

# PHYSICIAN'S BULLETIN

September 21<sup>st</sup>, 2018: Vol. LXIII, ISSUE 18



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## MSI News

### **MSI ELINK PASSWORDS WILL EXPIRE OCTOBER 15<sup>TH</sup> 2018**

Submitters will need to reset their current password prior to October 15, 2018, if they haven't already done so. If a submitter's password is not reset, the password will expire on October 15 and the submitter will not be able to submit claims.

If you have more than one individual in your office that uses the same Submitter ID to submit claims, please remember to provide the new password to them.

Vendors have been notified of these changes. In some cases, a vendor may make the required changes on your behalf. If you haven't heard from your vendor regarding this implementation, please contact your vendor for further direction.

[Click here](#) to go to the change instructions Q&A.

### **Physicians Moving out of Province**

Physicians are reminded that it is important to call MSI and update their mailing and e-mail address for future correspondence when they move.





## BILLING REMINDERS

### Tympanometry Only – 09.41H

Physicians are reminded that it is not appropriate to submit a claim for HSC 09.41H if another code was claimed during the same encounter that includes tympanometry.

### Non-Face to face Health Service Codes

In the spring of 2017, four new health service codes were implemented for select services provided by physicians without face to face contact with patients. Since the time of implementation, MSI has been gathering information on the use of these health service codes through the service verification letter process. A number of concerns have been identified. The following are among the known incorrect applications of the Non-Face-to-Face Health Service Codes:

- Using these health service codes when the call to the patient is not made by the physician. As a reminder, these HSCs may only be claimed when the physician personally makes the call, and not when the call is made by office staff, nurse, nurse practitioner, or a medical trainee such as a medical student or resident;
- Claiming for a call when its purpose is to arrange or notify the patient of an appointment;
- Claiming for a call when its purpose is to arrange for a lab or other diagnostic test or a procedure;
- Claiming for a call when its purpose is to provide a sick note;
- Claiming for a call when its purpose is solely to notify a patient of test results; and
- Claiming for a call when its purpose is solely to renew a prescription.

These are all purposes which are identified as not reportable for this service in the existing Billing Guidelines.

Physicians are asked to carefully review the requirements for claiming these health service codes. A full description of the requirements can be found in the July 27<sup>th</sup>, 2018 bulletin by clicking [here](#). Please note that the Non-Face-to-Face Health Service Codes have been approved for further changes. Please watch the November bulletin for the final wording.

### Unattached Patients – UPB1

The unattached patient bonus is an incentive for family physicians who take on unattached patients and agree to become those patients' primary care provider. It is not available to physicians practicing in a walk-in setting. This fee should only be billed if all criteria are being met. Click [here](#) to be taken to the May 17<sup>th</sup>, 2018 bulletin where the billing guidelines are outlined.

## NEW AND UPDATED EXPLANATORY CODES

Code	Description
VA090	SERVICE ENCOUNTER HAS BEEN REFUSED AS THE PREVIOUSLY BILLED HSC 09.41E, F OR G INCLUDES TYMPANOMETRY.
VA091	SERVICE ENCOUNTER HAS BEEN REFUSED. HSC 09.41E, F, OR G CANNOT BE BILLED AT THE SAME ENCOUNTER AS HSC 09.41H AS THEY INCLUDE TYMPANOMETRY.





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## UPDATED FILES

Updated files reflecting changes are available for download on Friday September 21<sup>st</sup>, 2018. The files to download are health service (SERVICES.DAT) and explanatory codes (EXPLAIN.DAT).

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## HELPFUL LINKS

### NOVA SCOTIA MEDICAL INSURANCE (MSI)

<http://msi.medavie.bluecross.ca/>

### NOVA SCOTIA DEPARTMENT OF HEALTH AND WELLNESS

[www.novascotia.ca/dhw/](http://www.novascotia.ca/dhw/)

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## CONTACT INFORMATION

### NOVA SCOTIA MEDICAL INSURANCE (MSI)

Phone: 902-496-7011

Toll-Free: 1-866-553-0585

Fax: 902-490-2275

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### NOVA SCOTIA DEPARTMENT OF HEALTH AND WELLNESS

Phone: 902-424-5818

Toll-Free: 1-800-387-6665

(in Nova Scotia)

TTY/TDD: 1-800-670-8888

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