

WCB CLAIMS PROCESSING – UPCOMING CHANGES

As part of an overall modernization initiative, WCB Nova Scotia (WCB) is introducing improvements to how physicians' claims are processed for the care of work-related injuries and occupational disease, and how they communicate with physicians.

The target implementation date is April 18, 2019. At that time, you will need to include the WCB claim number and/or the worker's injury date (month and year) when submitting claims to Medavie for WCB payment.

Physicians should be already capturing this information as part of a patient visit as this information is currently required on the WCB Physician Report 8/10. Confirming whether the worker is eligible for benefits at the time the claim is submitted for payment will help prevent billing errors and the need for payment reversals.

Accredited billing vendors have been contacted regarding these new requirements. As a result, vendors have been updating their software to enable the submission of this additional information. Please contact your vendor directly, if you have any questions regarding the rollout of their software changes.

WCB is committed to improving communications with physicians as timely information is important to help you provide the best care to your patients. Therefore, beginning in spring 2019, WCB will notify you when there are eligibility changes related to a worker under your care. You will receive updates when coverage has been approved, denied, or closed, and if a worker moves into receiving long-term benefits from a return-to-work plan. This will further assist in preventing billing errors.

Ongoing updates including more details regarding claims submission will be provided via the MSI Physician's Bulletin. Relevant information will also be posted on the MSI website, <https://msi.medavie.bluecross.ca>. If you have any questions, please email msi_assessment@medavie.ca or call 902-496-7011/toll-free 1-866-553-0585.