

# Health Care Connect Email Update – December 2025

## **What is the purpose of this Health Care Connect update?**

Through the work of Ontario's Primary Care Action Team, the 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 of Health 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.

## **HCC Waitlist Verification**

All patients registered before Jan 1, 2025, have now been contacted to confirm their ongoing need for primary care and to update their information. This means that reliable, updated patient information will be part of any referrals made from the Jan. 1 waitlist.

## **How many people are on the waitlist now?**

When the government announced the goal of clearing the waitlist in January 2025, approximately 235,000 people were registered. Thanks to recent collective efforts, the waitlist has already decreased by 73.1% per cent.

## **Supported Attachment**

Supported Attachment is primarily a clinical service, where a dedicated OHT resource facilitates patient onboarding to a new primary care clinician or team before they are attached. Ontario Health Teams (OHTs) and their Primary Care Networks (PCNs) will co-design pathways with primary care partners to reflect local needs.

On December 9, a webinar was held on the Supported Attachment program and related deliverables in the 2025/2026 OHT transfer payment agreement amendment. A recording of the session and an accompanying guidance document are now available. For questions related to local planning, please reach out to your local OHT and their PCN. OHTs are encouraged to connect with their Ontario Health Regional Point of Contact for any questions or support needed.

## **Clinician Contact Information - Corporate Provider Data Base**

Once a referral in HCC is processed, clinicians receive a letter that includes essential patient information, e.g., patient name, contact information, age. Patients also receive a letter with the clinician's contact information.

Clinician contact information included in HCC patient referral letters is pulled from the Ministry's Corporate Provider Database. Clinicians that wish to update their information such as their phone number are asked to use the ministry's [Provider Registration/Change Request Form](#).

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## OHT and PCN access to HCC data

As of October 9, OHTs and PCNs may gain access to HCC data systems via an OHT lead organization. Authorized users of an OHT lead organization can access HCC waitlist information. Individual physicians or NPs may not access HCC systems directly, and the waitlist cannot at this time be exported to other systems.

## HCC Unattached Patient Incentives

Physicians working within patient enrolment models are eligible for unattached patient incentives. The Complex-Vulnerable New Patient Fee and the HCC Upgrade Patient Status Fee are unattached patient incentives that require the patient to be referred from the HCC waitlist. While new billing codes are being developed, physicians can use the existing Q200A code for attaching new patients and keep a record of new patient attachments, including those from the HCC waitlist. Once the new codes are implemented, physicians may resubmit claims retroactively to July 1, 2025 for eligible patients.

Physicians and clinicians working in other primary care models will continue to be compensated according to their respective funding agreements.

If after receiving a referral from HCC, a physician clinically assesses a patient as having complex needs, they may upgrade the patient's status to complex vulnerable by using the HCC updated patient status fee when submitting that patient's information for billing purposes. No reassessment from HCC is required and the registrant's HCC information does not need to be updated in HCC provincial systems.

## What's Next?

Many OHTs and PCNs have been exploring innovative approaches to batching referrals from HCC. The ministry, Ontario Health and Ontario Health atHome are actively working to address barriers to expediting batched referrals. OHTs and PCNs are asked to share plans for batched referrals with OH Regions or Care Connectors so that all approaches can be explored.

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 (as of January 1, 2025) 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](mailto:ontariohealthteams@ontariohealth.ca) and copy your OH regional point of contact.