WCB-Alberta

Physician's BILLING GUIDE: RECONCILIATION

Effective Fall 2017
WCB-Alberta
Physician's
Billing Guide: Reconciliation

Introduction

This guide, developed for physicians and their billing staff, has tips and tools to help you reconcile weekly cheques and direct deposits. Use this guide as a reference and reminder of best practices, or as a support tool for new staff members.

For more information about how to invoice, or about service provider contracts, refer to the Physician’s Reference Guide. This and other resources can be found on our website at www.wcb.ab.ca > Resources > For health care and service providers.

Highlights

✓ This billing guide will show you how to search for invoices by Personal Health Number, claim number or patient name.

✓ Learn how to access payment remittance through myWCB.

✓ Find helpful tips on how to bill WCB for health and medical services.
• To begin, please log into myWCB.

If you haven’t already signed up for Electronic Injury Reporting, please click on Sign up for myWCB, or contact eBusiness at 780-498-7688 for assistance.

• From the sign in page, enter your user name and password.
• **Once you’ve successfully logged in**, hover your mouse over **Claims Information** and click on **View Payment Remittance Reports**.

• **You can search for a report or payment** either by a patient’s personal health number or by their claim number.

• **You can also add start and end dates**, if you’re searching for an invoice for a certain date of service.

  Make sure you keep your direct deposit advices and any letters stating a claim has been denied.

*Please note:* hover your mouse over the **question mark icon** if you need more information on how to properly complete these fields.
• **Under Report Format**, select **Alternate Formatted Report**.

• **Then under Disbursement Recipient**, you will see your billing numbers. Select the billing number you need to reconcile.

• In the **Search All** field, select the duration: you can search by one week or four weeks. The most recent week should show all of the payments processed on your direct deposit invoice.

• In the **Sort By** section, you can select how you want your report displayed by using the drop down arrows.

  *We recommend you reconcile weekly*. Remittance reports are available in the system every Tuesday (except for after a statutory holiday, then they will be uploaded on Wednesday).

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**Please note:** Click on the question mark icon (like the one next to **Payment Remittance**) for detailed information on the sections of each remittance page.
Report glossary (by column):

1. Your cheque or electronic funds transfer (EFT) number
   *If it says “EO” in this column, it means no cheque or EFT was issued as the payment was used towards an overpayment recovery.*

2. The WCB claim number, claimant name and worker personal health number (PHN)

3. The date of service

4. The service code

5. Any modifiers

6. The name of the service provider and the billing number
Payments

*The circled column* shows the *processed payment amount.*

Beside the payment amount is the *reason code.* Next to that is the *payment status.*

*Some of the more common codes you might see include:*

- **ISS** Issued
- **DEL** Payment deleted (if this happens, you’ll receive a letter with more detailed information)
- **OVP** Overpayment
- **ENT** Entitlement change
- **USR** Payment modified (usually as a result of data entry error by the service provider or a Medical Aid clerk)

*More information can be found in the Help pages.*
Denied claims and overpayment recoveries

A claim decision may be changed or reversed if we receive new information after the claim was accepted.

We always pay for the patient’s first visit and the physician’s first report. If a claim is denied, any subsequent payments will be reversed. You will receive a letter detailing the reversals, including any codes that are part of the unbundling. You can use this information to invoice Alberta Health. If it has been more than 180 days since the date of service, you will need to send Alberta Health a copy of our letter, along with your invoice.

When we process a new invoice for your billing number or clinic, any overpayments will be collected at that time.

In the Overpayment Recoveries section at the bottom of the report, you will see the claim number, claimant’s name, date of service and service code associated with the overpayment. You’ll also see the date of the overpayment and the service provider’s name. The overpayment amount is deducted from the cheque or direct deposit for that week.

More detailed the definitions can be found in the Help pages.
Saving and printing

- **Reports are only available through myWCB for one year**, so make sure you download and save copies if you need them for your records.

- **If you need to print a report**, change the orientation to landscape and scale it to 80 per cent. Call ebusiness at 780-498-7688 if you have any issues printing.

Alberta Health reversals

- **If Alberta Health reverses a payment**, you can still invoice WCB, even if it’s been more than one year. Just attach your statement showing the reversal when you submit your billing to us.

- **Ensure you’re only sending us the applicable portion of the reversal** – remove or sever the information of any other patients.

- If they reversed the payment and the date of service is **within a year**, we do not need the statement of account.

  *Following these steps will speed up the process of reimbursing you for that reversal.*

Some tips and tricks for billing and reconciling:

- **If you need to invoice WCB for supplementary reports**, please follow the WCB-requested supplementary reports billing guide, found at [www.wcb.ab.ca > Resources > For health care and service providers > Forms and guides](www.wcb.ab.ca > Resources > For health care and service providers > Forms and guides).

- **When you submit a report, the system will pay what it can** — any errors will go to the physician billing team and they have a 21-day turnaround time to action those errors. So you might see a payment for the report fee and the business cost program (BCP) for office visits, but not the visit code.

- **Common errors with billing include:**
  - Entering “o” instead of zero “0”
  - Putting a health service code in a modifier spot
  - Forgetting to invoice for BCP—please put it in the health service code box

- **The preferred way to receive your payments is by direct deposit.** If you are still receiving cheques, please fill out a C894 form, located at [www.wcb.ab.ca > Resources > For health care and service providers > Forms and guides](www.wcb.ab.ca > Resources > For health care and service providers > Forms and guides). You will still receive an advice with details of all deposits made to your account.

- **In the last upgrade made to our Electronic Injury Reporting, we added extra search criteria, allowing you to search by PHN or claim number.** This allows you to see exactly what you have billed to WCB.
How to reach us

If you need more information or have questions about the information in this guide, please call one of the numbers below. Please have your WCB–Alberta account number ready when you call.

Medical Aid & Claims Contact Centre

Edmonton

<table>
<thead>
<tr>
<th>Mailing address</th>
<th>Inquiries</th>
<th>Street address</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO Box 2415, Edmonton, AB T5J 2S5</td>
<td>Phone: 780-498-3999, Fax: 780-498-7999, Claims fax: 780-427-5863, E-mail: <a href="mailto:contact.centre@wcb.ab.ca">contact.centre@wcb.ab.ca</a>, Hours: 8 a.m. to 4:30 p.m., Monday through Friday</td>
<td>9912-107 Street, Edmonton, AB T5K 1G5</td>
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Calgary

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<tr>
<th>Mailing address</th>
<th>Inquiries</th>
<th>Street address</th>
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<tr>
<td>PO Box 2415, Edmonton, AB T5J 2S5</td>
<td>Phone: 403-517-6000, Fax: 403-517-6201, Hours: 8 a.m. to 4:30 p.m., Monday through Friday</td>
<td>150, 4311-12 Street N.E., Calgary, AB T2E 4P9</td>
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Toll free

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<td>Phone within Alberta:</td>
<td>1-866-922-9221 to reach the contact centre or enter the area code and seven digit number of the office you wish to reach</td>
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<td>Phone outside Alberta:</td>
<td>1-800-661-9608</td>
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<td>Fax within Canada:</td>
<td>1-800-661-1993</td>
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<tr>
<td>Fax outside Canada:</td>
<td>Not available—please fax claims to 780-427-5863</td>
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<tr>
<td>Hours:</td>
<td>8 a.m. to 4:30 p.m., Monday through Friday</td>
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Millard Health

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<tr>
<td>131 Airport Road, Edmonton, AB T5G 0W6</td>
<td>Phone: 780-498-3200, Fax: 780-498-3907, Hours: 7 a.m. to 7 p.m., Monday through Thursday, 7 a.m. to 5 p.m., Friday</td>
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