Dr.Bill®

HOW TO SUBMIT YOUR PATIENT PANEL WITH DR.BILL

Dr.Bill, MSP and Doctors of BC have worked together to provide a secure and easy way for you to submit your patient panel to MSP. This is a complimentary service for practitioners in British Columbia.

How to submit your panel with Dr.Bill

1 Sign up for Dr.Bill

Create a Dr.Bill account to get started with your panel submission. You don't need to bill with us in order to submit your patient panel to MSP.

Sign up for Dr.Bill ⧉

Can I get help extracting my patient panel from my EMR or other source?

There are a number of resources located on the Doctors of BC website **here** ⧉, including Report By Templates and how to use them.

2 Import a file of your empanelled patients

On the patient panel page, follow the instructions to import your file.

3 Review your patient panel and submit

After you import your file, you will have the opportunity to review your patient panel before it gets sent to MSP. You will see two tabs: Valid Patients and Invalid Patients. Valid patients have passed an initial data entry check and are ready to submit to MSP. Invalid patients may have data entry errors or missing information. You can correct these errors by fixing the information in your original file, and re-importing the updated document.

4 You're done! MSP will review your submission
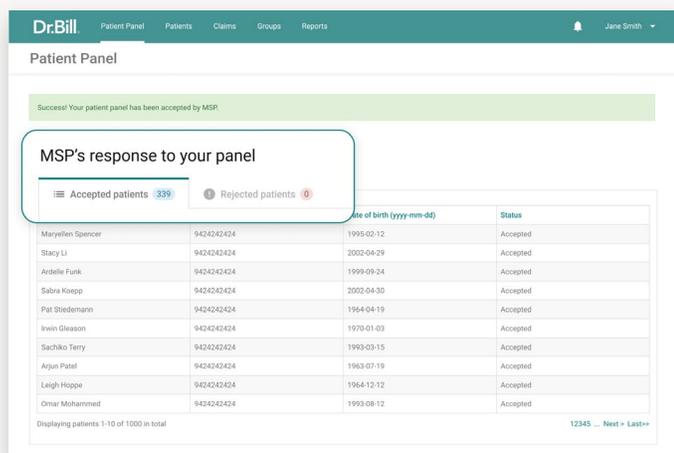
Based on volumes, MSP will review your patient panel and provide a response. Once MSP reviews your panel, you will receive a confirmation email. If any issues are identified, you will be able to log back in to your patient panel on Dr.Bill to access specific feedback from MSP and address any concerns. Please note, at this time you will not be able to edit or alter any patients who have been accepted by MSP with Dr.Bill.

FAQs

How should my patient panel be formatted?

Create a file of your empanelled patient data in .csv, .xls or .xlsx format (must be 2mbs or less in size).

Your file should contain the following information in this column order from left to right:

First name	Last name	PHN	Date of Birth
			YYYY-MM-DD
			YYYY-MM-DD

Need help? Refer to our sample **patient panel spreadsheet** ⧉.

How do I fix an "invalid patient" following my panel upload?

An "invalid patient" error simply means there is likely a formatting or data entry error (such as a PHN that doesn't follow the expected format). Each "invalid patient" will have an associated reason to make corrections easy. To correct invalid patient errors, please update the information in your **original file** and **re-upload** your corrected file to Dr.Bill.

Are most of your patients invalid? Check to ensure your original file was formatted in this column order from left to right: first name, last name, PHN, Date of Birth.

Do I need every patient to be "valid" before MSP submission?

While you don't have to correct every invalid patient error, it is important to ensure you are submitting an accurate list of empanelled patients. Only patients marked as "valid" are submitted to MSP. Patients marked as "invalid" are NOT submitted and will therefore not be part of your patient panel submission. If you have questions about who to include on your list of empanelled patients, please contact **HealthBCSupport@phsa.ca.** ⧉

When can I expect a panel acceptance confirmation from MSP?

Once you submit your panel, we will provide you with an estimate of when to expect a response from MSP based on the current volume of panels being submitted. You will receive an email once your panel has been reviewed by MSP so you can log back into Dr.Bill to view the details of MSP's response. If MSP has rejected any of the patients on your panel, you will have the opportunity to correct any errors and resubmit those patients.

What if I need help?

If you get stuck at any point in the panel submission process, use the chat feature right in Dr.Bill and we will be happy to assist you.

See more FAQs ↗

If you require support extracting your patient panel from your EMR or another source, please submit a service request here ↗ to get connected to the Practice Support Program at Doctors of BC.

Need a reliable billing service?

With your patient panel uploaded through Dr.Bill, it's seamless to start billing with us.

Bill quickly and accurately
Submit claims in seconds from your phone or desktop.

Stay on top of your revenue
Keep track of your earnings and claims at a glance.

Enjoy expert support
Get help selecting codes whenever you're in doubt on our Comprehensive Plan.

Start with a $150 credit* ↗

No credit card or commitment required

Terms & Conditions:

* When you sign up for the Comprehensive Plan (fee of 1.95% of paid claims per billing cycle) with Dr.Bill you will receive a $150 billing credit ("Billing Credit") to be applied to future Dr.Bill fees ("Offer"). Offer is only available to new Dr.Bill users and can only be used once. Billing Credit cannot be converted to cash. If you cancel your Dr.Bill account or switch to the Essentials Plan at any time before the Billing Credit balance has reached $0, you will forfeit the balance of the Billing Credit. Offer cannot be applied retroactively and may not be combined or used in conjunction with any other Dr.Bill offer. Offer is only available in provinces where Dr.Bill operates. Offer may be amended or withdrawn at any time without notice.