

# Medical Claims System Replacement

## Summer 2022 Update

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The Saskatchewan Ministry of Health Medical Services Branch (MSB) continues to make progress with the Medical Claims System Replacement Project. However, we have experienced some unanticipated delays due to the complexity of integration specifications and system build. As a result, we are extending our implementation date to February 2023 from September 2022.

A new **Customer Portal** will replace the Internet Claims Submission Site, and will expedite the claims submission process and improve our overall service delivery to our clients. Practitioners will have the option of submitting batch claims on a daily basis, while the payment run dates remain bi-weekly. This will provide practitioners with the ability to correct errors and resubmit these claims prior to the payment run date.

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## Update

- We have communicated the updated **input and output batch file specifications** to practitioner billing vendors and service bureaus. As well, we will be sending out the testing process for batch claims to both vendors and service bureaus in the fall of 2022, ensuring that your future claims submission experience remains as seamless as possible.
  - 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.
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## On the Horizon

- The new **Customer Portal** will offer expanded services to practitioners, which we will provide more details on in future communications.
- MSB will send out a letter to all practitioners in late summer/early fall to confirm which billing vendor or service bureau you are utilizing in order to update our records.
- MSB will provide practitioners with information on our exciting new streamlined service for handling practitioner telephone inquiries. Stay tuned for details.
- We will continue to provide you with ongoing project updates as they emerge. We would like to extend to you our best wishes for the summer and look forward to providing further communications to you in the fall.

**Please feel free to reach out to [MSBClaimsInitiative@health.gov.sk.ca](mailto:MSBClaimsInitiative@health.gov.sk.ca) if you have any questions.**

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