From: MSB Claims Initiative
Subject: Ministry of Health Medical Services Branch Customer Portal 'Go Live' Date Confirmation

Good afternoon practitioners and clinic staff,

Further to our e-mail of January 3rd, Medical Services Branch, Ministry of Health is confirming that the 'Go Live' date for the new Customer Portal will be **Monday, February 12th**. This is the first date that claims can be submitted on the new Portal. The payment date for this run (February 21st) has been moved by one day to give submitters an additional day to submit claims. The last payment run in the current system will be February 6th. Below are important dates and actions to take (if applicable) up to 'Go Live'. Please continue to reference this e-mail up to 'Go Live'.

Date	Action
☐ February 1st	Your Customer Portal welcome email and password reset email will arrive during the day on February 1st. Click the link in the email to reset your password and complete the multi-factor authentication (MFA) steps. After your password and MFA are set, feel free to login to Customer Portal and navigate through the screens to become familiar with the portal. This can be done anytime between February 2nd – 9th. **You will not be able to submit claims on the new Customer Portal during this time.**
☐ February 1st	API users (only Accuro Hosted, CBS and Perspect clients) will receive their G**roup User Key** via email during the day on February 1st. Your Group User Key must be updated in your software *after* Go-Live but *prior* to your first submission in Customer Portal. Do not delete this e-mail.
☐ February 1st	The new **Business Service Desk** phone line is live. For all physician inquiries please call 1-800-605-2965.
☐ February 6th	Last payment run in **old** system.
☐ February 7th to 13th	Limited time-period to pick up return files in **ICS**.

☐	February 7th	Clinic 000 practitioners will receive an email with their new clinic number. Your new clinic number must be updated in your software *after* Go-Live but *prior* to your first submission in Customer Portal.
☐	February 12th	Update Clinic Number 000 to your new clinic number in your billing software, if applicable.
☐	February 12th	Update Group User Key (API users only) in your software, if applicable.
☐	February 12th	First day you can upload claims to Customer Portal.
☐	**February 21st**	**6pm cutoff to have claims submitted to Customer Portal for payment.**
☐	February 28th	First payment received for claims submitted to Customer Portal.

All training related materials (videos, pre-recorded training sessions, training manuals and FAQ's) can be found here: https://www.ehealthsask.ca/services/CustomerPortal/Pages/Training.aspx

If you have any questions please contact us at: msbclaimsinitiative@health.gov.sk.ca

Thank you.

MSB Claims Initiative