



Practice Support Program

OSCAR: MISCELLANEOUS TASKS

Submitting a no-charge referral

Settling BG Claims

Adding a WCB Claim No.

Change Bill-To Recipient

Add/Edit Payees

How to Find 3rd Next Appt

Printing eChart Information

Caseload Function

Submitting a no-charge referral to MSP

1. If appt with specialist is in the future, use today's date. If the appt was in the past, you must back date this claim to the date of the appt.

1

Patient		TEST, PATIENT	Age	22	Invoice List	Patient Status	AC	Roster Status	Assigned Physician				
Billing Form	GP general practice	Billing Physician	Select Provider	Billing Type	Bill MSP	Clarification Code	VANCOUVER	Service Location	A Practitioner's Office - In Community				
Service Date	2018-4-24	Service to date	After Hours	No	Time Call	Start (HHMM 24hr):	End (HHMM 24hr):	Dependent	No	Sub Code	O - Normal	Payment Method	ELECTRONIC
Visits	Description	\$Fee	Procedures/Tests	Description	\$Fee	Premiums	Description						
<input type="checkbox"/>	00100 VISIT IN OFFICE (AGE 2 - 59)	31.23	<input type="checkbox"/>	14090 PRENATAL VISIT - COMPLETE EXAMINATION	82.55	<input type="checkbox"/>	00043 ANTICOAGULATION THERAPY (can't bill same day as a visit)						
<input type="checkbox"/>	00120 INDIVIDUAL COUNSELLING IN OFFICE (AGE 2-59)	54.35	<input type="checkbox"/>	14091 PRENATAL VISIT - SUBSEQUENT EXAMINATION	30.92	<input type="checkbox"/>	13005 PHONE/FAX ADVICE ABOUT A PATIENT IN COMMUNITY CARE (with other health or allied health professional - including pharm - can't bill same day as a visit)						
<input type="checkbox"/>	00101 COMPLETE EXAMINATION IN OFFICE (AGE 2-59)	69.33	<input type="checkbox"/>	14560 ROUTINE PELVIC EXAM INCLUDING PAP (50% if billed with a visit, different ICD codes. 2 billing pages)	30.92	<input type="checkbox"/>	14077 GP ATTACHMENT PATIENT CONFERENCE FEE (per 15 mins, max 2/day/pt)						
<input type="checkbox"/>	14066 PERSONAL HEALTH RISK ASSESSMENT (can only use ICD codes 783, 785, 786)	50.00											

2. Enter specialist's billing number (must be 5 digits - use leading zero's if 3 or 4 digit number). If you don't have the number, you can search by name, when you select search, pick the name you want from the list & chose confirm at the bottom of that list - **the claim must be submitted with a number not the name**. In newer version of Oscar, you have list of recently used referrals you can pick from
3. Select Refer To in the drop-down menu
4. Enter fee code 03333
5. You can use dx code 780 for these claims if the specialist doesn't give you a code - it doesn't matter one way or the other.

2

Referral Doctor	12345	code search	Referral Type	Refer To
code search		Select Type		
Recent Referral Doctors Used	27830 BYRNE, MICHAEL	Referral Doctor on Master Record	none	
	28462 Wittenberg, Leah Arin			
	07607 Sutton, HFS			

3

20	PREGNANCY TEST, IMMUNOLOGIC, URINE	11.59	<input type="checkbox"/>	14018 WITH A SPECIALIST (per 15 mins, need start & end times)	40.00
13130	URINALYSIS - SCREENING	2.17	<input type="checkbox"/>	14033 ANNUAL COMPLEX CARE MANAGEMENT FEE	315.00
<input type="checkbox"/>	10027 INFANRIX HEXA (DaPT-IPV-HB-Hib) - 2,4,6 MONTHS	5.40	<input type="checkbox"/>	14075 GP ATTACHMENT COMPLEX CARE MANAGEMENT FEE (Needs help with at least 1 ADL & 1 IADL)	315.00
<input type="checkbox"/>	10029 ROTAVIRUS 2, 4 MONTHS	5.40	<input type="checkbox"/>	14043 GP MENTAL HEALTH PLANNING FEE	100.00
<input type="checkbox"/>	10023 PREVVAR 2, 4, 12 MONTHS	5.40	<input type="checkbox"/>	14044 GP MENTAL HEALTH MANAGEMENT FEE AGE 2-49 (after all 00120 used)	54.35
<input type="checkbox"/>	10020 MENINGOCOCCAL 2, 12 MONTHS	5.40	<input type="checkbox"/>	14045 GP MENTAL HEALTH MANAGEMENT FEE AGE 50-59 (after all 00120 used)	59.78
<input type="checkbox"/>	10022 MMR 12 MONTHS, 5 YRS	5.40	<input type="checkbox"/>	14046 GP MENTAL HEALTH MANAGEMENT FEE AGE 60-69 (after all 00120 used)	62.49
<input type="checkbox"/>	10026 VARICELLA 12 MONTHS, 5 YRS	5.40	<input type="checkbox"/>	14047 GP MENTAL HEALTH MANAGEMENT FEE AGE 70-79 (after all 00120 used)	70.64
<input type="checkbox"/>	10011 DaPT-IPV-Hib (INFANRIX IPV-HIB) 18 MONTHS	5.40	<input type="checkbox"/>	14048 GP MENTAL HEALTH MANAGEMENT FEE AGE 80+ (after all 00120 used)	81.51
<input type="checkbox"/>	10010 DaPT-IPV (INFANRIX IPV) 5 YRS	5.40	<input type="checkbox"/>	00010 ADULT IM INJECTION > 19 YRS (can't bill with a visit)	11.31
<input type="checkbox"/>	10030 MMR/V (PROQUAD) 5 YRS	5.40	<input type="checkbox"/>	14050 Diabetes Chronic Care Bonus	125.00
<input type="checkbox"/>	10014 TDAP (BOOSTRIX) < 19 YRS	5.40	<input type="checkbox"/>	14051 Congestive Heart Failure Care Bonus	125.00
<input type="checkbox"/>	10016 HEPATITIS A < 19 YRS	5.40	<input type="checkbox"/>	14052 Hypertension Chronic Care Bonus (can't bill with 14050/14051)	50.00
<input type="checkbox"/>	10015 INFLUENZA 6 MOS - 18 YRS (not for adults)	5.40	<input type="checkbox"/>	14053 COPD Chronic Care Bonus (use DX codes 491, 492, 494, 496)	125.00
<input type="checkbox"/>	10017 HEPATITIS B < 19 YRS	5.40	<input type="checkbox"/>	14078 GP EMAIL/TEXT/TELEPHONE MEDICAL ADVICE RELAY FEE	7.00
<input type="checkbox"/>			<input type="checkbox"/>	13037 TELEHEALTH GP IN-OFFICE VISIT	34.44

4

Other service/procedure/premium codes	Unit
03333	.5
	.5
	.5
code search	

5

Diagnostic Code	250 0M	783 31M
	780 5M	785 62M
	847 16M	786 80M
	790 19M	7865 89M
	308 20M	
dx code search		

Settling BG Claims

This function will settle all the claims that are returned BG **only** (so if there was another issue as well, it will not settle those ones so you can still look into them).

Administration Panel

- User Management
- Billing
 - Manage Billing Form
 - Manage Private Bill
 - Manage Service/Diagnostic Code Associations
 - Manage Procedure/Fee Code Associations
 - Manage Referral Doctors
 - Private Billing Statement
 - BC MSP Quick Billing
 - BC Methadone Billing
 - Simulate Submission File2
 - Generate Teleplan File2
 - Manage Teleplan
 - MSP Reconciliation Reports
 - Accounting Reports
 - Edit Invoices
 - Settle Over/Under Paid Claims

Settle Over/Under Paid Claims

Automatically settle claims that have been over/under paid(BG)

Submit

You get BG returns whenever there is a fee adjustment, so the other thing you need to do is update your fee codes. When you select update, you will get a list of all the MSP fee codes that need updating. You **DO NOT** need to go through the list to pick your codes – just update everything by selecting the update button that appears.

While you're here may as well update the explanatory codes & ICD9 codes – Note: neither of these lists requires you to select a 2nd update button. If you update ICD9 codes & the one you want is not there – ask your service provider to add it for you.

Administration Panel

- User Management
- Billing
 - Manage Billing Form
 - Manage Private Bill
 - Manage GST Control
 - GST Report
 - Manage Billing Codes
 - Manage Service/Diagnostic Code Associations
 - Manage Procedure/Fee Code Associations
 - Manage Referral Doctors
 - Private Billing Statement
 - Manage Provider Fee Splits
 - BC MSP Quick Billing
 - Simulate Submission File2
 - Generate Teleplan File2
 - Manage Teleplan
 - MSP Reconciliation Reports
 - Accounting Reports
 - Edit Invoices
 - Settle Over/Under Paid Claims
 - MSP Facility Mapping
 - Add Premium Billing
 - Billing Rules
 - Billing Settings

Manage Teleplan

Teleplan Last Sequence # Current Datacenter #

Update Billing Codes

update

Update Explanatory Codes

update

Update MSP ICD9 Codes

update

Change Teleplan Password

Current Password:

New Password: Confirm Password: **save**

Set Teleplan Password

New Password: **save**

Get Remittance

Get Remittance

Adding the WCB Claim number

To add a WCB claim number to an existing report when you get the notification from WCB:

1. Go to the e-chart & click on the word BC-WCB

A vertical navigation menu with several items. The 'Forms' item is highlighted in a yellow box, and the 'BC-WCB' sub-item is highlighted in a red box. A red box with the number '1' is placed to the left of the 'Forms' item.

- Tickler +
- Disease Registry +
- NEUROTIC DISOF... 02-Apr-2020
- ASTHMA* ... 30-Apr-2018
- HYPERKINETIC S'... 30-Apr-2018
- Forms** +
- BC-WCB** ... 09-Jun-2020
- eForms +
- 1.1 Lab Requisitic... 11-Feb-2020
- 1.1 Lab Requisitic... 30-Apr-2020

2. Enter the claim number in the space
3. Make sure the date of injury is correct (ie matches the one WCB has). If not change that too.
4. At the same time check the WCB code – if it still says 19937 – change it to 19940 - this makes it easier for the doctors & they won't forget to change it when billing – so fewer refusals 😊
5. Select Save and Close

The screenshot shows the 'oscar Billing - Workers Compensation Board - Physician Report' form. Several fields are highlighted with red boxes and numbered 1 through 5. A red box with the number '2' is placed over the 'Form Needed' checkbox. A red box with the number '3' is placed over the 'PHN' field. A red box with the number '4' is placed over the 'WCB code' field. A red box with the number '5' is placed over the 'Save and Close' button.

oscar Billing - Workers Compensation Board - Physician Report

Form Needed **2**

WCB Claim Number *Can be left blank

Worker's Info

Last Name: **First Name:** **Initial:**

Date of Birth: 1998-02-11 **Gender:** M **3** **PHN:** 9869128483

4 **Injury Codes and Descriptions** **Date of Service** 2020-05-07 **Date of Injury:** 2020-05-02

WCB code:	19937	Search
Service code:	13037	Search
ICD9:	847	Search
Body Part:	23100	Search
Side:	Left and Right	▼
Nature of Injury	02100	Search

Payee Number: Provider No: ()

5

Change the Bill-to Recipient for Private Invoices

1. Pull up the invoice & select search

Billing To [Search] **1**

Name:	PATIENT TEST
Address:	4243 Main Street
City:	Vancouver
Province:	BC
Postal:	V5X 3J2

2. Type the name of the company you want to bill the invoice to in the search field
3. Select the company you want

Search Address

Name Postcode Tel. b Search **2**

Results based on keyword(s): b

Attention	Company name	Address	City	Postcode	Phone
	Blw Lawyers	2109-4710 Kingsway	Burnaby	V5H4M2	604-689-3883
	Brain & Injury Law	601 W Broadway	Vancouver	V5Z4C2	604

[Add/Edit Address](#)

Any Medical Clinic
1234 First Avenue, Vancouver, BC
Ph: 604-123-4567
Fx: 604-987-6543

Billing To [Search] **Patient ()**

Name: Brain & Injury Law	Name: TEST , PATIENT
Address: 601 W Broadway	Address: 4243 Main Street
City: Vancouver	Vancouver , BC
Province: BC	V5X 3J2
Postal: V5Z4C2	Gender: F
	Birth Date : 1990-06-15

Bill Details

Date	Practitioner	Payee	Ref. Doctor 1:	Ref. Type 1:	Ref. Doctor 2:	Ref. Type 2:
2020-11-17		Grant MSP 29469, Nasha		0		0

Line#	Description	Service Code	QTY	DX Codes	Unit Fee	Total GST	Amount
Receive Payment	222570 Drivers Medical and GST	ADRIVEGST	1.0	780	75.00	3.75	78.75

Please Make Cheque Payable To:	Subtotal: 75.00
Any Medical Clinic 1234 First Avenue, Vancouver, BC Ph: 604-123-4567 Fx: 604-987-6543	GST 3.75
	Total: 78.75
	Payments: 0.00
	Refunds: 0.00
	Balance : 78.75

Billing Notes:

Attn: John Smith
 Your File No: 12345
 Claim No: 56789

Update Invoice
Edit Invoice
Print
Print With Notes
Ca **6**

1. Add any billing notes that you want to print on the invoice – any invoice you send to a company should have reference and/or file numbers included.
2. Attn: (if you are sending an invoice to a specific person)
3. Invoice No, Claim No, Ref No, etc

- When sending an invoice to **Service Canada**, include the patient's SIN & make sure you send a copy of the forms or report **WITH** the invoice. If you have to send them a reminder invoice, send another copy of the report with it – they are not good at keeping documents together!
- Select update invoice to save your changes - **Note if you do not do this step 1st** the invoice will print the way you see it now, but it will not save the changes for future reference or printing
- Then select either print (no notes) or print with notes.

Edit a Payee or Add a New One

- To edit an existing payee - use the drop down menu, select the company, then select edit - make your changes & then select save (#3)
- To add a new payee – type the name of the new company & then select search **before** you type in the rest of the information – it will tell you it's a new company & then add the rest of the information, If you don't do this first, it will not save.
- Select save

Type in a name and search first to see if it is available.

1 - choose one - Edit

2 Company Name Search

Attention

Address

City

Province

postcode

Tel.

Fax

3 Save Exit

How to Find the 3rd Next Available Appointment

On the main schedule page – select the “S” next to the week view.

Schedule Caseload Resources Search Report Bi

Fri, 2019-12-20 Calendar | All | Today | Month

W S DS

Choose the variables from the drop down menus & select Search

SEARCH FOR NEXT AVAILABLE APPOINTMENT

Provider: All

Day of Week: Any Weekday

Time of Day: 9 am to 5 pm

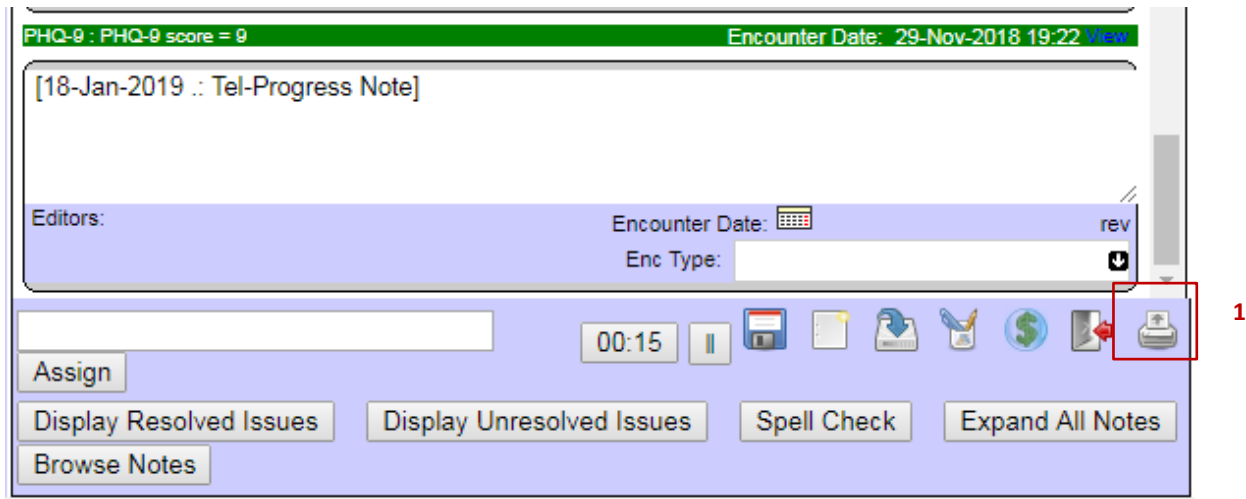
Appointment type: Any

Number of results: 3

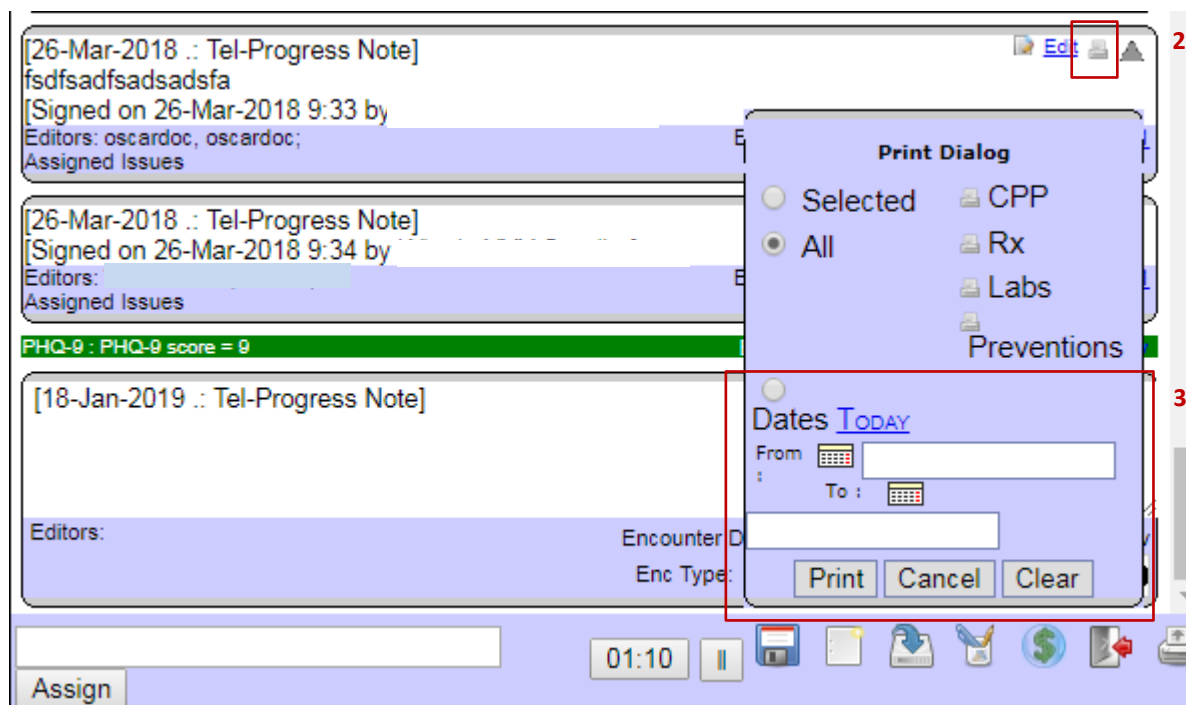
Search Close

Printing Chart Information

1. Open e-Chart and select printer button



2. Default is **all** encounter notes, if you want only specific notes select the little printer icon in **each** note you want to include in the print. Default button will automatically move to "selected".
3. If you want a date range, select that button and use the calendar to choose the dates



4. To include CPP, Rx's, Labs, Preventions – check the boxes required. **Note** if you select a date range it won't work for the labs - it will print **all** the labs regardless of the dates you select.

To print select labs - if you just have a couple, go into the lab section in the eChart and individually print the ones you want. If there are several in a range, do a separate pull from the print dialog box – chose selected (but don't select any chart notes) and just check the labs box - when the PDF document comes up, select the pages you want to print.

The screenshot displays a medical eChart interface. At the top, there are sections for 'Social History' (works in sales) and 'Medical History' (Diabetes, HTN, Cholecystitis). Below these are 'Ongoing Concerns' (F/U MRI shoulder pending) and 'Reminders'. A search bar and navigation buttons (Filter, Calculators, Templates) are present. The main area shows a list of notes under 'Active Issues/Diagnosis'. A 'Print Dialog' box is open, showing options to print 'Selected' or 'All' notes. It includes checkboxes for 'CPP', 'Rx', 'Labs', and 'Preventions', with 'Labs' highlighted by a red box. The dialog also has date selection fields and 'Print', 'Cancel', and 'Clear' buttons. A red number '4' is visible on the right side of the dialog box.

Caseload Function

The caseload function in Oscar will pull groups of patients based on the ICD9 code used to enter a condition in the disease registry. **Note:** Caseload does not look at the billing module, so in order for the patient to show under a selected dx, it must be entered in their disease registry.

If you don't enter a diagnosis, caseload will pull all the patients assigned to a provider, you can select the provider you want to display or you can display all providers.

You can sort each of the columns by clicking on the heading (ie age, gender, last appt, etc). It gives you a snapshot of some lab values. **Note:** The BMI, BP & WT only show results if you've entered the values in the measurements section of the e-chart.

Unfortunately, the column headings don't change for different conditions (ie: mental health does not pull PHQ9 or GAD7 results).

To find caseload:

1. Select "Caseload" from the main page. To return to the main page when done, select "Schedule"
2. Change "all programs" to Oscar on the drop-down menu. **Note:** you don't have to do this step for all versions of Oscar – some will pull the list without changing this setting
3. Select the provider or all providers
4. Unless you have rostered your patients, leave this section blank – If you have rosterd some of your pts but not all, you will not get complete lists
5. Enter Dx code used in disease registry or leave it blank if you want to search all your active patients

Demographic Δ	Age	Sex	Last Appt	Next Appt	Appts LYTD	Lab	Doc	Tickler	Msg	BMI	BP	WT	SMK	A1C	ACR	LDL	HDL	TCHD	EGFR	EYEE
[Redacted]	44	M	2014-11-24																	
[Redacted]	5	M	2018-12-07																	
[Redacted]	30	M	2020-02-07		2						120/76								83	
[Redacted]	63	F	2020-02-10		6			2		22.9	124/82	58.6		5.9	<1.0	3.51	1.78	3.25	77	
[Redacted]	69	M	2020-04-28		9					23.6	140/80	62.7		5.9	13.8	1.97	1.51		24	
[Redacted]	3	M	2018-12-07									110/70								
[Redacted]	26	F	2018-12-07																	
[Redacted]	33	M	2016-10-19																	
[Redacted]	67	F	2020-04-20		3			1		28.1	130/80	63.2		6.8	2.2	1.43	1.59		93	