived:

Contact the ServiceOntario INFOLine at 1-866-532-3161 for further direction.

If medical services are required and the health care provider cannot confirm the worker has health insurance coverage, the health care provider is entitled to ask for payment.

Note: Any payment made to the health care provider may be recovered at a later date once the health insurance coverage is confirmed and the medical claim has been paid by OHIP to the health care provider.

If the health card has not been received 4-6 weeks after the registration has been completed, contact ServiceOntario INFOLine at 1-888-376-5197 to check the status of the health card.

If the worker has not been registered for OHIP coverage and requires medical services:

If the worker requires immediate medical attention and has not been registered for OHIP coverage, contact the Liaison Officer. The applicable consulate will contact ServiceOntario directly to escalate the registration. Ontario's public hospitals cannot refuse to provide services to a patient who is faced with a life-threatening medical emergency.

If medical services are required and the health care provider cannot confirm the worker has health insurance coverage, the health care provider is entitled to ask for payment.

Note: Any payment made to the health care provider may be recovered at a later date once the health insurance coverage is confirmed and the medical claim has been paid by OHIP to the health care provider.

If there continues to be a problem with the health card, contact ServiceOntario INFOLine at 1-888-376-5197. ServiceOntario will help whenever possible.

For More Information

Contact the ServiceOntario INFOLine between 8:30 a.m. and 5:00 p.m. at 1-866-532-3161 or TTY for the hearing impaired at 1-800-387-5559.

Contact

- [ServiceOntario](#)
 - General Information – INFOLine 1-866-532-3161
 - TTY 1-800-387-5559
 - Appointments 1-888-376-5197
- Email: MFW.MOH@ontario.ca
- For employers under the Seasonal Agricultural Workers Program (SAWP) in Ontario:
 - [F.A.R.M.S. \(Foreign Agricultural Resource Management Services - farmsontario.ca\)](#)
 - Email: farmsaccess@farms-canag.com
 - Phone: 1-866-271-0862 or 905-568-4500
- For general inquiries on the Temporary Foreign Worker Program (TFWP):
 - [Service Canada's Employer Contact Centre](#) at 1-800-367-5693
- For general farm, agri-business, and rural business inquiries:
 - [Ontario Ministry of Agriculture, Food and Rural Affairs \(OMAFRA\)](#)
 - [Agricultural Information Contact Centre](#): 1-877-424-1300