

7. MCP BILLING SOFTWARE

7.1 OVERVIEW

MCP has developed its own claims preparation and reconciliation software, TeleClaim, that allows physicians to electronically prepare claims for medical and dental services. It is available free of charge from MCP, by calling MCP Operations at (709)758-1530. TeleClaim enables:

- Submission of fee-for-service—medical in-province, medical out-of-province, surgical dental and dental claims to MCP
- Submission of alternate billing claims—sessional, block funding, on-call payment, etc. to MCP
- Processing of turn-around documents (TAD's) for both fee-for-service and alternate billing claims

TeleClaim can be used either on a stand alone computer or in a network environment. Because of the diversity of network environments, we recommend you seek the assistance of a computer professional for installation and support. It is also recommended that users have some training and/or experience in working with computers. (eg. using Windows Explorer, copying files from a CD, etc).

TeleClaim performs limited edit checks on the data entered for each claim. It is the responsibility of the user to ensure that claim information is accurate.

TeleClaim must be used in conjunction with MCP's transmission software package. All physicians must send and receive data via MCP transmission software, whether TeleClaim or another billing software package is used.

7.2 FEATURES OF TELECLAIM

7.2.1 Claims Submission

- Data entry for fee-for-service claims, alternate billing (fee-for-time) claims and letters
- Submission file, remittance file, and outstanding claim reports
- TAD patient information, electronic replies on TADS, diagnostic codes, fee codes
- Utilities for purging files and data, compacting the database
- Fee-for-service and alternate billing (fee-for-time) claims reconciliation
- Help function

7.2.2 Windows Compatibility and Minimum Requirements (for a stand alone computer with a low volume of claims)

Information on Windows compatibility and minimum computer requirements to run MCP software is available online at www.health.gov.nl.ca/mcp/html/subsys.htm or from MCP Operations.

7.2.3 E-Mail

It is helpful for users to have access to an e-mail system as this can help speed up support from MCP.

7.2.4 Electronic Billing Application

Physicians who wish to submit claims electronically must complete and submit an Electronic Billing Application. A sample of this form can be found in Appendix 1—Forms in this manual. This application is also available online at www.gov.nl.ca/mcp in the Forms section, or from MCP Operations.

7.2.5 Installation and Support

MCP will provide TeleClaim support by telephone, however, we do **not** supply hardware or software support for other software packages, or for problems resulting from machine errors or operating environments. We recommend you seek the assistance of a computer professional for installation and support. MCP can provide only minimal assistance for network environments.

You may obtain a list of computer support companies from MCP Operations (online at www.health.gov.nl.ca/mcp/html/privvend.htm).

7.2.6 Other Billing Software and Services

Private vendors that have their own MCP billing and office management software are also available to assist providers with their electronic claim submission requirements. These private vendors, as well as some private billing services are listed under the link www.health.gov.nl.ca/mcp/html/privvend.htm.