



WCB-Alberta

Physician's BILLING GUIDE: RECONCILIATION

Effective Fall 2017

WCB-Alberta Physician's Billing Guide: Reconciliation

Introduction

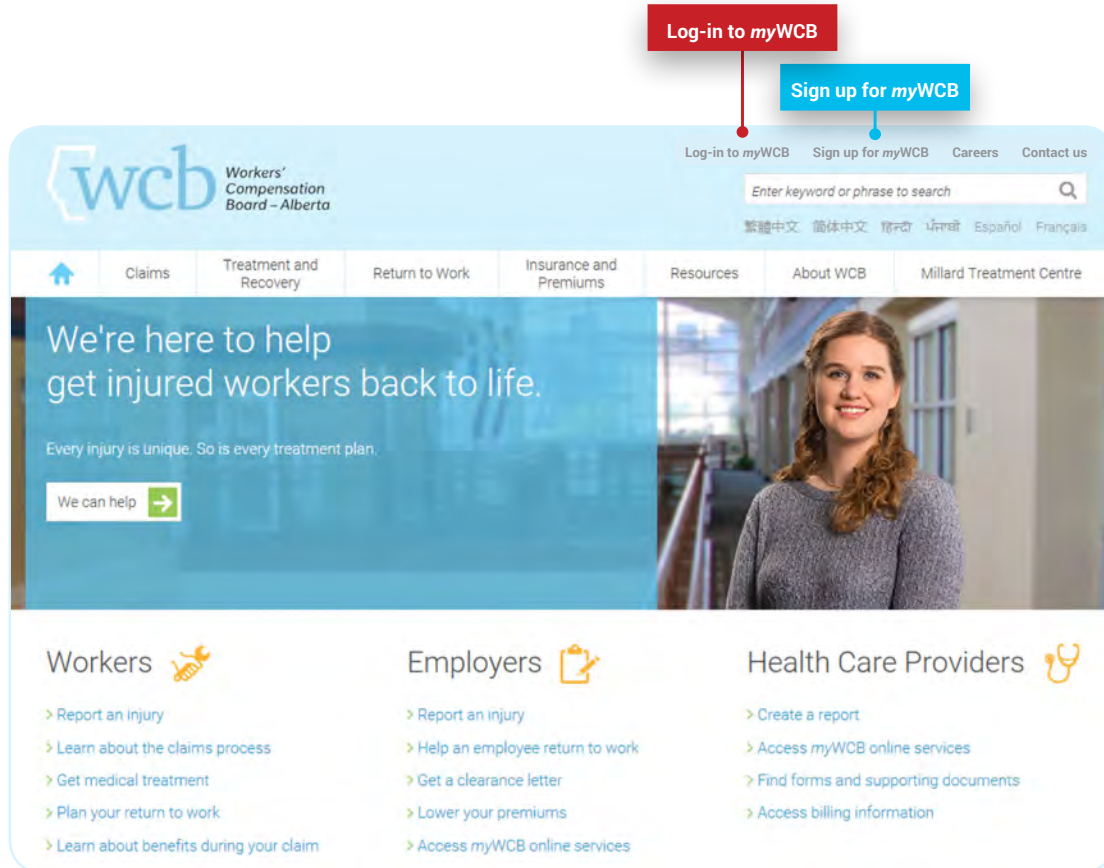
- **This guide**, developed for physicians and their billing staff, has tips and tools to help you reconcile weekly cheques and direct deposits. Use this guide as a reference and reminder of best practices, or as a support tool for new staff members.
- For more information about how to invoice, or about service provider contracts, refer to the *Physician's Reference Guide*. This and other resources can be found on our website at www.wcb.ab.ca > *Resources* > *For health care and service providers*.

Highlights

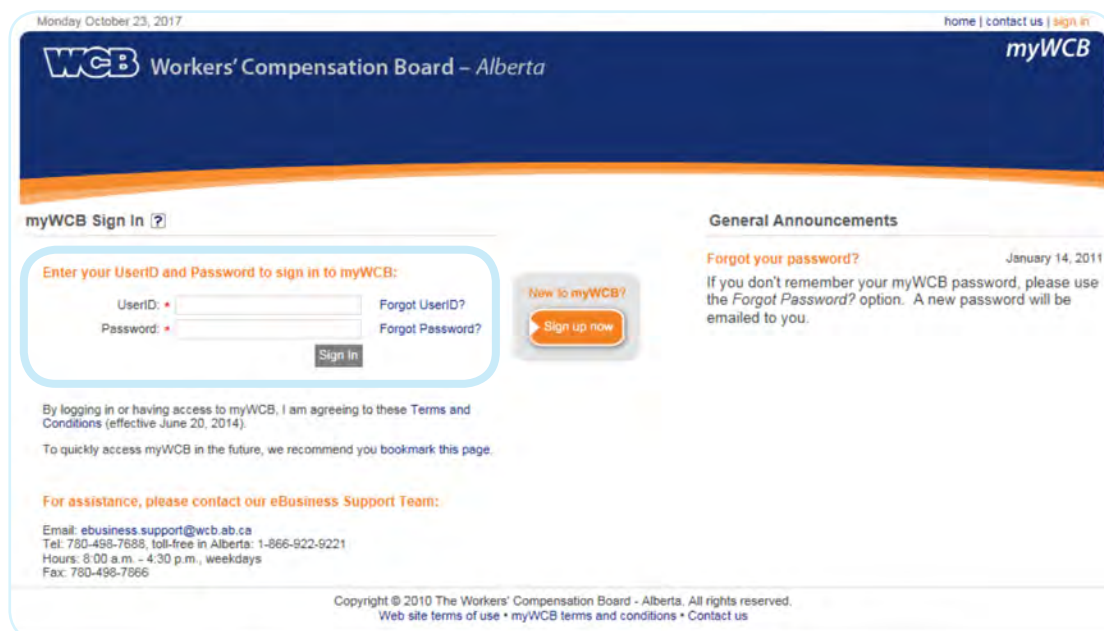
- ✓ This billing guide will show you how to search for invoices by Personal Health Number, claim number or patient name.
- ✓ Learn how to access payment remittance through *myWCB*.
- ✓ Find helpful tips on how to bill WCB for health and medical services.

- **To begin, please log into myWCB.**

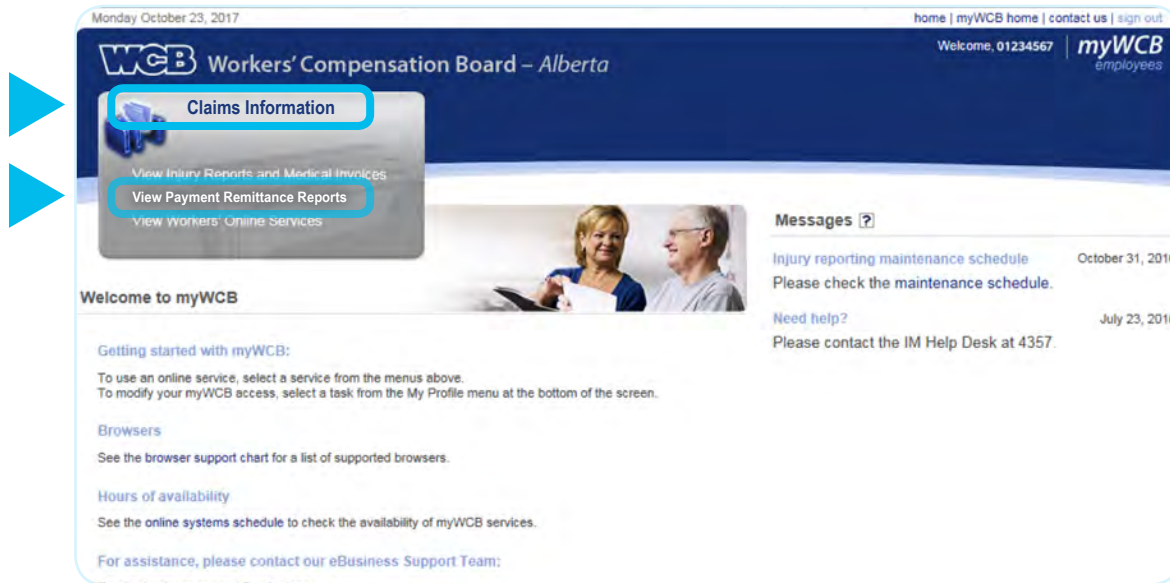
If you haven't already signed up for Electronic Injury Reporting, please click on **Sign up for myWCB**, or contact eBusiness at 780-498-7688 for assistance.



- **From the sign in page**, enter your **user name** and **password**.

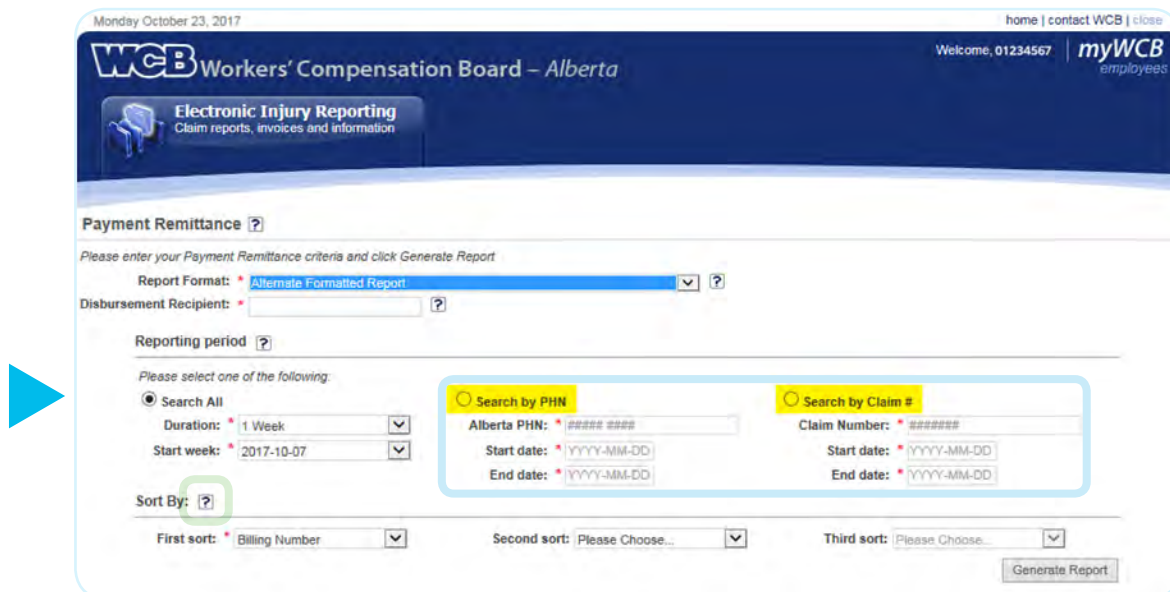


- **Once you've successfully logged in**, hover your mouse over **Claims Information** and click on **View Payment Remittance Reports**.



- **You can search for a report or payment** either by a patient's **personal health number** or by their **claim number**.
- **You can also add start and end dates**, if you're searching for an invoice for a certain date of service.

Make sure you keep your direct deposit advices and any letters stating a claim has been denied.



Please note: hover your mouse over the **question mark icon** if you need more information on how to properly complete these fields.

- **Under Report Format**, select **Alternate Formatted Report**.
- **Then under Disbursement Recipient**, you will see your billing numbers. Select the billing number you need to reconcile.
- In the **Search All** field, select the duration: you can search by one week or four weeks. The most recent week should show all of the payments processed on your direct deposit invoice.
- In the **Sort By** section, you can select how you want your report displayed by using the drop down arrows.

We recommend you reconcile weekly. Remittance reports are available in the system every Tuesday (except for after a statutory holiday, then they will be uploaded on Wednesday).

Monday October 23, 2017 home | contact WCB | close

WCB Workers' Compensation Board – Alberta Welcome, 01234567 | myWCB employees

Electronic Injury Reporting
Claim reports, invoices and information

Payment Remittance ?

Please enter your Payment Remittance criteria and click Generate Report

Report Format: * Alternate Formatted Report [v] ?

Disbursement Recipient: * [] ?

Reporting period ?

Please select one of the following:

Search All
Duration: * 1 Week [v]
Start week: * 2017-10-07 [v]

Search by PHN
Alberta PHN: * ##### []
Start date: * YYYY-MM-DD []
End date: * YYYY-MM-DD []

Search by Claim #
Claim Number: * ##### []
Start date: * YYYY-MM-DD []
End date: * YYYY-MM-DD []

Sort By: ?

First sort: * Billing Number [v] Second sort: Please Choose... [v] Third sort: Please Choose... [v]

Generate Report

Please note: Click on the question mark icon (like the one next to **Payment Remittance**) for detailed information on the sections of each remittance page.

Report glossary (by column):

1. Your cheque or electronic funds transfer (EFT) number
If it says "EO" in this column, it means no cheque or EFT was issued as the payment was used towards an overpayment recovery.
2. The WCB claim number, claimant name and worker personal health number (PHN)
3. The date of service
4. The service code
5. Any modifiers
6. The name of the service provider and the billing number

1	2			3	4	5		6							
DISBURSEMENT NUMBER	WCB CLAIM#	WORKER NAME	WORKER PHN	DATE OF SERVICE	SERVICE CODE	MOD 1	# OF CALLS	SERVICE PROVIDER	BILLING NUMBER	EIR AMT BILLED	OVD RECOVD AMT	PYMT AMT	REASON CODE	PYMT STATUS	
			53452-	16Sept27	03.03A		1.00			J37500	117.89	-73.99	ENT	DEL	
			53452-	16Sept27	BGP01		3.00			J37500	6.76	-6.76	ENT	DEL	
			84820-	16Oct31	03.03A		1.00			J37500	77.45	-37.35	REQ	ISS	
			84820-	16Oct31	BGP01		1.00			J37500	2.92	-2.92	REQ	ISS	
			84820-	16Oct31	RF03D1		1.00			J37500	-40.10		REQ	ISS	
E4767386				16Nov02	03.03A		1.00			J37500	109.77	-2.28	37.35	ENT	ISS
E4767386				16Nov02	BGP01		1.00			J37500	2.92		2.92	ENT	ISS
E4767386				16Nov02	RF01DG		1.00			J37500			72.42	REQ	ISS
E4769156			26365-	16Sept21	RF04		9.00			J37500			42.40	REQ	ISS
											Total Issued Payments:	235.46			
											Total Pending Payments:	0.00			
											Total Deleted Payments:	-82.65			
											Total Requested Payments:	0.00			
											Total Paid by Disbursement Number:				
											E0	80.37			
											E4767386	112.69			
											E4769156	42.40			
											Total Payments by Billing Number:				
											J37500	152.81			
OVERPAYMENT RECOVERIES															
OVP WCB CLAIM#	OVP WORKER NAME	OVP WORKER PHN	OVP DATE OF SERVICE	OVP SERVICE CODE	OVP DATE OF OVERPAYMENT	OVP SERVICE PROVIDER	OVP BILLING NUMBER	OVP RECOVERY AMOUNT	OVP REASON						
845-9485		53452-	16Sept27	03.03A	16Oct28		J37500	-37.35	ENT						
845-9485		53452-	16Sept27	BGP01	16Oct28		J37500	-2.92	ENT						
845-9485		53452-	16Sept27	RF03D1	16Oct28		J37500	-40.10	ENT						
845-9485		53452-	16Sept27	03.03A	16Oct28		J37500	-2.28	ENT						

Payments

The **circled column** shows the **processed payment amount**.

Beside the payment amount is the **reason code**. Next to that is the **payment status**.

Some of the more common codes you might see include:

ISS Issued

DEL Payment deleted (if this happens, you'll receive a letter with more detailed information)

OVP Overpayment

ENT Entitlement change

USR Payment modified (usually as a result of data entry error by the service provider or a Medical Aid clerk)

More information can be found in the **Help pages**.

DISBURSEMENT NUMBER	WCB CLAIM#	WORKER NAME	WORKER PHN	DATE OF SERVICE	SERVICE CODE	MOD 1	# OF CALLS	SERVICE PROVIDER	BILLING NUMBER	EIR AMT BILLED	OVD RECOVD AMT	PYMT AMT	REASON CODE	PYMT STATUS
			53452-	16Sept27	03.03A		1.00		J37500	117.89		-73.89	ENT	DEL
			53452-	18Sept27	BCP01		3.00	CMGP02	J37500	8.78		-8.78	ENT	DEL
E0			84820-	16Oct31	03.05A		1.00		J37500	77.45	-37.35	37.35	REQ	ISS
E0			84820-	16Oct31	BCP01		1.00		J37500	2.92	-2.92	2.92	REQ	ISS
E0			84820-	16Oct31	RF03D1		1.00		J37500		-40.10	40.10	REQ	ISS
E4787388				16Nov02	03.05A		1.00		J37500	109.77	-2.28	37.35	ENT	ISS
E4787388				16Nov02	BCP01		1.00		J37500	2.92		2.92	ENT	ISS
E4787388				16Nov02	RF01D8		1.00		J37500			72.42	REQ	ISS
E4789158			28365-	18Sept21	RF04		0.00		J37500			42.40	REQ	ISS
												Total Issued Payments:	235.40	
												Total Pending Payments:	0.00	
												Total Deleted Payments:	-82.85	
												Total Requested Payments:	0.00	
												Total Paid by Disbursement Number:		
												E0	80.37	
												E4787388	112.89	
												E4789158	42.40	
												Total Payments by Billing Number:		
												J37500	152.81	

OVERPAYMENT RECOVERIES									
OVP WCB CLAIM#	OVP WORKER NAME	OVP WORKER PHN	OVP DATE OF SERVICE	OVP SERVICE CODE	DATE OF OVERPAYMENT	OVP SERVICE PROVIDER	OVP BILLING NUMBER	RECOVERY AMOUNT	OVP REASON
845-9485		53452-	16Sept27	03.03A	16Oct28		J37500	-37.35	ENT
845-9485		53452-	18Sept27	BCP01	16Oct28		J37500	-2.92	ENT
845-9485		53452-	16Sept27	RF03D1	16Oct28		J37500	-40.10	ENT
845-9485		53452-	16Sept27	03.03A	16Oct28		J37500	-2.28	ENT

Denied claims and overpayment recoveries

A claim decision may be changed or reversed if we receive new information after the claim was accepted.

We always pay for the patient's first visit and the physician's first report. If a claim is denied, any subsequent payments will be reversed. You will receive a letter detailing the reversals, including any codes that are part of the unbundling. You can use this information to invoice Alberta Health. If it has been more than 180 days since the date of service, you will need to send Alberta Health a copy of our letter, along with your invoice.

When we process a new invoice for your billing number or clinic, any overpayments will be collected at that time.

In the **Overpayment Recoveries** section at the bottom of the report, you will see the claim number, claimant's name, date of service and service code associated with the overpayment. You'll also see the date of the overpayment and the service provider's name. The overpayment amount is deducted from the cheque or direct deposit for that week.

More detailed the definitions can be found in the Help pages.

DISBURSEMENT NUMBER	WCB CLAIM#	WORKER NAME	WORKER PHN	DATE OF SERVICE	SERVICE CODE	MOD 1	# OF CALLS	SERVICE PROVIDER	BILLING NUMBER	EIR AMT BILLED	OVD RECOVD AMT	PYMT AMT	REASON CODE	PYMT STATUS
			53452-	16Sept27	03.03A	CMGP02	1.00		J37500	117.89		-73.89	ENT	DEL
			53452-	16Sept27	BCP01		3.00		J37500	9.78		-9.78	ENT	DEL
			84820-	18Oct31	03.03A		1.00		J37500	77.45	-37.35	37.35	REQ	ISS
			84820-	18Oct31	BCP01		1.00		J37500	2.92	-2.92	2.92	REQ	ISS
			84820-	18Oct31	RF03D1		1.00		J37500		-40.10	40.10	REQ	ISS
E4767388				16Nov02	03.03A		1.00		J37500	109.77	-2.28	37.35	ENT	ISS
E4767388				16Nov02	BCP01		1.00		J37500	2.92		2.92	ENT	ISS
E4767388				16Nov02	RF01C0		1.00		J37500			72.42	REQ	ISS
E4789158			28365-	16Sept21	RF04		9.00		J37500			42.40	REQ	ISS
												Total Issued Payments:	235.48	
												Total Pending Payments:	0.00	
												Total Deleted Payments:	-82.65	
												Total Requested Payments:	0.00	
												Total Paid by Disbursement Number:		
												EO	80.37	
												E4767388	112.89	
												E4789158	42.40	
												Total Payments by Billing Number:		
												J37500	152.81	

OVP WCB CLAIM#	OVP WORKER NAME	OVP WORKER PHN	OVP DATE OF SERVICE	OVP SERVICE CODE	DATE OF OVERPAYMENT	OVP SERVICE PROVIDER	OVP BILLING NUMBER	RECOVERY AMOUNT	OVP REASON
845-9485		53452-	16Sept27	03.03A	18Oct28		J37500	-37.35	ENT
845-9485		53452-	16Sept27	BCP01	18Oct28		J37500	-2.92	ENT
845-9485		53452-	16Sept27	RF03D1	18Oct28		J37500	-40.10	ENT
845-9485		53452-	16Sept27	03.03A	18Oct28		J37500	-2.28	ENT

Saving and printing

- **Reports are only available through myWCB for one year**, so make sure you download and save copies if you need them for your records.
- **If you need to print a report**, change the orientation to landscape and scale it to 80 per cent. Call ebusiness at 780-498-7688 if you have any issues printing.

Alberta Health reversals

- **If Alberta Health reverses a payment**, you can still invoice WCB, even if it's been more than one year. Just attach your statement showing the reversal when you submit your billing to us.
- **Ensure you're only sending us the applicable portion of the reversal** – remove or sever the information of any other patients.
- If they reversed the payment and the date of service is **within a year**, we do not need the statement of account.

Following these steps will speed up the process of reimbursing you for that reversal.

Some tips and tricks for billing and reconciling:

- **If you need to invoice WCB for supplementary reports**, please follow the *WCB-requested supplementary reports billing guide*, found at www.wcb.ab.ca > *Resources > For health care and service providers > Forms and guides*.
- **When you submit a report, the system will pay what it can** — any errors will go to the physician billing team and they have a 21-day turnaround time to action those errors. So you might see a payment for the report fee and the business cost program (BCP) for office visits, but not the visit code.
- **Common errors with billing include:**
 - Entering “o” instead of zero “0”
 - Putting a health service code in a modifier spot
 - Forgetting to invoice for BCP—please put it in the health service code box
- **The preferred way to receive your payments is by direct deposit.** If you are still receiving cheques, please fill out a C894 form, located at www.wcb.ab.ca > *Resources > For health care and service providers > Forms and guides*. You will still receive an advice with details of all deposits made to your account.
- **In the last upgrade made to our Electronic Injury Reporting, we added extra search criteria, allowing you to search by PHN or claim number.** This allows you to see exactly what you have billed to WCB.

How to reach us

If you need more information or have questions about the information in this guide, please call one of the numbers below. **Please have your WCB–Alberta account number ready when you call.**

Medical Aid & Claims Contact Centre

Edmonton

Mailing address

PO Box 2415
Edmonton, AB T5J 2S5

Inquiries

Phone: 780-498-3999
Fax: 780-498-7999
Claims fax: 780-427-5863
E-mail: contactcentre@wcb.ab.ca
Hours: 8 a.m. to 4:30 p.m.,
Monday through Friday

Street address

9912-107 Street
Edmonton, AB T5K 1G5

Access to Information

Phone: 780-498-3999
Fax: 780-498-7852

Calgary

Mailing address

PO Box 2415
Edmonton, AB T5J 2S5

Inquiries

Phone: 403-517-6000
Fax: 403-517-6201
Hours: 8 a.m. to 4:30 p.m.,
Monday through Friday

Street address

150, 4311-12 Street N.E.
Calgary, AB T2E 4P9

Toll free

Inquiries

Phone within Alberta: 1-866-922-9221 to reach the contact centre or enter the area code and seven digit number of the office you wish to reach
Phone outside Alberta: 1-800-661-9608
Fax within Canada: 1-800-661-1993
Fax outside Canada: Not available—please fax claims to 780-427-5863
Hours: 8 a.m. to 4:30 p.m., Monday through Friday

Millard Health

131 Airport Road
Edmonton, AB T5G 0W6

Phone: 780-498-3200
Fax: 780-498-3907
Hours: 7 a.m. to 7 p.m., Monday through Thursday
7 a.m. to 5 p.m., Friday



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