

AVOIDING THE PITFALLS

Useful **Billing & Auditing** information for physicians

doctors
of bc

DID YOU KNOW?

The BC Medical Services Plan (MSP) is a payment system based on TRUST.

MSP processes approximately 103 million claims per year, and their default is to pay.

There are three types of auditees

- Those who don't know
- Those who think they know
- Those who deliberately bill inappropriately

There are three types of audits

- Random
- Select
- On-site

Audits are never conducted solely on the basis of a tip/complaint received.

**Just because you
were paid for it,
doesn't mean you
billed it correctly!**

BILLING TIPS

- Don't rely on MSP to tell you that you did not bill properly
- Take the time to document what you do
- Read the Preamble to the Payment Schedule
- Ensure all lab or diagnostic tests you order are medically necessary
- Do not destroy appointment records
- Look at your remittances; if something doesn't look right, phone MSP
- If you get advice from MSP billing support, document who, what, and when
- Be cautious about relying on billing advice from colleagues and private pay companies

TYPES OF AUDIT REFERRALS TO THE BILLING INTEGRITY PROGRAM

- Service Verification audits (random, select)
- Tips (MSP, HAs, colleagues, patients, MOAs)
- Practitioner Profile Reviews
- Special Projects

BILLING & AUDIT TEAM

Tara Hamilton
Advisor Audit and Billing
604 638 6058 or
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- Provides advice on all matters pertaining to the Audit Process
- Review your Practice Mini-Profile
- Provides advice on Billing Disputes (i.e. Reference Committee)

Lea Harth
Fee Guide Advisor
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- Can help identify the most appropriate billing code to use
- Provides support for the billing process
- Can provide fee recommendations for Non-MSP insured services

MOA ACCESS TO
FEE GUIDE

doctorsofbc.ca
Under "Member Login"

Username: moadoc
Password: moa4docs