How to Save Thousands: Migrate From a Billing Agent

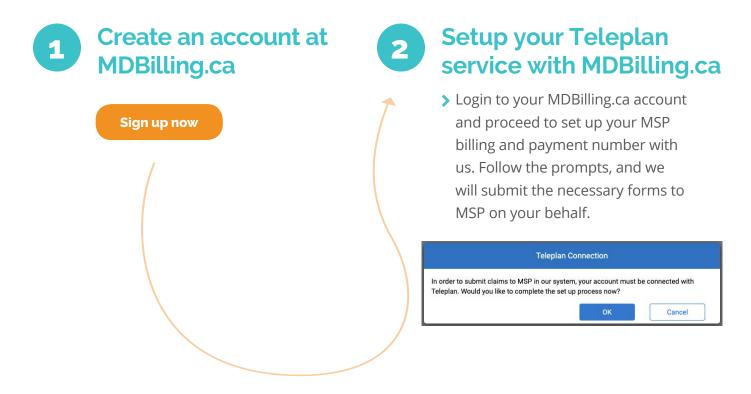MDBilling.ca

How to Save Thousands: Migrate to MDBilling.ca

Ensuring you're paid for the work you do is an important part of running a medical practice. Over the years, thousands of physicians have taken their MSP billing online because it's simple to use, makes data easy to access, and gives you ultimate control over the process. If you're currently using a billing agent or entering your claims with an outdated billing software, now is the time to consider switching to cloud-based software. MDBilling.ca can help you save thousands and reduce the amount of time you spend on administration.

This step-by-step guide will show you how easy it is to migrate from your billing agent or another billing software to MDBilling.ca.

If you have any questions, or if you like us to walk you through the migration process, you contact us at: support@mdbilling.ca or ask to speak with a migration specialist at (604) 757-1288.

How to Migrate to MDBilling.ca

1 **Create an account at MDBilling.ca**

> [Sign up now]

2 **Setup your Teleplan service with MDBilling.ca**

> Login to your MDBilling.ca account and proceed to set up your MSP billing and payment number with us. Follow the prompts, and we will submit the necessary forms to MSP on your behalf.

Teleplan Connection

In order to submit claims to MSP in our system, your account must be connected with Teleplan. Would you like to complete the set up process now?

OK   Cancel

Alternatively, you can complete the Application for Teleplan Service form and submit it to MSP by email (provider.program@hibc.gov.bc.ca) or fax (250-405-3592)

! Important: You cannot use the same payment number and submit your claims with two different medical billing software. If you must use two software, you will need to apply for a new payment number with MSP.

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a. Existing payment number:

You are migrating from another billing software/ billing agency to MDBilling.ca

- Stop submitting billings to your existing billing software or billing agent. Instead, enter any new claims in the MDBilling.ca portal. Keep in mind that claims will not be transmitted to MSP until your MDBilling.ca account has been set up with Teleplan (i.e. your payment number is switched over to our data centre).

- MSP will typically contact you upon receiving the Teleplan Service Application and let you know the suggested date to switch over to the MDBilling.ca data centre. Typically, you will be switched over once the upcoming Remittance is issued so that your current billing software can process it.

- We will transmit your claims to MSP for processing once your MSP payment number is connected with the MDBilling.ca data centre. This usually happens the next day after the upcoming Remittance is issued.

- Let us know if you haven't heard anything from MSP and we can follow up with them for you.

b. New or unused payment number:

IF you have a new or an unused payment number that is not being used anywhere else.

You will be connected to the MDBilling.ca data centre within 2 - 3 business days after submitting the *Teleplan Service Application*. You can then start billing through our system right away.

Frequently Asked Questions

Can I submit claims with multiple billing agents or software? (Billing Agent, EMR and MDBilling.ca)

Yes. However, each submission source must use a different MSP payment number. You can apply for another payment number by filling out the Application for Payment Number form and submitting it to MSP.

I have my own Teleplan data centre number, can I use that with you?

Absolutely! Once you log in to your MDBilling.ca account, follow the prompts and enter your data centre information.

How do I access my rejection and Remittance statements, for the claims submitted from my previous billing agent/ software, through the MDBilling.ca system?

After your payment number is connected with the MDBilling.ca data centre, a Foreign Claim Payment report that shows the remittance issued for the billings submitted through another software can be downloaded on our portal.

Do you have experts who can set up my account or assist me from time to time?

Yes. One of our migration specialists can assist you with the setup of your account.

For complex billing scenarios or you just need a few extra hands you can hire our ad-hoc services to help you on an hourly basis. Please contact us at support@mdbilling.ca for more details.

What's next?

Discover 5 common errors that reduce medical practice revenue and how to prevent them

Start your MDBilling.ca trial. It's free!