

MSB Customer Portal and Business Service Desk Information

Browser Compatibility

The new Customer Portal is web-based and accessible from any computer with internet access. The Customer Portal will be compatible with the latest version of most browsers, i.e. Safari, Firefox, Microsoft Edge, Google Chrome.

Customer Portal Training

Practitioners and clinic billing are encouraged to register for these sessions. Training content will include:

- activating and logging into Customer Portal;
- submitting claims from the Customer Portal OR through your billing software vendor, if applicable;
- receiving submission validation reports (successful or unsuccessful);
- Retrieving your Daily and Bi-weekly Return files;
- additional features of Customer Portal such as submitting support requests or querying claims previously submitted; and
- the last day you can submit claims on ICS.

Security Certificates

Certificates are no longer required. Your e-mail address will be your user-id.

Retiring Internet Claims Submissions (ICS)

The Internet Claims Submissions Site will not be available for submissions after September 28, 2023. Pick up of return files will be available in ICS for a limited time (to be determined).

Business Service Desk for Practitioners and Clinic Staff

Beginning September 29th, all practitioner related inquiries (claims, physician registry, accounting and statistics) should be directed to the new **Business Service Desk at 1-800-605-2965**. The Business Service Desk will be available Monday to Friday, 8 a.m. to 5 p.m. and closed statutory holidays.

When contacting the Business Service Desk please have the following information ready:

- Practitioner Name;
- Billing ID#/Doctor Number;
- Group # for the issue identified (if applicable); and,
- The clinic pertaining to the issue identified.

A staff member from your clinic calling on your behalf will also be required to provide this information along with their name and phone number.

Business Service Desk Process

Service inquiries will be redirected to the appropriate unit. If necessary, a ticket will be logged and your call will be returned within a defined service level period, depending on the urgency of the issue. **Your patience is appreciated during the transition to the new system.**

PLEASE NOTE: the eHS Service Desk should not be contacted to answer any questions relating to the new Customer Portal after September 28.

For more information, please visit the eHS website at
<https://www.ehealthsask.ca/services/CustomerPortal>