

MSP Explanatory Codes: A Troubleshooting Guide

The following is a list of codes that commonly arise in the course of billing the WorkSafeBC through Teleplan. Please check this list first for help; if the answer is not here, check the complete list of codes received from your software vendor or MSP.

There is also a current list of WorkSafeBC explanatory codes, which includes more detailed information, on the WorkSafeBC Online™ website at www.worksafebc.com.

If you are still unable to resolve the problem, please call WorkSafeBC Payment Services at (604) 276-3085, or toll-free 1 888 422-2228.

MSP Codes	MSP Descriptions	WorkSafeBC Explanation
AA	PHN Number is missing or invalid	If the patient does not have a personal health number, please write that information on the form, otherwise there will be a charged transaction fee for the billing on paper
BK	Your claim submission is being held pending WorkSafeBC Notice of Approval	Waiting for WorkSafeBC Claim match Waiting for Treatment Extension Waiting for Claim decision Waiting for Payment decision Waiting for Concurrent Treatment Authorization
ET	WorkSafeBC refused payment – Fee Item Limit Exceeded.	You have exceeded the allowable limit for this fee item.
M5	WorkSafeBC refused your claim submission. The Physio Stream was not authorized. If clarification required, contact WorkSafeBC Adjudicator.	
M6	WorkSafeBC refused your claim submission. The fee item is not appropriate for the WorkSafeBC claim decision.	
M7	WorkSafeBC refused claim. Semi-private room was not billed with per diem.	
M8	WorkSafeBC refused claim. Physiotherapy home visit travel only paid with visit.	
M9	WorkSafeBC refused your claim submission. Submitted fee item does not fall under physio treatment stream on file	
SA	WorkSafeBC refused your claim submission only one course of treatment acceptable per day. If clarification required contact WorkSafeBC	Only one type of visit per claim is payable per day.

	Payment Services	
SB	WorkSafeBC refused your claim submission. Concurrent treatment not authorized. If clarification required contact WorkSafeBC Claim Owner	
SB	WorkSafeBC refused your claim submission. Area of injury provided does not match WorkSafeBC records. Clarify with patient and resubmit with revised info if WorkSafeBC Claim. 364 mapped to SB. As we discussed the MSP wording for SB is – WorkSafeBC refused your claim submission. Concurrent treatment not authorized. If clarification required contact WorkSafeBC adjudicator.	The Claim Owner did not authorize this course of treatment due to other authorized treatments
SJ	Unable to locate WorkSafeBC Form. Please verify payee number and date of service on invoice and resubmit with revised info.	The form you invoiced for was not received and registered to that claim.
UL	WorkSafeBC refused claim. The maximum number of services has been exceeded. 366 mapped to UL.	
WD	WorkSafeBC claim disallowed. If clarification required contact WorkSafeBC Payment Services	The claimant's WorkSafeBC claim was disallowed.
WM	WorkSafeBC refused your claim submission. Treatment limit exceeded. If clarification required contact WorkSafeBC Claim Owner	This service has exceeded the authorized time limit.
WV	WorkSafeBC claim-treatment refused. If clarification required contact the Claim Owner.	Claims Claim Owner did not authorize this course of treatment.
XR	WokrSafeBC refused claim. Injured Worker not covered under the WCB Act. If clarification required contact WorkSafeBC Claim Owner	Claim has been "rejected" as the worker was not covered under WCB Act. Accounts for visits and forms are not payable. Injury may be covered by another insurer.
XS	WorkSafeBC refused claim. Claim suspended pending further investigation. If clarification required contact WorkSafeBC Claim Owner	This claim has been suspended until the WorkSafeBC hears from the worker. No decision as to entitlement can be rendered until more information is received.

The rest of the codes and explanatory codes can be found on the MSP website.

Note: These aforementioned explanation codes are those that occur most frequently and do not comprise all of the codes that may be referenced.