

MSB Customer Portal Authorized User Responsibilities

The Customer Portal is an internet application, replacing the Internet Claims Submission (ICS) site that allows Authorized Users to transfer medical claims billing batch files or Real-time claims to the Medical Services Branch (MSB) of the Saskatchewan Ministry of Health (Ministry) for processing and payment. Authorized Users will receive submission validation reports, daily return files as well as a bi-weekly return file notifying the User the status of the claims submitted. It also allows for the downloading of reference files (Service Code Catalogue, MSB Diagnostic Codes, Explanatory Codes, Referring Practitioners and MSB Claims Processing Calendar) and other functionality related to billing. The following terms and conditions are effective as of February 12, 2024.

The data transmitted through the Customer Portal constitutes personal health information (PHI) and is subject to the provisions in section 16 of *The Health Information Protection Act* (HIPA) (Saskatchewan).

Customer Portal Authorized User Definition and Responsibilities

Authorized User Definition - an individual practitioner or a billing person that has been identified and authenticated by the Ministry to view and use the Data when submitting claims on the Customer Portal. Also referred to as “Authorized Submitters”.

The Ministry may suspend an Authorized User’s use or access to the Customer Portal if the Ministry believes the User has not complied with the privacy legislation. Authorized Users are responsible for ensuring that the use is related to the ‘need-to-know’ principle for the purpose of their billing work and it is in accordance with HIPA.

- An Authorized User is sent a link and their login is authenticated by the Ministry in order to utilize the Customer Portal. The Internet Claims Submission site will cease operations once the new Customer Portal is live.
- Authorized Users who are transmitting, downloading or viewing data through the Customer Portal are responsible for the privacy and security of the information.
- Authorized Users will be assigned an appropriate security role within the Customer Portal.
- Authorized Users who submit claims batch files on behalf of one group or multiple groups will have access to all of the Practitioners’ billing data for each group. Practitioners who submit their own billings will also have access to other practitioners’ billing data for each group they are a member of. If you are seeing a group number that you are not authorized for, please contact the Business Support Desk immediately at 1-800-605-2965.
- Authorized Users are responsible to report inappropriate use by any individual or group to the Ministry by contacting our Business Support Desk at 1-800-605-2965.
- The Authorized User’s organization must have established procedures to maintain administrative, technical and physical safeguards that will protect the security and confidentiality of the PHI and prevent the unauthorized access to or use, disclosure or modification of the information and in accordance with HIPA.

- Clinic Managers and/or Practitioners are responsible to notify us when authorized users have left a clinic. MSB will remove the Customer Portal account or remove the user's previous group access, once we have been notified. This can be done by contacting our Business Support Desk at 1-800- 605-2965.

PHI Data transmittable when submitting claims to the Customer Portal

Patient PHI included in billing data:

- full name, month and year of birth, sex
- Health Services Number (HSN)
- location of service: office, hospital in-patient, hospital outpatient, home, other
- three-digit ICD diagnostic code and where service is provided in Saskatchewan
- service code corresponding to procedure or treatment performed
- where service is provided outside Saskatchewan
- date of each service (for hospital visits only the dates of the first and last visits and the total number of visits)
- amount charged for each service provided
- additional remarks if nature of service was unusual
- four digit referring physician number where applicable