




## ENCOUNTER AND ATTACHMENT REPORTING AND BILLING SUPPORT CONTACT LIST

ISSUE	RESOURCE	CONTACT
Clinic Setup for Encounter Reporting <ul style="list-style-type: none"> <li>○ Application for Payment Number</li> <li>○ Assignment of Payment Forms/Encounter Record Submission Authorization Forms for non-physician providers</li> </ul>	Clinic Setup for Encounter Reporting: <a href="https://www.pcnbc.ca/en/pcn/permalink/pcn91">https://www.pcnbc.ca/en/pcn/permalink/pcn91</a>	Ministry of Health <a href="mailto:PCN.Compensation@gov.bc.ca">PCN.Compensation@gov.bc.ca</a>
Requesting a new Y Status Payment Number		Health Authority Medical Affairs
Encounter Reporting & Attachment Reporting Codes <ul style="list-style-type: none"> <li>○ Which code do I submit?</li> <li>○ What fields are mandatory?</li> <li>○ Who do I submit an attachment record for?</li> </ul>	Encounter Reporting for FP Contracts: <a href="https://www.pcnbc.ca/en/pcn/permalink/pcn93">https://www.pcnbc.ca/en/pcn/permalink/pcn93</a> Encounter Reporting for NP Contracts: <a href="https://www.pcnbc.ca/en/pcn/permalink/pcn117">https://www.pcnbc.ca/en/pcn/permalink/pcn117</a> RN/LPN Encounter Codes: Available on request	Ministry of Health <a href="mailto:PCN.Compensation@gov.bc.ca">PCN.Compensation@gov.bc.ca</a>
Denied Claims & Rejected Applications/Forms	<a href="https://www2.gov.bc.ca/gov/content/health/practitioner-professional-resources/msp/claim-submission-payment/explanatory-codes">https://www2.gov.bc.ca/gov/content/health/practitioner-professional-resources/msp/claim-submission-payment/explanatory-codes</a> 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 Phone: 604 456-6950  , option 3,2 Phone: 1 866 456-6950  , option 3,2 (toll free) Hours: Mon. -Fri., 8:00 am to 4:30 pm
Request for approval of over-age claims (for services provided outside the 90-day submission window)		Health Insurance BC Submit request for approval of over-age claims Fax: 1 250 405-3593 
New to Practice and Group Practice Contracts	<a href="https://www.doctorsofbc.ca/managing-your-practice/compensation/contract-offerings">https://www.doctorsofbc.ca/managing-your-practice/compensation/contract-offerings</a>	negotiations@doctorsofbc.ca
Understanding delegation to allied health professionals with GPSC incentives	GPSC Incentives <a href="https://gpscbc.ca/what-we-do/incentives/fees">https://gpscbc.ca/what-we-do/incentives/fees</a> BC Family Doctors- some billing resources on public page, and more in member only section. <a href="https://bcfamilydocs.ca/">https://bcfamilydocs.ca/</a>	GPSC billing <a href="mailto:Gpsc.billing@doctorsofbc.ca">Gpsc.billing@doctorsofbc.ca</a> Physicians need to be a member of BC Family Doctors 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	<a href="https://www.doctorsofbc.ca/managing-your-practice">https://www.doctorsofbc.ca/managing-your-practice</a>	A list of contacts can be found here: <a href="https://www.doctorsofbc.ca/managing-your-practice/billing-audits">https://www.doctorsofbc.ca/managing-your-practice/billing-audits</a>