

URBAN LOCUM PROGRAM ENCOUNTER & SHIFT CODING Q&A

Questions:

Q: Is the payee number the locum's, hosts, or clinic's payee number?

A: When submitting encounter coding, the payee number refers to the clinic payee number or, if no clinic payee number, the physician's payee number.

Q: My host's clinic does not use their EMR for billing. How do I proceed?

A: The Urban Locum Program project team and DTO PSP will work with hosts to support the set up for billing prior to the locums' first shift. It is an eligibility requirement of the program for billing to be done through the hosts EMR.

Q: Is the 97570 code only submitted once daily?

A: The 97570 code is a shift code that is only entered in once a day to track the locum's contracted time. The patient linked to this code can be any patient seen during their shift and is simply used as a mechanism for reporting the shift.

Q: Who is responsible for following up on rejected billings?

A: It is best practice that the clinic is responsible for following up on any rejected billings.

Q: Are locums responsible for any invoicing other than the shift reporting in the EMR?

A: Locums must submit a daily shift report in the host clinic's EMR and at the end of each month, verify their timesheet on the Connecteam scheduling platform. No other invoicing is required for payment.

Q: If a locum spreads their start and end time out longer than the 8 contracted hours how does this get entered into shift reporting? For example, if a locum does some work outside of contract during the day and finishes charting in the evening.

A: Locums will always report their exact start and end time in the shift report, however, will ensure the units of time do not exceed the maximum allowable for the ULP contract. An 8.5-hour shift (8-hours of service and 30 min unpaid lunch) would be reported as 32 units of time and a 4-hour shift would be reported as 16 units of time, regardless of start and end times.

Q: Is it possible for HIBC to fax back confirmation of assignment of payment?

A: Unfortunately, Host Clinics will need to verify the set up.

Ph) 1-604-456-6950

- automated option 3, then 3, then 3
- live person option 3, then 2

What are my EMR set up responsibilities as a host clinic prior to the ULP locums first shift in clinic?

- Initiate and countersign Assignment of Payment form and send to HIBC prior to locums first shift. Note that HIBC takes 3-5 business days to process these forms
- Check to see if encounter codes are already active in your EMR by looking up service code example #97512. If not, do a Teleplan fee code update in your EMR.
- Ensure locum is set up in your EMR prior to first shift
- Inform your EMR vendor that you will be using encounter codes
- Call HIBC – To confirm MSP Number and Payee Number assignment of payment is active and ready to use
- Start by submitting the first day of Encounter codes and a Shift code to check they are not rejected