

# AVOIDING THE PITFALLS

Useful Billing & Auditing information for physicians

doctors  
of bc

## DID YOU KNOW?

The BC Medical Services Plan (MSP) is a payment system based on TRUST.

MSP processes approximately 103 million claims per year, and their default is to pay.

There are three types of auditees

- Those who don't know
- Those who think they know
- Those who deliberately bill inappropriately

There are three types of audits

- Random
- Select
- On-site

Audits are never conducted solely on the basis of a tip/complaint received.

**Just because you  
were paid for it,  
doesn't mean you  
billed it correctly!**

## BILLING TIPS

- Don't rely on MSP to tell you that you did not bill properly
- Take the time to document what you do
- Read the Preamble to the Payment Schedule
- Ensure all lab or diagnostic tests you order are medically necessary
- Do not destroy appointment records
- Look at your remittances; if something isn't correct, phone MSP
- If you get advice from MSP billing support, document who, what, and when
- Be cautious about relying on billing advice from colleagues and private pay companies

### TYPES OF AUDIT REFERRALS TO THE BILLING INTEGRITY PROGRAM

- Service Verification audits (random, select)
- Tips (MSP, HAs, colleagues, patients, MOAs)
- Practitioner Profile Reviews
- Special Projects

## BILLING & AUDIT TEAM

Tara Hamilton  
Senior Advisor, Audit and  
Billing 604 638 6058 or  
thamilton@doctorsofbc.ca

- Provides advice on all matters pertaining to the Audit Process
- Review your Practice Mini-Profile
- Provides advice on Billing Disputes (i.e. Reference Committee)

Lea Harth  
Fee Guide Advisor  
604 638 2827 or  
lharth@doctorsofbc.ca

- Can help identify the most appropriate billing code to use
- Provides support for the billing process
- Can provide fee recommendations for Non-MSP insured services

### MOA ACCESS TO FEE GUIDE

doctorsofbc.ca  
Under "Member Login"

Username: moadoc  
Password: moa4docs