

Important Contact Information

Billing Information Sheet

Insured Services, Medical Services Branch

1.	PHYSICIAN CLAIM INQUIRIES
	<p>Phone: 306-787-3454 Fax: 306-798-0582</p> <ul style="list-style-type: none">• Inquiries regarding specific claims assessment.• Questions about why a particular claim was rejected and/or instructions on how to resubmit.• Inquiries regarding the correct process for submitting a service for which there is no applicable service code in the payment schedule.• Assist with finding a code if unable to locate it in the payment schedule.• Explain discrepancies in pay lists and return files.• Assist in diagnostic coding of claims.• Assist with Requests for Review of Claims Assessment including incorrectly billed and paid services. <p>Request for Review of Claims Assessment form can be found at the following link: https://www.ehealthsask.ca/services/resources/establish-operate-practice/Pages/Physicians.aspx</p> <ul style="list-style-type: none">• Handle all explanatory codes except for those assigned to Claims Processing Support and Policy, Governance and Audit. <p>PLEASE NOTE: The following information is required before we can assist you. Please ensure you have this information available PRIOR to contacting us.</p> <ul style="list-style-type: none">✓ Patient HSN✓ Physician's Billing Number✓ Run codes✓ Explanatory code, if applicable
2.	CLAIMS PROCESSING SUPPORT
	<p>Phone: 306-787-0182 or 306-787-3470 Fax: 306-798-0582</p> <ul style="list-style-type: none">• Inquiries regarding accounts submitted more than six months after the date of service.• Inquiries regarding unsuccessful internet claims submission or issues with submissions.• Specifications for internet claims submission.• Patient information file download.• Diagnostic code and service code files.• General handling or processing of submissions.• Identity problems on returned claims.• Handles explanatory codes: AA – AR, CM, CN, CZ, YA – YS, ZA – ZS except ZR

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3.	PHYSICIAN BILLING EDUCATION
	<p>Phone: 306-787-9011 Fax: 306-798-0582</p> <ul style="list-style-type: none">• Inquiries regarding the Medical Services Branch Online Billing Course.• Inquiries regarding billing education support.• Physician entitlement inquiries.• Billing Information Sheets and MSB Claims Processing Calendar.
4.	FINANCIAL SERVICES
	<p>Phone: 306-787-2821 Fax: 306-787-3761 Email: AccountingUnitMSB@health.gov.sk.ca</p> <ul style="list-style-type: none">• Inquiries regarding payment information or the deposit advice.• Direct bank deposit information.• An annual statement of payments made by the Ministry of Health to a physician can be made available at the personal request of the physician at a cost. Prepayment is required and should accompany your request form. Please make cheque payable to the Minister of Finance.• Direct Deposit Payment Request and the Physician Request for Income Statement forms can be found online at the following link: https://www.ehealthsask.ca/services/resources/establish-operate-practice/Pages/Physicians.aspx
5.	CASEWORK UNIT
	<p>Phone: 306-798-0013 Fax: 306-798-1124 Email: caseworkunitmsb@health.gov.sk.ca</p> <ul style="list-style-type: none">• New physician registration.• Notifications regarding:<ol style="list-style-type: none">1) change of physician's address2) entering or leaving clinic or group practice3) employment of locum4) incorporating your health care practice• Medical Statements• Agreement for physicians to receive payment direct from the Ministry of Health.• Agreements for computer claim submissions.• Agreement for physicians to receive payment under the Quality Improvement Physician Compensation Program.

