

Error Reconciliation

Quick Reference Guide

This short guide will help you understand what billing errors are, while learning the best practices on how to fix and reduce errors

What are billing errors and why should we care about them?

- Errors are rejected claims. They can either be paid at \$0 or paid at an alternate amount
- Did you know that on average Ontario physicians miss out on **\$6,500 per year** due to billing errors alone

Topic

Types of Errors Codes	<ul style="list-style-type: none"> • <u>3-digit alphanumeric error codes</u>: Are found in the <i>Error Report</i> • <u>2-digit alphanumeric error codes</u>: Are found in the <i>Remittance Advice (RA)</i> <p>Both types of error codes will need to be <u>corrected and resubmitted</u> within 6 months of the service date in order to get paid</p>
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Common 3-digit Error Codes with Definition	<ul style="list-style-type: none"> • EH2: Invalid version code • VH8: Date of Birth is incorrect • VH9: Health number not registered with MOH • AC4: A valid referring physician number required • A3E: No such service code on date of service • V21: Diagnostic code required for this service • PAA: No Initial Fee Previously Paid • A3H: Maximum number of services reached
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Common 2-digit Error Codes With Definitions	<ul style="list-style-type: none"> • 30: This service is not a benefit of the MOH • M1: Maximum fee allowed for these services has been reached • M4: Maximum fee allowed for these services by one or more practitioners has been reached. • I2: Service is globally funded (In basket code, no action required) • I6: Premium not applicable • DF: Corresponding fee code has not been claimed or was approved at zero • D3: Not allowed in addition to visit fee • MR: Minimum service requirements have not been met
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- How To Correct Errors
- You can correct billing errors directly via your EMR
 - Adjust & resubmit your bills by:
 - Updating the patient's demographic (i.e. version code, date of birth etc.)
 - Amending the address book (i.e. invalid referral number)
 - Changing an incorrect service code or diagnostic code
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- Correcting EH2 Errors
- Call Service Ontario Help Desk Services at 1-888-360-7530 to obtain valid version codes
 - Update patient's demographic in your EMR
 - Re-submit the invoice/bill
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- Next Steps: To reduce the number of rejected claims:
- Review your Practice Care report regularly to stay on top of any outstanding errors
 - Check patient health cards for accurate health numbers and version codes
 - Submit billing more frequently (i.e. weekly)
 - Review billing history before submitting certain fee codes
 - Have a good understanding of the fee codes, billing rules and requirements
 - DoctorCare offers a complimentary webinar to help you with error reconciliation. Register at:
<https://register.gotowebinar.com/register/153978205421050637>
 - If you require assistance with your errors please contact DoctorCare's billing hotline to speak to one of our billing experts!

QUESTIONS?

Call our special Billing Hotline at 1-844-224-6244 or email support@doctorcare.ca