

## INVOICING AND PAYMENT CHANGES

### Invoicing Process

If you are billing electronically, the invoicing remains unchanged. WorkSafeBC has worked with HIBC and Emergis to make our systems compatible. Please continue to submit electronically invoices for services provided to injured workers. Electronic billing leads to faster processing allowing health care providers to be remunerated more quickly. Financial incentives are available for those using the method, so if you haven't already started billing electronically, contact HIBC to get set up for electronic Teleplan invoice submission.

Your professional association can also provide resources to get you started invoicing electronically for services.

If you are not billing electronically, there are now requirements for additional information on invoices. Mandatory fields are marked with an asterisk.

You can find a copy of your specific invoice, or the generic invoice, on our forms page. Please make sure your invoices have been modified to align with CMS. You can tell if an invoice is ready for CMS by the black and white square barcode to the right of the WorkSafeBC logo. One term used frequently is "line item". Each billable item must be entered as a separate entry or "line item" on the invoice.

[http://www.worksafebc.com/forms/default.asp#health\\_care](http://www.worksafebc.com/forms/default.asp#health_care)

If you do not know which invoice to use please contact Health Care Services at (604) 232-7787 or 1-866-244-6404 or E-mail: [HCSINQU@worksafebc.com](mailto:HCSINQU@worksafebc.com)

### Detailed Information on Paper Invoicing

#### 1. Mandatory Fields

CMS will automatically process many invoices, provided they are accurate and completed in full; Mandatory fields are marked with an asterisk. Once CMS is in operation, invoices will be rejected if any field with an asterisk is not completed or contains inaccurate information.

The mandatory fields are as follows:

- ❖ Invoice Date
- ❖ Postal Code
- ❖ Service Recipient's First and Last name and birth date
- ❖ Date of injury
- ❖ Payee number
  - Payee numbers are assigned to specific services, contracts or practitioners. Please make sure you know what payee number is

related to your service. Only payments with the payee number related to the service provided will be processed.

- ❖ Service Location Codes
  - Service Location codes at this point are mandatory only for physicians, chiropractors, physiotherapists and registered massage practitioners.
  - Service Location codes can be found on our web site at [http://www.worksafebc.com/health\\_care\\_providers/Assets/PDF/service\\_location\\_codes.pdf](http://www.worksafebc.com/health_care_providers/Assets/PDF/service_location_codes.pdf)
- ❖ Date of service
  - The Date of Service must be included on all invoices. Please ensure that the date format used is absolutely clear. For example, use a "Mar 10, 2009" format, or include a "yyyy-mm-dd" indicator of the format used. If a Date of Service is ambiguous, the associated line item may be rejected.
  - If you can not determine the date of service contact Health Care Services. Providers who use the BSRP Fax Cover sheet can refer to the document on this web site.
- ❖ Fee code for service or goods provided
  - You should have been provided with your fee codes in recent communications or contracts. If you do not know your fee codes please contact Health Care Services at (604) 232-7787 or via email at [HCSinqu@worksafebc.com](mailto:HCSinqu@worksafebc.com).
- ❖ Description of Fee Code item
  - Each fee code has a description which must be included on the invoice.
- ❖ Number of units, cost per unit, item total and Invoice total
  - Invoices require the number of units, the cost per unit, item total and invoice total.
  - The number of units for flat fee items would be "1". For services billed as daily rates or hourly rates, the number of units would be the number of days or hours billed. For expenses which are in dollar amounts, the units is "1" and the dollar amount is entered in the cost per unit. The item total or line item total for each fee codes is the number of units multiplied by the cost per unit. Finally an invoice total is entered at the bottom of the invoice.

Note that when billing the daily rate each day must be entered as a separate line on the invoice.
- ❖ PST and CSA
  - When either PST or the Corporate Supply Arrangement (CSA) uplift is included in the invoice, these items must be billed as a separate line item on the invoice. When there is more than one line item on the invoice that is subject to PST, the PST for each item does not need to be entered separately. The total amount of PST for the invoice can be entered as a single line item. Providers can determine what items

are subject to PST by accessing the Provincial Government's web site at:

[http://www.sbr.gov.bc.ca/business/Consumer\\_Taxes/Provincial\\_Sales\\_Tax/pst.htm](http://www.sbr.gov.bc.ca/business/Consumer_Taxes/Provincial_Sales_Tax/pst.htm)

### **Non Mandatory Fields**

Although the claim number is not a mandatory field, whenever possible it should be included on the invoice. Providers not billing electronically can disregard references to Service Locations codes as we are not using these at this time.

### **2. Timely Report fees**

CMS will also automate the payment of Timely Report fees, which means you no longer need to include a line item on your invoice for these amounts. CMS will review the date the report is received, and automatically add the appropriate amount, if the timeline is met.

### **3. Proof Documents**

In addition to using the information on the invoice, CMS will also look to see that certain documents are in the system before paying invoices. These specific documents are known as proof documents. Examples of these documents are referrals or reports.

It is important that forms and reports have the correct index codes or form identifiers. The index code should be in the footer of each page of a report.

The date of service on the invoice must match the date of service on the proof documents. For example the date of service on a report must match the date of service on the associated invoice.

### **New Look to Payments and Explanation of Benefits (EoB)**

To enhance service, CMS will provide with each payment a statement called an Explanation of Benefits (EoB). This statement will give details to the provider indicating which line items have been processed for that payment. Not all of the line items billed on one invoice are necessarily paid at the same time. CMS processes each line item on an invoice separately, and each item must meet a number of tests before a payment is processed. Some line items may take longer to validate than others. As a result, payments may be made on some line items and not on others, from the same invoice. For example, a line item may be "queued" in CMS while waiting for a proof document to arrive. The statement may also include payments for more than one worker.

Your EoB will provide details on the status of the line item such as whether it has been paid, adjusted, queued or rejected. A line item or invoice may be rejected because the fee codes do not match the payee number, or the information is incomplete. The explanations will be in form of a code. You can find definitions for each of the codes included with the statement.

The system is designed to pay net 30 days. You can expect to receive payments on a weekly basis.

Providers who use the ERCS software should have already received a ERCS 3.9.7 installation discs, along with required documentation.

The ERCS software has been upgraded to produce invoices compatible with CMS, as well as to improve some existing functionality. All required invoice fields will be filled out for you. ERCS 3.9.7 installation discs were mailed out the week of April 6<sup>th</sup> to 10<sup>th</sup>; if you have not yet received the installation package, please contact WorkSafeBC's Knowledge Management department, as below.

If you have any problems with the ERCS Software please contact our Customer Support Centre at 604 276-3000 or toll-free at 1 888 967-5377 (local 3000).

Contact Health Care Services as soon as possible if you encounter any problems with billings, payment amounts or other related issues. We appreciate your support in identifying potential system errors as we proceed with CMS implementation.

Web: [www.worksafebc.com](http://www.worksafebc.com)  
Phone: (604) 232-7787 or 1-8660244-6404  
Email: [HCSINQU@worksafebc.com](mailto:HCSINQU@worksafebc.com)