



WORKING TO MAKE A DIFFERENCE

# INFORMATION BULLETIN

## Hospitals

February 19, 2010

### ***Payments for UM/UL Rejections***

#2010 – 14

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#### **PAYMENTS FOR UM/UL REJECTIONS:**

Payment Services is in the process of entering payments for rejections that were due to the UM (Service is not entitled on this claim.) and UL (Maximum service units have already been invoiced or daily maximum for good/service has been reached) rejection codes that occurred during the period of May 1 to Aug 31, 2009.

WorkSafeBC is moving onto entitling, then paying, the items with UM/UL rejection codes for the period of rejections from Sept 1 to Dec 31, 2009 shortly. You do not need to do anything, and you will be contacted if assistance (re-billing) is required.

Any payments that are being processed manually by WorkSafeBC will result in a cheque being generated from the WorkSafeBC system. WorkSafeBC is manually processing payments that are unable to go through PIPS or teleplan.

#### **PAPER INVOICE PROCESSING SYSTEM (PIPS)**

WorkSafeBC utilizes the 'Paper Invoice Processing System' (PIPS) for providers who bill using paper invoices. This system provides electronic payment through MSP Teleplan. In July 2009, the PIPS system was enhanced to allow providers to make invoice corrections online. When you receive a correction letter, you are able to make corrections for sixty (60) days.

If online corrections are not made when the online corrections letters are sent, the ability to make corrections will close after sixty (60) days and the invoice will be delayed.

Payments processed on your behalf through PIPS/MSP will be identified in the Explanatory Code column as W\$. PIPS payments made on your behalf will use WorkSafeBC's Data Centre code (W0001) instead of your code. If you are unable to view WorkSafeBC payments on your software system, please contact your software provider for assistance.

If any of the corrections required on your letter indicate practitioner number invalid with payee number, this will require the Assignment of Payment form to be completed. We are unable to correct this on your behalf. For a copy of the AOP please go to [www.worksafebc.com](http://www.worksafebc.com) and go to the Health Care Providers link for Hospitals.

#### **INVOICE QUALITY**

It is more important than ever before to make sure invoices are legible and contain all necessary information. If data is entered or submitted incorrectly, a correction letter will be generated. To find WorkSafeBC billing information, including the HIBC fee codes, please

go to [www.worksafebc.com](http://www.worksafebc.com) and follow the Health Care Practitioners link to the hospital information. Please ensure your invoices comply with the following:

- Correct HIBC fee codes are used for each line item. Please do not use procedure codes.
- If billing for hospital per diems, each date of service requires an individual line entry.
- The standard date format for WorkSafeBC is; YYYY, MM, DD. Please use this format if possible. If it is not possible to change the format, please indicate above the date field which format that is being used i.e.: dd, mm, yyyy.

### **DIAGNOSTIC SERVICES**

If you are billing for diagnostic services, your facility number and the referring practitioner number are required. This applies to all diagnostic services.

If you are submitting a bill for an X-ray fee code, please submit it as one line entry and amount. Do not break down the cost by technical fee and procedure fee.

### **ASSIGNMENT OF PAYMENT (AOP)**

In order to bill using a practitioner number, that practitioner number must be registered with MSP and associated with your payee number. If the AOP is not completed, you will receive a correction letter indicating that the practitioner number is invalid. This includes physiotherapists and locum physicians. This is an MSP requirement and the forms can be found online at:

<https://www.health.gov.bc.ca/exforms/mspprac/2870fil.pdf>

or you can contact MSP directly at Provider Programs PO Box 9480 Stn Prov Gov't Victoria, BC V8W 9E7, Phone 604-456-6950 Toll Free 1-866-456-6950 Fax 250-405-3592.

### **PAYEE ADDRESS CHANGES**

The online correction letter is sent to the address that the payee number is registered with MSP. WorkSafeBC is unable to make adjustments to the address that is associated with your payee number. You will have to contact MSP Provider Programs directly to make sure that your address is up to date.

### **EXPLANATION OF BENEFITS:**

With the introduction of WorkSafeBC's claims management solutions project (CMS), changes were made to some "Explanation of Benefits" (EOB's). As a result, your software vendor will have to update your system to see these changes.

You may receive some mismatched explanation codes such as:

SF: "WorkSafeBC refused submission. DOB does not match WSBC records"

The correct EOB is: "invoice date is greater than 90 days from date of service."

### **SERVICE LOCATION CODES**

This is a Ministry of Health requirement. Effective March 1, 2006 a list of revised location codes were sent to all practitioners from the Ministry of Health. A copy of the service location codes is available on the WorkSafeBC website under Health Care Providers, Injury Codes, Service Location Codes. Please include the location code on all paper invoice submissions otherwise an online correction letter will be generated.

**WOUND CARE AND HOME IV**

Wound care and Home IV therapy provided by the health authorities can now be billed through Teleplan. Please go to [www.worksafebc.com](http://www.worksafebc.com), Health Care providers, Wound Care and Home IV for fee codes and additional information.

**CONTACT INFORMATION**

Contact Payment Services for invoice inquiries at 604-276-3085 or Toll Free at 1-888-422-2228 or Health Care Services at 604-232-7787 or toll free at 1888-967-5377.

Thank you for providing services to injured workers in this province. Your support and cooperation are appreciated.



*Save the Date - June 4, 2010. See you all at the 6<sup>th</sup> Annual Health Care Professional Conference. Visit [www.healthprofessionalconference.com](http://www.healthprofessionalconference.com) for details.*