

Welcome to 3P Medical Billing. We take the privacy of our clients and their patients very seriously and we're committed to being transparent and explicit about client consent.

By accessing or using our website, 3pmedicalbilling.ca, or engaging in our Non-OHIP / Third Party and/or OHIP billing services, you agree to the following terms:

### 1. Services Provided

3P Medical Billing offers Non-OHIP / Third Party and OHIP billing services for physicians and healthcare professionals in Ontario. Specific services are outlined in the client's services agreement.

### 2. Confidentiality

Confidential data is only used for billing purposes and is not shared except as required to submit your Non-OHIP / Third Party and/or OHIP claims in the course of normal business operations. Only employees who require access to health information to facilitate our services can access the patient information submitted.

We have strict confidentiality & privacy policies. Data is used only for billing purposes and transferred via our secure, encryption enabled file-sharing service (Canadian based servers).

### 3. Privacy Policy Commitments:

The only personal information that we collect from your website visit is what you voluntarily provide to us for specific purposes.

Our website analytics only use non-identifiable data.

We do not share data about your website visit with third parties except as required by law.

We take reasonable efforts to minimize the number of third parties that may track you on our website.

#### Personal Information

The only personal information that we collect from your website visit is what you voluntarily provide to us for specific purposes, such as to ask questions and/or use of our contact form.

We take reasonable precautions to protect your personal information in our possession from loss, misuse and unauthorized access, disclosure, alteration and destruction.

#### How We Use Your Data

Our website analytics only use non-identifiable data. Our web-host provider may log and analyze transaction data from website visits to:

- fix errors on our website;
- defend against malicious attacks;
- generate website usage statistics; and
- improve service delivery in general



### 3. Privacy Policy Commitments (cont)

#### Third Parties

3P Medical Billing does not sell, rent, exchange, or otherwise disclose any information that we collect about our website visitors to third parties, except as required by law.

#### External Sites

This website contains links to third party websites. We are not responsible for the content and the privacy practices of sites other than our own. We encourage you to examine each site's privacy policies and to make your own decisions regarding how your personal information is protected as well as the accuracy, reliability and completeness of material and information found there.

### 4. Accuracy of Information

While we aim to ensure accuracy, we cannot guarantee that the information on the website is complete, current, or error-free. Billing rules, OHIP guidelines, codes, and payer requirements change regularly.

### 5. Client Responsibilities

If you become a client you agree to:

- Provide accurate and complete patient and billing-related information
- Ensuring documentation meets MOH and Non-OHIP / Third-Party requirements
- Submit billing records on time (as outlined in your service agreement)
- Verifying provider eligibility and registration with MOH
- Complying with all applicable laws and professional standards
- Communicate any changes to your practice or billing needs
- Clients remain responsible for providing any required medical documentation (i.e. OP Reports, medical records, consultation notes etc).

You are responsible for the accuracy of the information you provide. 3P Medical Billing is **not** responsible for claim rejections or payment delays caused by incomplete or inaccurate information.

### 6. Use of the Website

You agree not to:

- Misuse the website
- Attempt to access restricted areas
- Use the website for unlawful purposes

All content on this site is owned by 3P Medical Billing and may not be reproduced or copied without express permission of 3P Medical Billing.



## 7. Limitation of Liability

3P Medical Billing is not responsible for:

- Errors resulting from inaccurate information provided by the client
- Delays caused by external platforms (ie MCEDT, vendor systems)
- Interruption of website availability
- OHIP billing services are subject to the Ministry of Health Schedule of Benefits, rules, and audit requirements. We cannot guarantee claim approval or payment, and the MOH retains full authority over claim interpretation and adjudication.
- Non-OHIP / Third Party claims are submitted on a 'best efforts basis' as insurers may deny claims for a variety of reasons (ie pre-existing patient conditions, coverage maximums, lapsed coverage, etc) and we cannot guarantee submission acceptance, payment timelines, payment amounts, or adjudication outcomes.

3P Medical Billing's liability is limited to the amount paid to us for the service in question.

## 8. Safeguarding and data protection measures

You may obtain more information about 3P Medical Billing collection, use, storage, protection, and disclosure of Customer Data by reviewing our Data Protection Terms on our website.

## 9. Fees and Payment

Billing service fees are outlined in the client's service agreement. Payment requirements are as outlined in our "How It Works" documentation.

## 10. Termination

Clients may terminate services at any time and are not under any contractual obligation.

3P Medical Billing also reserves the right to discontinue services with 15 days notice.

## 11. Changes to Terms

We may update these Terms at any time. Continued use of the Site constitutes acceptance of the revised Terms. Updates will be posted on this page with a revised "Last updated" date.