

Medical Claims System Replacement

Winter 2023 Update

The Saskatchewan Ministry of Health, Medical Services Branch (MSB) continues to make progress with the Medical Claims System Replacement Project. However, due to some testing delays and to ensure a successful system launch, we are now planning for a 'go-live' date at the end of September 2023.

Project Notables

- Our goal is to make the transition to the new system as smooth as possible, with limited changes for practitioners. We know there will inevitably be some growing pains, we ask for your patience as we work through the transition. We know that appropriate payment for services is critical, but we also know that there will be a small number of instances where payment for a service will be higher or lower than it should be. Our commitment is to work with you in a timely and prioritized manner to resolve all payment issues that may arise – it may take us some time, but we will get it right.
 - There will be very minimal changes to the April and October Payment Schedules in 2023 as part of the planned transition to the new system.
 - The project team has enlisted the assistance of practitioner and billing staff resources who will be participating in the **Customer Portal User Experience** group. The primary objective of the group is to provide practical feedback on the new Customer Portal, which will benefit all end users at launch. We will customize our training content based on this feedback.
 - A training toolkit, which will include webinars, videos and reference materials will be provided to support practitioners and billing staff through the learning journey. Various training dates and times will be offered to accommodate work schedules.
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On the Horizon

- We will continue to provide you with ongoing project updates as they emerge.
- Additional detail can be found here: <https://www.ehealthsask.ca/services/CustomerPortal>

Please feel free to reach out to MSBClaimsInitiative@health.gov.sk.ca if you have any questions.
