

Ministry of Government and Consumer Services
Customer Care Division, ServiceOntario

Memo

To: Ukraine OHIP Service Delivery Strategy participants

Date: April 22, 2022

Subject: ServiceOntario assisting Ukraine individuals who are applying for Ontario health coverage

Dear Settlement Agency,

ServiceOntario remains deeply committed to helping those impacted by the humanitarian crisis in Ukraine. Our ministry provides health card registration services. Already in the past two weeks, our local offices have processed over 1,489 health card applications for Ukrainians arriving under Canada-Ukraine Authorization for Emergency Travel (**CUAET**).

As background, Regulation 552 under the Health Insurance Act (HIA) was amended and came into effect on **April 6, 2022**, in order to provide Ontario Health Insurance Plan (OHIP) coverage to persons in Ontario who have been granted an emergency authorization to enter into and remain in Canada for humanitarian reasons for the duration of that authorization or any subsequent authorizations.

Immigration, Refugees and Citizenship Canada (IRCC) have confirmed the earliest issue date for applicable CUAET documentation is **March 17, 2022**, the date that the CUAET program was launched.

In a memo dated **April 5, 2022**, IRCC has advised that individuals arriving or remaining in Canada under CUAET will hold a travel and/or status document with one of the following CUAET identifiers:

- **April 4, 2022, onwards**
 - Text stating “CUAET - AVUCU” or “CUAET / AVUCU” on the visitor record, study permit, work permit or temporary resident permit; or
- **March 17 to April 3, 2022**
 - A fee exemption code of “999” on a temporary resident visa or temporary resident permit counterfoil; or

- A condition stating “Must report for a medical diagnostic test to identify conditions of public health concern within 90 days” on their status document (e.g., visitor record, study permit, work permit or temporary resident permit).

Individuals who do not present a document with such identifiers are to be redirected to IRCC to apply under the CUAET stream.

ServiceOntario has become aware of a few situations where family members are not presenting, or do not have, documentation for dependent children, or other relatives. For health card registration, one document is required for each person. Each person, including children, must have their own immigration document from IRCC to register for OHIP, including those arriving in Canada under the CUAET program. Children will receive a Temporary Immigration Document known as Form IMM 1442. As always, children under 16 years of age do not require their own proof of residency or identity and may be registered with their parent’s/guardian’s residency and identity documents.

Our website page [Apply for OHIP and get a health card | ontario.ca](#) has helpful information under the heading [Emergency authorizations granted for humanitarian reasons](#).

For further questions, and to discuss documentation requirements or personal eligibility, one may call the ServiceOntario INFOLine at 1-866-532-3161 (toll-free in North America) or 416-314-5518 (accepts collect calls), Monday – Friday 8:30 a.m. to 5:00 p.m. EST.

ServiceOntario continues to liaise with officials to ensure that staff have the most up-to-date information on documents issued under CUAET. With your support, we will continue our outreach to ensure that all learning gaps are addressed, so that those who are eligible for OHIP will receive it in an efficient and timely manner, especially during these times.



Nelson Loureiro

Assistant Deputy Minister

Customer Care Division, ServiceOntario

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