




ENCOUNTER AND ATTACHMENT REPORTING AND BILLING SUPPORT CONTACT LIST

ISSUE	RESOURCE	CONTACT
Clinic Setup for Encounter Reporting <ul style="list-style-type: none"> ○ Application for Payment Number ○ Assignment of Payment Forms \ Encounter Record Submission Authorization Forms for non-physician providers 	Clinic Setup for Encounter Reporting: https://www.pcnbc.ca/en/pcn/permalink/pcn91	Ministry of Health PCN.Compensation@gov.bc.ca
Requesting a new Y Status Payment Number		Health Authority
Encounter Reporting & Attachment Reporting Codes <ul style="list-style-type: none"> ○ Which code do I submit? ○ What fields are mandatory? ○ Who do I submit an attachment record for? 	Encounter Reporting for FP Contracts: https://www.pcnbc.ca/en/pcn/permalink/pcn93 Encounter Reporting for NP Contracts: https://www.pcnbc.ca/en/pcn/permalink/pcn117 RN/LPN Encounter Codes: Available on request	Ministry of Health PCN.Compensation@gov.bc.ca
Denied Claims & Rejected Applications/Forms	https://www2.gov.bc.ca/gov/content/health/practitioner-professional-resources/msp/claim-submission-payment/explanatory-codes If contacting MSP regarding declined claims, provide the sequential claim numbers. They are displayed in the claim form. You will also be asked about the patients' names and dates of service.	MSP Teleplan Inquiries and Support (p) 604 456-6950  , option 3,2 (p) 1 866 456-6950  , option 3,2 (toll free) (hrs) M-Fr, 8:00 am to 4:30 pm
Billing Support (and request for approval of over-aged claims – for services provided outside the 90-day submission window)	Assists with Practitioner billing; payment schedule/fee item questions; handles adjudication disputes and overage claims.	MSP Billing Support Phone: 604 456-6950 , option 1,1 Phone: 1 866 456-6950 , option 1,1 (toll free) Hours: Mon. -Fri., 8:00 am to 4:30 pm (fax) 1 250 405-3593 
New to Practice and Group Practice Contracts	https://www.doctorsofbc.ca/managing-your-practice/compensation/contract-offerings	negotiations@doctorsofbc.ca
Understanding delegation to AHP with GPSC incentives	GPSC Incentives https://gpscbc.ca/what-we-do/incentives/fees BC Family Docs- some billing resources of public page, and more in member only section. https://bcfamilydocs.ca/	GPSC billing Gpsc.billing@doctorsofbc.ca Physicians need to be a member of BC Family Docs but they can log in or delegate log in to access billing resources
Audits, billing reviews and practice profiles, new contract questions, general fee guides	https://www.doctorsofbc.ca/managing-your-practice	A list of contacts can be found here: https://www.doctorsofbc.ca/managing-your-practice/billing-audits