Important Contact Information

Billing Information Sheet Insured Services, Medical Services Branch

1.	PHYSICIAN CLAIM INQUIRIES
	Phone: 306-787-3454
	Fax: 306-798-0582
	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.
	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
	Handle <u>all</u> explanatory codes except for those assigned to Claims Processing Support and
	Policy, Governance and Audit.
	The following information is required before we can assist you. Please ensure you have this information available PRIOR to contacting us. ✓ Patient HSN ✓ Physician's Billing Number ✓ Run codes ✓ Explanatory code, if applicable
2.	CLAIMS PROCESSING SUPPORT
	Phone: 306-787-0182 or 306-787-3470
	Fax: 306-798-0582
	 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

September 2020

Page 1 of 3



Important Contact Information

3. PHYSICIAN BILLING EDUCATION

Phone: 306-787-9011 Fax: 306-798-0582

- Inquiries regarding the Medical Services Branch Online Billing Course.
- Inquiries regarding billing education support.
- Physician entitlement inquires.
- Billing Information Sheets and MSB Claims Processing Calendar.

4. | FINANCIAL SERVICES

Phone: 306-787-2821 Fax: 306-787-3761

Email: AccountingUnitMSB@health.gov.sk.ca

- 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

Phone: 306-798-0013 Fax: 306-798-1124

Email: caseworkunitmsb@health.gov.sk.ca

- New physician registration.
- Notifications regarding:
 - 1) change of physician's address
 - 2) entering or leaving clinic or group practice
 - 3) employment of locum
 - 4) 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.



Important Contact Information

6. POLICY, GOVERNANCE AND AUDIT

Phone: 306-787-0496 Fax: 306-787-3761

Email: MSBPaymentsandAudit@health.gov.sk.ca

- Responsible for all professional review matters.
- Physician audits and Joint Medical Professional Review Committee (JMPRC).
- Verification of accounts, patients and physicians.
- Routine audit of services.
- Handle explanatory codes RA RV under ROUTINE AUDIT AND RECOVERY.
- Submission of information should be submitted on a Request for Information and Response form which can be can be found at the following link:

https://www.ehealthsask.ca/services/resources/establish-operate-practice/Pages/Physicians.aspx

7. FEE-FOR-SERVICE & STATISTICS

Phone: 306-787-3608 Fax: 306-787-3761

Email: MSBDataRequests@health.gov.sk.ca
Mailing Address: Medical Services Branch
Fee-for-Service and Statistics

3475 Albert Street REGINA SK S4S 6X6

- Requests for physician profiles. Physician profiles represent a summary of services for which
 the Ministry of Health has made payment to a physician and a comparison to the group
 average for physicians in the same type of practice.
- Requests can be mailed, faxed or emailed per the contact information listed above.
- The Physician Profile Request form can be found online at the following link: https://www.ehealthsask.ca/services/resources/establish-operate-practice/Pages/Physicians.aspx

8. **eHEALTH SASKATCHEWAN**

Phone: 306-337-0600 (Toll Free 1-888-316-7446)

Fax: 306-781-8480

Email: ServiceDesk@eHealthsask.ca

- Technical support of the Internet Claims Submission (ICS) website.
- Assists in installing the MSB ICS Billing Security Certificate. You must provide eHS with the following information:
 - a) Physician's MSB Billing Number
 - b) MSB Clinic Number
 - c) MSB Group Number

If you do not have any of the above information (items a-c), please contact CASEWORK UNIT.

