LONGITUDINAL FAMILY PHYSICIAN (LFP) PAYMENT MODEL

EMR PANEL SUBMISSION GUIDE
QHR – ACCURO

LAST UPDATED: July 31, 2023
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DISCLAIMER
This document is a general guide only and is not intended to replace EMR vendor set up and training.

This guide was created with the support of the EMR vendor. It was developed by staff at the Doctors Technology Office (DTO), Practice Support Program (PSP) and Doctors of BC Billing Support Team, and therefore does not form part of the EMR vendor's official documentation.

We have made every effort to ensure that this guide represents the best available information about the Longitudinal Family Physician (LFP) Payment Model. Physicians are personally responsible for all claims submitted under their practitioner number. As such, it is important that you read the LFP Payment Schedule. Physician billing is subject to the auditing authority of the Medical Services Commission.
Overview

DTO, PSP and Doctors of BC Billing Support Team in collaboration with QHR Accuro have developed this EMR orientation guide that outlines how to create the Panel Report using a step-by-step approach with your EMR. Screenshots have been included to demonstrate how to use the EMR to complete each step.

Key Steps / Key Tips

- **LFP Payment Schedule** can be found here: [LFP Payment Schedule](#).
- For detailed billing information, including the Simplified LFP Guide and a Billing Question Library, go to the BC Family Doctors [website](#) (login required). You can also send an email to: [LFP.Billing@doctorsofbc.ca](mailto:LFP.Billing@doctorsofbc.ca).
- **For assistance or inquiries** about the Facility Number, contact HIBC support: Practitioner Account Service at 604-456-6950 (Vancouver) or 1-866-456-6950 (elsewhere in BC) option 3 then option 2.
- For your first-time submitting records to MSP/Teleplan, it is recommended to only submit a few records to check that they are accepted and not rejected.
- **Rejection codes** and explanations can be found [here](#). For further questions regarding rejections contact HIBC support (on the number above).
Section 1 – Preparing for the Panel Report

NOTE: You must have completed the steps to clean up your panel and develop your list of empaneled patients. The following guide and video outline how to prepare your list of empaneled patients so that it is accurate and up to date.

- Access the Accuro Empanelment How-to Guide [here](#).
- Watch the Accuro Empanelment Video [here](#).

Verify the Facility Code has been updated

1. Select **Tools**, then select **Configure Providers (F2)**

2. Click on the **Configure** button at the bottom left of your screen.
3. Ensure both the **New Appt Facility** field and **New Bill Facility** fields are filled out. Select **Next**, and then **Finish** to complete the process.
Run MSP update

1. Click on Accuro Icon in bottom left corner of Accuro screen and type in MSP and click on Update MSP Codes to ensure the procedure code 98990 and the diagnostic code L23 are updated in the database.
Setting up the Office Provider

In Accuro EMR Primary Provider can be set under Office Provider.

1. Click the Patients button on the Accuro Navigation bar.

2. To search for your patient, click on your F1 key to clear the screen and type in Last Name or Health Number in the related search field across the top.
3. Highlight the patient result from the results list on the top right of the window.
4. Beside the Office Provider field, click the Ellipses button.

5. Providers that exist in your clinic are displayed in the search results by default. To select one, click the provider's name and click Select.

6. Click Update Patient.

Please Note: Office Provider filtered patient Searches must be enabled before it can be used. Your system administrator will set this up for your clinic.

Non-Provider Users: this search includes only patients where the office provider for the patient is one that the user (performing the search) has patient permissions to, in that office.

Provider Users: this search includes patients where the office provider for the patient being displayed is the provider of that user.

A checkbox at the bottom of the Results window allows the Patient Search to be re-run without the provider filter. If the search is re-run it returns all matching patients. The checkbox is not displayed if the Office Provider Filtered Patient Searches is not enabled.
Enable Office Provider Patient Searches

1. Press and release the Alt button on the keyboard, click Users and select Manage Security from the list displayed.

2. Click the Offices tab on the left-hand side of the window.

3. Click the Preferences tab at the top.

4. In the General section click the Office Provider Filtered Patient Searches checkbox.

5. Click Save Office to save your changes.

How to set a Patient’s Status

In Accuro EMR, patient status can be created/updated at the discretion of the Provider. You can remove a patient’s name that should not be on your list of patients by changing patient status from Active to Inactive, Deceased, Moved, Duplicate etc. as appropriate.

1. To change a patient’s Status or Office Provider open their chart and click on the Patients tab.
2. Select a different status from the Patient Status drop-down menu, for example Inactive, Moved, or Deceased.

3. To be reportable, Patient Status must be “Active”, and Office Provider must not be blank.

4. Select Update Patient to update the patient record.
Section 2 – Submitting the Panel Report

Note: There are 2 ways to create the Panel Report in Accuro depending on what version of Accuro you are using.

You can use the advanced reporting option or the query builder tool.

Using the Advanced Reporting option to build your Panel Report

1. Click on Accuro Icon in bottom left corner of Accuro screen and type in Advanced and click on Advanced Reporting.

2. In top left corner of this window click on Public, then Panel Management, then Patient Information.
3. Make your **Office** and **Provider** selections from the left side of the screen and click on **Apply**.
4. Click on the piece of the pie to see the list of patients (will need to do this step for each piece of the pie), then click on the small paper icon in top right corner of the Widget and click on Accuro.

5. The report Data window pops up and then click on the Confirm button in bottom right.
6. Highlight all patients in the report window, choose Create bill from the Select Action dropdown in bottom middle.
7. Enter Procedure code **98990** and Diagnostic code **L23** and click **OK**. Be sure to wait for the pop-up window indicating Action Complete.

![Image of Create Bills window]

8. These bills will now appear in the provider **Daily Claims** window ready for submission.
Using the Query builder to create your Panel Report

1. Ensure you have the **Office Provider** selected.

2. Click on the button on the *Home* screen. Start typing **Query** and the Query Builder Screen will appear.

3. Select your query name from the list. i.e., **Full Panel** (if previously created).
** If you have not yet created the report query, you would click the Add button and an Input screen would appear allowing you to enter a name for your query.

Type in the name of the new report name i.e. Full Panel you are creating and click OK.
4. Click the Accuro Start Menu, click Reports and select Query Builder (Alerts) from the list displayed. The Alert Definitions window is now displayed.

5. Click to select a Definition.

6. Click the drop-down list and select a Rule Category from the list displayed. Click to select the appropriate item from the list displayed.

   a. Highlight ‘Patient Status’.

   b. Click **Add** button to add a new rule.

   c. Select ‘Status: Starts With’, Select ‘Active’ from the drop-down menu.

   d. Add a ‘Checkmark’ beside Patient Records Only.

7. Click on Add Rule.
8. Now you can see the current rule *Status Starts With ‘Active’*.  

9. Click on *Run Report* in the bottom right corner and the following screen will be presented.  

10. To select the physician you have permissions to select ‘Selected Providers’ Patients’, highlight the physician (i.e., Pooh, Winnie The), and click the ‘Run’ button.
11. A list of your panel patients will be generated.

12. Press Ctrl + A, to select all patients and then select the ‘Select Action’ drop down menu.

13. Select Create Bill from the drop-down list.

15. Select OK. Your bills will be generated in the Claims section ready to be submitted. Successful message will appear.

16. To see the claims you just billed for, close the query builder, and launch the app by selecting the Claims Button.
17. Your claims listing will appear as below.
Where To Access Extra Support

- Specific billing questions about the LFP Payment Model – LFP.billing@doctorsofbc.ca
- EMR vendor support – QHR Accuro Support Desk support@qhrtech.com | 1 866-729-8889
- Access Accuro User Guide here
- Technical troubleshooting or Workflow support - Practice Support Program PSP@doctorsofbc.ca

View additional information online

- Doctors of BC: doctorsofbc.ca/new-payment-model (login required)
- BC Family Doctors: https://bcfamilydocs.ca/lfp-payment-model/ (login required)
- BC Government website: LFP Payment Model (login not required)
- BC Government ICD-9 Descriptions: Comprehensive ICD-9 Code Listing (login not required)

Quick links

- Adding Provider to Patient Chart
- Enabling Office Provider Patient Searches
- Patient Flags set up
- Customizing Patient Flags
- Query Builder
- Query Builder actions