

Customer Portal Go-Live

Frequently Asked Questions

Medical Services Branch



Claims Replacement Project

Table of Contents

Group User Keys	1
Physician Not Eligible to Submit	1
Validation Reports for Back-Logged Claims.....	1
Validation Reports for New Claims Submitted.....	2
Accepted.....	2
Rejected.....	2
Daily Return Files.....	4
Training Resources.....	6
Customer Portal Access.....	7
Group Numbers and Group API Keys	8
Return Files from ICS.....	9

Group User Keys



Group User Keys are **ONLY** required for those using these vendors. If you use any other vendor, you **DO NOT** require a Group User Key.

- **Accuro Hosted**
- **CBS**
- **Perspect**

Physician Not Eligible to Submit

You will find two types of Validation Reports in Customer Portal:

- Validation Report created when the **back-logged claims** were loaded to the new system.
- Validation Report created when a **new batch file** was submitted through the new system.

Validation Reports for Back-Logged Claims

Validation Reports generated for back-logged claims will contain **ICSReject** in the file name and contain a rejection description of **Physician Not Eligible to Submit**.

These validation reports can be **IGNORED/DISREGARDED**.


Claims Submission Validation Report								
File Name	:	ICSReject.txt						
Submission Date	:	Mon Feb 12 10:30:48 CST 2024						
Group Number	:							
Status	:	Rejected						
Clinic	Doctor	Corporation Indicator	Claims	Records	Services	89 Recs	Comments	Fee Sub
			1	6	4	0	0	\$106.90
			1	7	5	0	0	\$173.75
			2	12	8	0	2	\$333.00
Totals:			4	25	17	0	2	\$613.65
Clinic	Doctor No	Corporation Indicator	Reject Description				Claim No	
		NA	Physician Not Eligible to Submit * Entire Submission File rejected. Contact MSB (1-800-605-2965)				NA	
		NA	Physician Not Eligible to Submit * Entire Submission File rejected. Contact MSB (1-800-605-2965)				NA	
		NA	Physician Not Eligible to Submit * Entire Submission File rejected. Contact MSB (1-800-605-2965)				NA	

Validation Reports for New Claims Submitted

Validation Reports for new batch submissions through the new system Customer Portal **are valid and must be reviewed**. These reports will provide a status of **Accepted** or **Rejected**.

Accepted

A Validation Report that is **Accepted** requires no further action. This means your batch submission has been accepted by the new claims system and is waiting to be adjudicated. It is recommended to review the totals to ensure they match your original file.

Claims Submission Validation Report								
File Name		[REDACTED]						
Submission Date		Thu Feb 15 14:37:00 CST 2024						
Group Number		[REDACTED]						
Status		Accepted						
 The file name on these validation reports will NOT contain ICS.								
Clinic	Doctor	Corporation Indicator	Claims	Records	Services	89 Recs	Comments	Fee Sub
[REDACTED]	[REDACTED]	A	1	3	1	0	0	\$62.40
[REDACTED]	[REDACTED]	A	1	5	3	0	0	\$62.70
Totals:			2	8	4	0	0	\$125.10

Rejected

A Validation Report that is **Rejected** requires immediate attention. Review the rejection description.

Claims Submission Validation Report								
File Name		[REDACTED]						
Submission Date		Tue Feb 06 19:59:38 CST 2024						
Group Number		[REDACTED]						
Status		Rejected						
Clinic	Doctor	Corporation Indicator	Claims	Records	Services	89 Recs	Comments	Fee Sub
[REDACTED]	[REDACTED]	A	3	6	3	0	1	\$91.30
Totals:			3	6	3	0	1	\$91.30
Clinic	Doctor No	Corporation Indicator	Reject Description				Claim No	
[REDACTED]	[REDACTED]	A	Physician Not Eligible to Submit * Entire Submission File rejected. Contact MSB (1-800-605-2965)				NA	

1. I've submitted my batch file in Customer Portal and received a message advising the upload rejected. What do I do?

Review your Validation Report to determine what the reason for rejection is. If the rejection reason is one of the following three statements, please contact the Business Service Desk at 1-800-605-2965.

Group not authorized to submit claims for physician and clinic combination
Physician Not Eligible to Submit
Physician Not Eligible to Submit as a Corporation

For any other errors please refer to the following document [Troubleshooting for Batch File Rejections.pdf \(ehealthsask.ca\)](#) to determine who to contact.

Daily Return Files

1. What types of claims are included in the Daily Return File?

The Daily Return File includes **ONLY** rejected claims from the previous days' submission.

The rejected line items should be reviewed along with the corresponding Explanatory Codes. If the line item requires your attention (i.e., Explanatory Code AU, AZ, RA-RZ, CN, CM, etc.), query the claim in Customer Portal to add the appropriate notes and attachments.

2. How do I action a rejected claim from my Daily Return File or Bi-Weekly Return File?

All claims that require additional documentation and notes or are to be recovered, are done so through the Query Claim feature in Customer Portal (this replaces the Request for Assess Review).

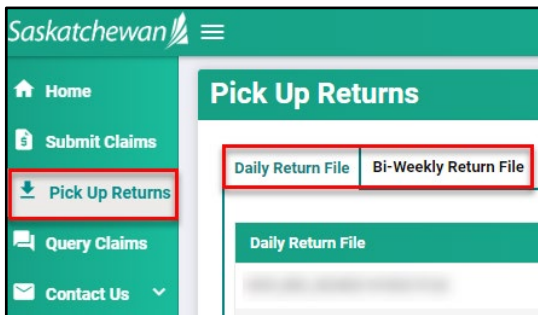
Instructions and scenarios for querying a claim can be found on the Training and Education Resources page on the eHealth website:

<https://www.ehealthsask.ca/MySaskHealthRecord/CHIP/Documents/Customer%20Portal%20Claim%20Query.pdf>

When querying a claim that was submitted **PRIOR** to the new system going live, the **Submission To** and **From Date** must be the **run date of the payment run the claim was originally submitted on.**

3. How do I check my Daily Return Files and Bi-Weekly Return File?

Daily and Bi-Weekly Return Files can be accessed through Customer Portal under the **Pick-Up Returns** option.



If your vendor software allows for viewing the return files within their software, please view your return files there.

Please refer to your respective Training Manual on the Training and Education Resources page on the eHealth website:

<https://www.ehealthsask.ca/services/CustomerPortal/Pages/Training.aspx>

4. How do I determine if my batch submission was submitted under my Professional Corporation?

The Daily and Bi-Weekly Return Files indicate if your submission was submitted under your Professional Corporation.

If viewing your return files as a .txt file through Customer Portal, refer to the job-aid on the Training and Education Resources page on the eHealth website:

[Reading the Daily Return .txt File](#)

[Reading the Bi-Weekly Return .txt File](#)

When viewing the Daily and Bi-Weekly Return Files through your vendor software, consult with your vendor for assistance.

Training Resources

Link to all Training and Education Resources

<https://www.ehealthsask.ca/services/CustomerPortal/Pages/Training.aspx>

The above link is located on the Health Care Resources for Physicians, Dentists and Optometrists titled **New Claims System Training and Information** on the eHealth website.

1. Are training tools, such as training manuals, videos, and training recordings available? If so, where can I find them?

All training material is available at the above link.

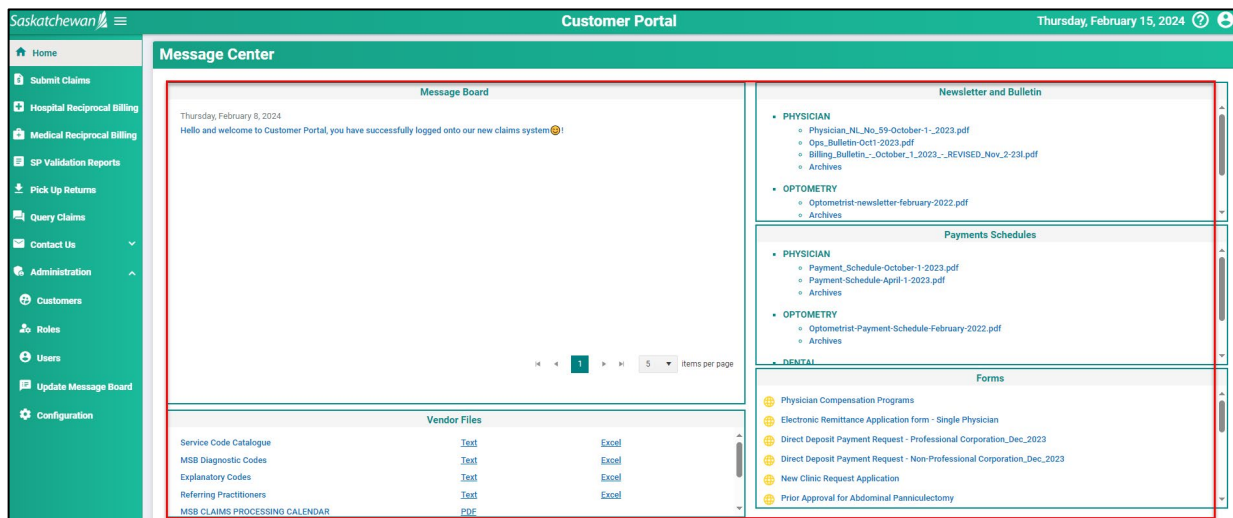
Save the Training Resources link as a favorite!

Specific training recordings for the Optometrist sessions are available through the Saskatchewan Association of Optometrists (SAO) website.

2. Where can I find files such as the referring practitioner numbers, newsletters, and frequently used forms?

The home page of Customer Portal is the home to several valuable resources such as:

- A list of referring practitioner numbers;
- Explanatory codes and their respective description;
- Newsletters;
- Payment Schedules;
- Frequently Used form; and more.



Customer Portal Access

1. How do I access Customer Portal?

Customer Portal is a web-based application. Save the below link as a favorite in your browser:

<https://msbcustomerportal.ehealthsask.ca/home>

The link to Customer Portal is also located on the Training Resource website on eHS (link above).

2. What do I do if I did not receive an onboarding email, or my password reset link expired?

If you did not receive your:

- Welcome/Password Reset email,
- Your link has expired, or
- You need to reset your password,

Please visit: [Customer Portal \(ehealthsask.ca\)](https://ehealthsask.ca)

- Save this link as a favourite.
- Enter your email address as your username.
- Click “Don’t remember your password?”
- Watch your email for a new link.
- Click the link to reset your password and then follow the prompts.

Save the
Customer Portal
link as a favorite!

Steps on how to reset your password and set up the Multi-Factor Authentication can be found by visiting the training manual in the link below:

[Customer Portal Password Set-up with MFA Training Manual.pdf \(ehealthsask.ca\)](#)

Should you require further assistance, please contact the **Business Support Desk at 1-800-605-2965**. If you have already logged a ticket regarding this matter, please quote the **ticket number**.

Group Numbers and Group API Keys

1. How do I locate my group number?

Please refer to the job-aid on the Training and Education Resources page on the eHealth website:

[How to Find Your Group Number in Customer Portal](#)

2. How do I get my Group User API Key (for Accuro Hosted, Perspect and CBS only)?

If you did not receive the email containing your Group User Key, MSB will re-issue the email to you. Please contact the **Business Support Desk at 1-800-605-2965** to advise that you have not received this email.

If you have already logged a ticket regarding this matter, MSB will contact you as soon as possible.

3. How do I add, change or remove a group user from an EXISTING group number/clinic/doctor?

Please complete the **Group Number/User Access Change Form** (found at the link below) and fax the form to MSB Claims Unit at 306-798-0582.

[Group Number/User Access Change Form](#)

4. What do I do when I require a new group number?

A new group number is for rare cases when a new group is required for a physician to bill in a new location or wants to consolidate their billings from multiple existing groups. Please contact the Service Desk to request a new group number, a ticket will be logged and you will be supported with your request.

Return Files from ICS

Accuro Users

If you were not able to access your return files from ICS, for claims submitted on the old system, (due to an issue with Accuro), MSB is working on a solution. Resolution time is to be determined.

If you did not pick up your return files from ICS prior to the cutoff date, please contact the Business Support Desk to log a ticket **1-800-605-2965**. Medical Services will provide you with your return files as time permits.