FSRA is actively reviewing all FSCO regulatory direction, including but not limited to forms, guidelines and FAQs.

Until FSRA issues new regulatory direction, all existing regulatory direction remains in force.

Licensed Service Provider Frequently Asked Questions on the AIR and Annual Regulatory Fee

The content on this web page has moved to **www.fsrao.ca**. Visit **https://www.fsrao.ca/industry/health-care-service-sector/air-and-annual-regulatory-fee-faq** to update your bookmarks.

Annual Information Return (AIR)

Annual Regulatory Fee

Process to Submit the AIR

Information Required to Submit the AIR

Technical Support and Troubleshooting

Annual Information Return (AIR)

1. **What is an AIR?**
2. **When is the AIR due?**
3. **What information is required to submit the AIR?**
4. **How is the information submitted through the AIR used?**
5. **How is the AIR different from the licensing application form?**

Annual Regulatory Fee

1. **What is the annual regulatory fee?**
2. **Who has to pay the annual regulatory fee?**
3. **How is the annual regulatory fee calculated?**

- FAQs on the AIR and Annual Regulatory Fee
- Sector Reports
- Health Service Providers Annual Information Return Sample
- Licensing Guide
- Stakeholder Email Correspondence

Public Registry

Related Information

Resolving Complaints

Explore FSCO

Contact Us

Scheduled Online Service Disruption Notice

Please consult our **outage schedule** for more details.

4. **What is the method of payment for the annual regulatory fee?**
5. **If I surrender my licence before March 31 do I get a refund of the annual regulatory fee paid in advance for the period up until March 31?**
6. **As of December 31, I did not have any business locations under my service provider licence. How do I report the number of locations on the AIR?**
7. **Where can I obtain the number of unique SABS claimants?**
8. **Do I have to include unique SABS claimants for which I have not received payment for listed expenses by an automobile insurer in connection with Statutory Accident Benefits?**
9. **How should I count a unique SABS claimant who has been involved in two separate automobile accidents?**

Process to Submit the AIR

1. **Who is required to submit the AIR?**
2. **What is the penalty for failing to submit the AIR by March 31?**
3. **Where can I find the forms required to submit the AIR prior to March 31?**
4. **My service provider did not do any business in the prior calendar year. Do I need to submit an AIR?**
5. **My service provider's licence is currently suspended. Do I need to submit the AIR?**
6. **My service provider's licence was recently surrendered. Do I need to submit the AIR?**
7. **How do I surrender my service provider's licence?**

Information Required to Submit the AIR

1. **What kind of business information should I have available to complete the AIR?**
2. **Some information regarding the service provider's licence has changed since the licence was issued. Should I report the changes in the AIR?**
3. **If two service providers merged, how should the information be reported in the AIR?**

Technical Support and Troubleshooting

1. **What computer requirements do I need to complete the AIR?**
2. **What do I do if I have forgotten the username or password for my FSCO Account?**
3. **I have submitted the AIR. I want to change some of the information I have reported but the system does not allow me to make changes. What should I do?**
4. **I am completing the AIR but I have to quit the process. Can I save the application and complete it at a later date?**
5. **Can I delete an incomplete application and start a new one?**

6. **I am in the process of submitting the AIR. The system does not allow me to move to the next step. What should I do?**
7. **The system is frozen. What should I do?**

Back to top

Annual Information Return (AIR)

What is an AIR?
The AIR is an annual questionnaire designed to collect specific information from service providers licensed by the regulator.

Filing the AIR is a mandatory legal requirement under Section 21 of the **Ontario Regulation 90/14 and section 288.4 (5) of the Insurance Act** for all services providers licensed by the regulator.

The AIR must be filed electronically and may only be completed by the principal representative.

At the time of filing the AIR, the principal representative will also have to pay the **annual regulatory fee.**

When is the AIR due?
By March 31.

The principal representative must submit the AIR to the regulator no later than March 31 of each year, reporting information for the previous calendar year. The AIR must be filed using the principal representatives' online FSCO Account.

For example, by March 31, 2019, the principal representative must report the information from January 1 to December 31, 2018.

What information is required to submit the AIR?
The information required to submit the AIR covers the period January 1 to December 31 of the prior calendar year and includes:

- General information regarding the Principal Representative
- General information regarding the Service Provider/Business
- Membership information
- General business information
- Business systems and practices
- Billing information and practices

- Suitability

Unless otherwise specified, all the questions included in the AIR are mandatory.

How is the information submitted through the AIR used?
The information submitted through the AIR will assist the regulator in its market analysis, risk assessment and oversight of the service provider sector. Please refer to **FSCO's Regulatory Framework** for further details.

How is the AIR different from the licensing application form?
The application form is a one-time application process to request a service provider's licence.

The AIR is an annual filing process for licensees to provide the regulator with information about the service provider's business activities.

The AIR questions will be revised on an annual basis.

Back to top

Annual Regulatory Fee

What is the annual regulatory fee?
All licensed service providers are required to pay an annual regulatory fee.

The regulatory fee covers the yearly cost of regulating the service provider sector. The annual regulatory fee is paid in advance. The annual regulatory fee is calculated based on a fiscal year cycle that begins on April 1 and ends on March 31.

Who has to pay the annual regulatory fee?
All licensed service providers need to pay the annual regulatory fee for the regulator's fiscal year starting April 1.

All service providers licensed as of December 31 of the prior calendar year must submit the AIR to the Superintendent by March 31 of the current calendar year. At the time of submitting the AIR, service providers must also pay the annual regulatory fee.

Service providers that did not hold a licence as of December 31, and applied for a licence before March 31 of the current calendar year, paid the annual regulatory fee up to March 31 at the time of the initial licensing application. Once the licence application is approved, a service provider will be required to pay the annual regulatory fee based on the fiscal year.

How is the annual regulatory fee calculated?
The regulatory fee is calculated based on the following formula:

A + B

"A" = $128 x the "Number of locations".

"B" = $15 x the "Number of SABS Claimants".

For this purpose:
"Number of locations" is the maximum number of physical locations at which the licensee carried on business that gave rise to listed expenses in the prior calendar year (January 1 to December 31) during the period in which the service provider held a licence. If the service provider was not licensed until the current calendar year, use the number of physical locations for which the service provider received a licence from FSCO.

"Number of SABS Claimants" is the total number of persons for which payment has been received for one or more listed expenses (calculated per accident) during the prior calendar year. A person may be counted more than once if they have been involved in multiple accidents.

What is the method of payment for the annual regulatory fee?
Payments can be made online with a valid Visa or MasterCard credit card, or a valid debit card. For regulatory fees exceeding $5,000.00, a certified cheque or money order payable to the Minister of Finance is required.

If I surrender my licence before March 31 do I get a refund of the annual regulatory fee paid in advance for the period up until March 31?
No refund will be issued if the service provider surrenders the licence before March 31.

As of December 31, I do not have any business locations under my service provider licence. How do I report this on the AIR?
You are required to report and pay for a minimum of one location to submit an AIR.

Where can I obtain the number of unique SABS claimants?
The OCF-21 forms you have submitted through HCAI may be of assistance, noting that only unique SABS claimants *for whom you have received payment* (for listed expenses from an automobile insurer in connection with the SABS) are counted. Alternatively, you may wish to consult your own business records.

Do I have to include unique SABS claimants for which I have not received payment by an automobile insurer in connection with Statutory Accident Benefits?
No, you only need to count unique SABS claimants for whom you have received payment for listed expenses in connection with the SABS from an automobile insurer.

How should I count a unique SABS claimant who has been involved in two separate automobile collisions?

If the service provider has received payment (for listed expenses) for the same individual for two different automobile accidents, the individual must be counted as two unique SABS claimants because the individual will have made two distinct claims to his or her automobile insurer.

Back to top

Process to Submit the AIR

Who is required to submit the AIR?
All service providers licensed as of December 31 of the prior calendar year are required to submit the AIR to the regulator by March 31 of the current calendar year.

The AIR must be filed electronically.

The principal representative is responsible for submitting the AIR and paying the annual regulatory fee on behalf of the licensee.

What is the penalty for failing to submit the AIR by March 31?
If you do not submit the AIR and do not pay the annual regulatory fee by March 31, the regulator may impose an administrative penalty under sections 441.3 or 441.4 of the Insurance Act (Act). Administrative penalties may be imposed for either of the following purposes:

- to promote compliance with the requirements established under the Act.
- to prevent a person from deriving, directly or indirectly, any economic benefit as a result of contravening or failing to comply with a requirement established under the Act.

The regulator may also revoke or suspend your service provider's licence.

Where can I find the forms required to submit the AIR prior to March 31?
The principal representative will receive an email from the regulator with a link to the FSCO Account Login for Service Providers. A valid username and password for a FSCO Account is required in order to login and access the AIR.

Alternatively, the principal representative may log in to the FSCO Account directly from the regulator's website. After logging into the FSCO Account, look for the "Submit AIR" link which is located just left of the navigator panel.

The AIR is available in both English and French.

My service provider did not do any business in the prior calendar year. Do I need to submit an AIR?
Yes, if the service provider was licensed as of December 31 of the prior calendar year you must submit the AIR by March 31 of the current calendar year.

My service provider licence is currently suspended. Do I need to submit the AIR?
Yes, having a suspended licence does not relieve the service provider of its regulatory obligations, such as filing the AIR. If the service provider was licensed as of December 31 of the prior calendar year, you must submit the AIR by March 31 of the current calendar year.

My service provider licence was recently surrendered. Do I need to submit the AIR?
No, if your service provider licence was surrendered before March 31 you do not need to complete and submit an AIR.

How do I surrender my service provider licence?
The service provider must submit a surrender application form. The application is available online through the FSCO Account under the "Request a Change" option.

The principal representative will be notified once the surrender application has been approved.

Back to top

Information Required to Submit the AIR

What kind of business information should I have available to complete the AIR?
The list of all facilities (locations) associated with the service provider licence listed in the Health Claims for Auto Insurance (HCAI) system during the reporting period.

The address and HCAI registry number(s) of all facilities (locations) enrolled in HCAI as of December 31.

For each facility (location) covered by the service provider licence, the number of **unique SABS claimants** during the reporting period.

Some information regarding the service provider's licence has changed since the licence was issued. Should I report the changes in the AIR?
No. Changes must be reported prior to filing the AIR. Changes may include adding and removing officers, directors or partners, changing the principal representative, changing your name, adding or removing a facility from your licence and surrendering your licence. To report changes to FSCO, log in to your FSCO Account and select the "Request a change" option.

If two service providers merged, how should the information be reported in the AIR?
You should report the business activities of the new entity for the combined business activities for the period between January 1 and December 31.

Back to top

Technical Support and Troubleshooting

What computer requirements do I need to complete the AIR?

- A secure, high speed internet connection via cable, DSL or wireless access.
- The AIR is best viewed using Internet Explorer 11 (Windows) or Safari (OS X)
- Browser JavaScript (Enabled)
- Browser pop-ups (Enabled)
- Browser 128 Bit encryption (Enabled)
- Adobe Acrobat Reader

What do I do if I have forgotten the username or password for my FSCO account?
On the secure portal log-in page, beside both the Username and the password fields, there is an "**I forgot my Username/Password**" hyperlink.

Clicking either link will take you to an account recovery page where you must provide your email address and correctly complete the security verification tool.

Upon entering the email address associated with an active FSCO Account and correctly completing the security verification tool, the system will display a confirmation page and send an email containing your username and FSCO ID. If you have forgotten your password, you will also receive a hyperlink to recover your password. (Make sure to check the spam folder of your mail box if you have not received the email in your inbox).

When you click the hyperlink, it will take you to a secure portal page, where you will need to correctly answer a security question you set up when you originally created your FSCO Account.

After correctly answering the security question, you will be taken to a page where you can reset your password.

Once you reset your password, you can log in with your newly set password.

I have submitted the AIR. I want to change some of the information I have reported but the system does not allow me to make changes. What should I do?
Once you have digitally signed the AIR you cannot make any changes or re-submit.

I am completing the AIR but I have to quit the process. Can I save my progress and complete it at a later date?
Yes. You can save your progress on the AIR as a draft and complete it at a later date by clicking the "Save as Draft" button found at the bottom of each application page. The draft AIR will be saved for 90 days and you can resume it at any time by using the application link in the list of files found on your account dashboard. AIRs that remain in draft status that have had no action for 90 days will be automatically deleted by FSCO. Following the deletion, the system will send a message to inform the applicant that the draft AIR was deleted.

Can I delete an incomplete AIR and start a new one?
Yes. You may withdraw an incomplete AIR, at any step before submitting it, by clicking the "Quit" button (found at the bottom of each page) and selecting the "Withdraw Application" option.

I am in the process of submitting the AIR. The system does not allow me to move to the next step. What should I do?
You are required to answer all of the questions on the AIR. If you miss a question, or answer it in a way other than the required format, you will not be able to proceed to the next step. Review the page you are currently completing. There will be notifications to advise of any issues and how to submit the correct answer in the right format.

The system is frozen. What should I do?
If your computer freezes while you are completing an AIR, a draft version of the AIR will be saved in your account for 90 days. You can resume it at any time by using the AIR link in the list of files found on your account dashboard.

Back to top

© QUEEN'S PRINTER FOR ONTARIO, 2012-15 - LAST MODIFIED: JUL 18, 2019 01:59 PM