

4. RESIDENTS OF OTHER PROVINCES

4.1 OVERVIEW

This section covers the preparation of claims for services provided to residents of other provinces and territories.

Newfoundland and Labrador has entered into reciprocal agreements with eight other provinces and three territories regarding claim arrangements for their respective beneficiaries. The province of Quebec is not a party to the agreements.

4.2 RECIPROCAL BILLING AGREEMENT

Under the Reciprocal Billing Agreement, Newfoundland and Labrador physicians who provide services to beneficiaries of those jurisdictions are able to submit the claims to MCP. The claims are processed by MCP and included in remittance statements along with regular in-province claims. MCP will bill each of the other jurisdictions on a monthly basis for the claims paid on their behalf.

This arrangement applies only to people who present valid (unexpired) health plan identity cards from their home jurisdictions. Physicians are entitled to directly charge those patients who cannot produce a valid home plan identity card. In these cases, the patients should be given a letterhead invoice or sufficient information to enable them to make a claim to the Plan in their home jurisdiction. Charges to those patients should be in accordance with the MCP Payment Schedule.

4.2.1 Services Excluded from the Reciprocal Billing Agreement

Certain services have been excluded from the reciprocal arrangement and cannot be billed to MCP; these are outlined below. All of these services are uninsured in one or more jurisdictions. In the interest of simplicity, one common list of exclusions was developed for the reciprocal arrangement.

Services listed as excluded should be billed to the patient or other agency (as applicable). In these cases, your letterhead bill should be given to the patients to be used in the submission of a claim to their home plan. In certain cases, it may be necessary to complete other agencies' claim forms.

Excluded services:

- Surgery for alteration of appearance (cosmetic surgery)
- Sex re-assignment surgery

- Surgery for reversal of sterilization
- Therapeutic abortions
- Routine periodic health examinations including routine eye examinations
- In-vitro fertilization, artificial insemination
- Lithotripsy for gall bladder stones
- The treatment of port-wine stains on other than the face or neck, regardless of the modality of treatment
- Acupuncture, acupressure, transcutaneous electro-nerve stimulations (TENS), moxibustion, biofeedback, hypnotherapy
- Services to persons covered by other agencies: RCMP, Armed Forces, Workplace Health, Safety and Compensation Commission, Department of Veterans' Affairs, Correctional Services of Canada (federal penitentiaries)
- Services requested by a "third party"
- Team conferences
- Genetic screening and other genetic investigation, including DNA probes
- Procedures still in the experimental/developmental phase
- Anaesthetic services and surgical assistant services associated with all of the foregoing

4.3 SERVICES TO QUEBEC RESIDENTS

The Province of Quebec has not entered into a reciprocal agreement on physician services with the other jurisdictions. Accordingly, services for residents of that province cannot be billed to MCP.

Charges for services to residents of Quebec should be made directly to the patients or claims may be made to the Quebec Plan (RAMQ). If charges are made directly to the patients, they should be given a letterhead billing containing sufficient information to enable them to make a claim to their Plan.

If you elect to make claims directly to the Quebec Plan, they have forms available for this purpose. These forms, in pads of 50, may be obtained by contacting the Plan at 1-418-643-8210, or by writing them as follows:

**La directrice
Services hors-Quebec et
Programmes d'aides techniques
Regie de l'assurance maladie du Quebec
Case postale 6600
Quebec (Quebec)
G1K 7T3**

* Please note—MCP does **not** stock these claim forms.

4.4 CLAIM COMPLETION

Billing for residents of other provinces is similar to the In-Province billing. A province code must be entered on paper claims and some billing software according to the following table:

| <u>Province</u> | <u>Code</u> | <u>Province</u> | <u>Code</u> |
|-------------------------|-------------|-----------------------|-------------|
| Nova Scotia | NS 01 | Saskatchewan | SK 07 |
| Prince Edward Island | PE 02 | Alberta | AB 08 |
| New Brunswick | NB 03 | British Columbia | BC 09 |
| Newfoundland & Labrador | NL 04 | Yukon | YK 10 |
| Ontario | ON 05 | Northwest Territories | NT 11 |
| Manitoba | MB 06 | Nunavut | NU 12 |

The address recorded should be one at which the patient can be located if there is a problem with the claim. For visitors who will be in the province for a short period of time, it may be useful to obtain both a local address and a permanent home address for recording in your office file in case follow-up is required. In these cases, the claims should contain the permanent home address, sex code and date of birth of the patient. **Services rendered to newborns can be claimed by submitting the mother's health care number and the baby's sex and date of birth.**

It is extremely important that patient identity numbers be entered accurately. The claim contains provision for 12 digits, whereas most of the identity cards will have numbers with less than 12 digits. In these cases, the digits should be entered starting with the left block so that unused blocks are always on the right. Several provinces have an expiry date on the patient identity cards and this should be checked to ensure that the card is still valid. Claims submitted with incorrect numbers will be returned to the physician.

4.4.1 Medical Claim—Residents of Other Provinces using TeleClaim 6.0

A resident of Ontario has received medical services and billing occurs in the usual manner. Note the Out-of-Province box “**OOP**” has been selected.

| | | | | | |
|-------------------|------------|-----------------------------------|------------|-------------|--------------------------|
| Patient ID: | 565 984 74 | + OOP | SHV | Neonatal | <input type="checkbox"/> |
| Surname: | Reeves | Birth Date: | 2003/01/01 | Surname: | |
| Given Names: | Shelley | Prov: | ON | Birth Date: | |
| Service Date: | 2006/11/01 | Sex: | F | Sex: | |
| Diag. Code: | 0055 | MEASLES | | IC | <input type="checkbox"/> |
| Fee Code: | 412010 | General Assessment - ER Out-Patie | | Comments: | |
| Units: | 001 | Fee Claimed: | \$50.00 | | |
| Prem Fee Code: | | | | | |
| Prem Fee Claimed: | | | | | |
| Remarks: | | | | | |
| Capacity: | 0 | Surgeon/Attending Physician | | | |
| Referral: | 1 | Non-Referred | | | |
| Hospital No: | 0281 | Janeway Children's Health Centre | | | |
| Admission Date: | | | | | |
| Payee Number: | 911111 | | | | |

4.5 PATIENT HEALTH CARE IDENTITY CARDS

For your convenience, the following pages contain samples or facsimiles of the health care cards in use in the other jurisdictions. The facsimiles are not exact reproductions of actual cards. It should be noted that some jurisdictions make colour and other changes to their cards at various times.

A color poster of all the valid health care cards (at the time of printing) has been included for display in your office.

The card for the Province of Quebec is included for information purposes only, as the province is not a party to the physician services of the Reciprocal Billing Arrangement.

It is extremely important that the card presented be for that patient and not for some other person. If the person is not known to your office, additional information should be requested. It is equally important that the card is valid (unexpired) for the day the service is provided. You are entitled to directly charge those patients who cannot produce a valid patient health care identity card.

4.5.1 Prince Edward Island

Prince Edward Island's health card is made of plastic. Featured against an orange background is a lighthouse on a peninsula. The card comprises the health insurance number, name, date of birth and gender of the insured person, as well as the card's expiry date (mm/yy). Close attention should be paid to the expiry date.



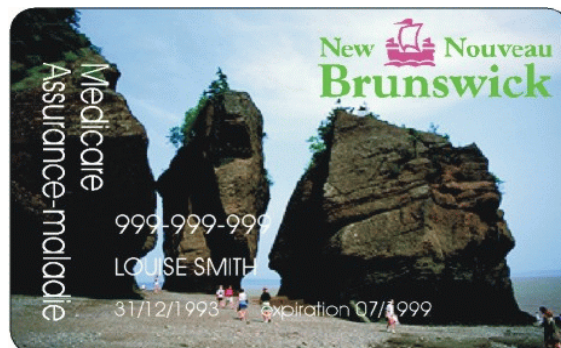
4.5.2 Nova Scotia

Nova Scotia’s health card is made of plastic and features a beachscape with clouds in the distance against a blue background. The words Nova Scotia (red) and Health (silver) are printed along the right edge. The card includes the insured person’s ten-digit health insurance number, name, gender and date of birth; the effective date of coverage; and the expiry date of the card. All dates are yyyy/mm/dd. The numbers and letters are embossed and tipped with silver foil. Close attention should be made to the expiry date.



4.5.3 New Brunswick

New Brunswick’s health card is made of plastic and features a provincial landscape—the Flowerpot Rocks at Hopewell Cape. The New Brunswick logo appears in the upper right-hand corner. The card comprises a nine-digit health insurance number, the name and date of birth of the insured person, and the card expiry date. This information appears in raised, silver-coloured characters. This is the only card which is valid—it replaces all previously issued cards. Close attention should be paid to the expiry date.



4.5.4 Quebec

This is a plastic card depicting a sunset and bearing a registration number consisting of four letters and eight figures, given name(s) and family name at birth, gender, card sequence number and the card's expiry date. In the case of a married woman, the husband's name may be shown. Close attention should be paid to the expiry date.



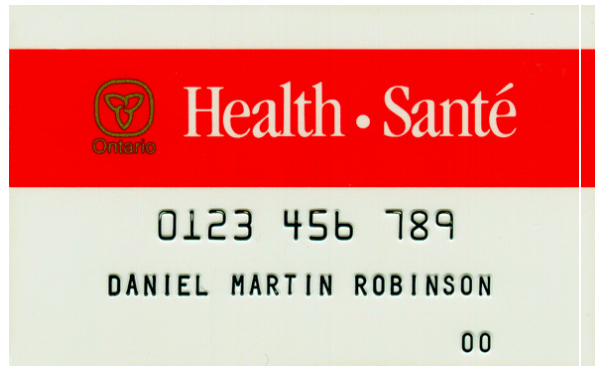
4.5.5 Ontario

Ontario currently has three different cards in circulation.

1. This is a plastic card with a green and white background which bears a ten-digit health insurance number, followed by a two-letter code, as well as the name, date of birth, gender and signature of the insured, and the card's issue and expiry dates. The card usually features a photograph of the insured person. In case where the insured person has been exempted from this requirement, a trillium flower is featured in its place.



2. The original red and white card. This is a red and white plastic card bearing the name and ten-digit insurance number of the insured person and, in some cases, a two-character code at the bottom right-hand corner.

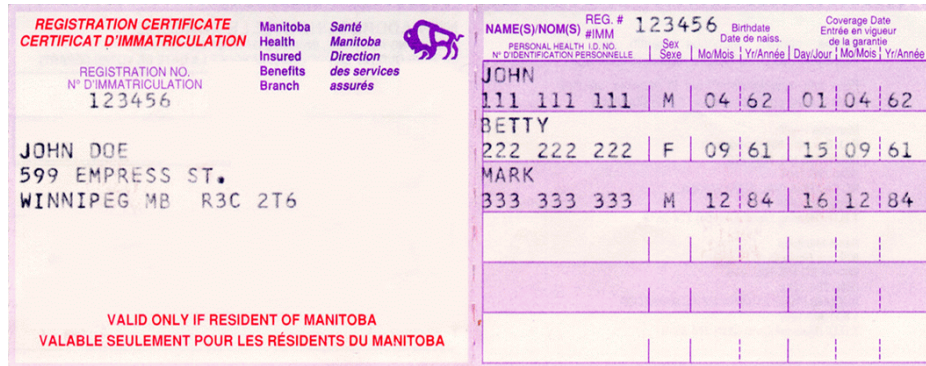


3. A card for those aged 65 and over. This is a red and white plastic card for persons aged 65 and over. The number 65 appears after the words Health and Santé. The card bears the name and ten-digit insurance number of the insured person and, in some cases, a code at the bottom right-hand corner.



4.5.6 Manitoba

Manitoba’s health card is on white and purple paper with purple and red print, and bears the title “Registration Certificate”. The insured person’s personal information appears in black ink. One section of the certificate comprises a family registration number, in the name and address of the head of the family. The other section features the names of family members, a personal nine-digit identification number (health insurance number) for each insured person, as well as the gender, month and year of birth of each person, and the date on which the insurance came into force.



4.5.7 Saskatchewan

The plastic cards are blue above and grey below a green, yellow and white stripe. The stickers are light green with a gold sheaf and green printing. Cards contain a personal health number, name, effective date of coverage, termination date of coverage, sex and beneficiary’s month and year of birth.

Renewal stickers extending coverage to December, 1999 are required for cards with December, 1996 (or earlier) expiry dates. Cards issued after October 01, 1996 will have the 1999 expiry date imprinted on the card and therefore do not require renewal stickers.

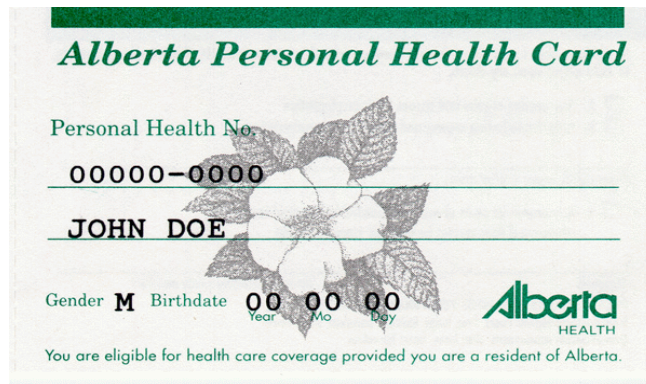
The expiry date of the card is the date implemented on the card or the expiry date on the renewal sticker, whichever is the later date.



4.5.8 Alberta

The Alberta Health Care card is paper. The background is white with the provincial flower, the Wild Rose, in grey. There is a broad, teal coloured strip on the top of the card. The preprinted text and Alberta health logo are also in teal. Individual cards are issued.

Information on the card includes the individual’s nine-digit personal health number (PHN), name, gender and birth date.



4.5.9 British Columbia

The British Columbia Medical Services Plan produces two cards.

The regular card is on a white background with the word “CareCard” filling the background, in grey. The words “British Columbia Care” are blue and “Card” is red. The flag is red, blue, white and yellow. Plan member information is in black.

The CareCard for persons 65 years of age and older is gold with the words “British Columbia CareCard for Seniors” in white. Plan member information is also in white.



4.5.10 Northwest Territories

The Northwest Territories have recently converted to a plastic card featuring a northern landscape as a background screen. The new plastic card bears the name, health insurance number of the insured person, as well as the card’s expiry date. Close attention should be paid to the expiry date.

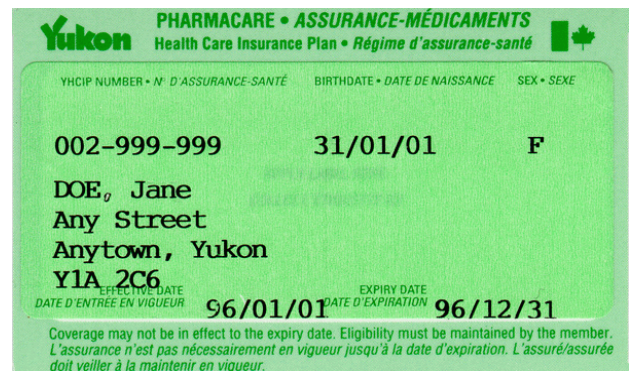
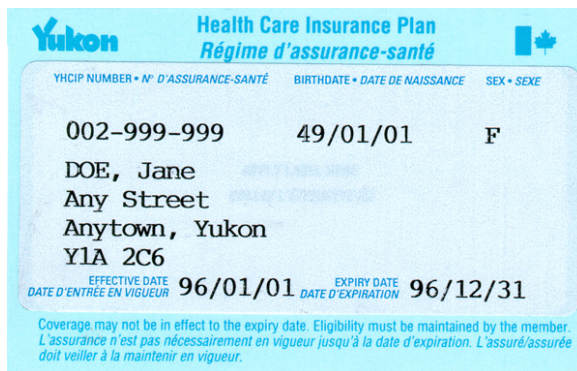


4.5.11 Yukon

The Yukon has two health cards in circulation.

One is made of blue plastic with a pale blue label, and letters and numbers in dark blue. This card bears the nine-digit health insurance number, name, address, date of birth and gender of the insured, as well as effective and expiry dates and an indication concerning organ donations.

The second card, which is green, is issued to persons aged 65 and over who are registered in the Pharmacare and Extended Benefits programs. Holders of the green card are entitled to seniors’ benefits, as well as hospital and physician services. A green card is also issued to the insured person’s spouse if he/she is 60 years of age or older. Close attention should be paid to the expiry date.



4.5.12 Nunavut

The Nunavut health card is made of pale grey plastic. It features a territorial map of Canada, in red, on which Nunavut is shown in dark grey. A circle is superimposed around the Territory, with the words NUNAVUT CANADA in three languages. In the upper portion of the card the word NUNAVUT appears in pale grey, with the word HEALTH superimposed in four languages. The card bears the nine-digit health insurance number, name and date of birth of the insured person, as well as the card’s expiry date.

The reverse side features the address and telephone number of the Nunavut administrative services, as well as the signature of the cardholder. Close attention should be paid to the expiry date.

