LONGITUDINAL FAMILY PHYSICIAN (LFP) PAYMENT MODEL
EMR PANEL SUBMISSION GUIDE
TELUS HEALTH – MED ACCESS
Contents

Contents .................................................................................................................. 2
Section 1 – Submitting the Panel Report ......................................................... 3
  Step 1 - How to create a bill template? .......................................................... 3
  Step 2 - How to apply the bill template to the list of empaneled patients? ................................................................. 5
  Step 3 - How to batch approve the bills? ......................................................... 7
Where To Access Extra Support ................................................................. 8
  View additional information online ............................................................ 8

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.
Section 1 – Submitting the Panel Report

NOTE: Panel reports can be submitted using the reporting services feature of Med Access. A bill template is created which is applied to the list of empaneled patients using Reports. These bills are then submitted in batches.

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.

- Watch the Med Access Empanelment Video [here].

Step 1 - How to create a bill template?

NOTE: You need to have Template administrative access to create Templates.

1. From the main EMR page, Click on the Templates icon.

2. This opens the Template Management window. Select the Bills tab.

3. Click on the New icon. This opens a new Bill Template window.
How to populate your bill template?

1. **Template Name** - Enter the name for the Bill Template, e.g. “LFP Panel Report”.

2. **Privilege** – If you would like all users to be able to edit and use the template, select **All Users** for both the Edit Privilege and Use Privilege.

3. **Billing Item** – enter the physician direct patient care time code of **98990** in the Code field. Click on the binoculars and the description of **Primary Care Panel Report** will automatically populate if the code is in Med Access. Otherwise, a new window will open allowing you to find the correct code.

4. **Diagnosis (ICD-9 code)** – enter the diagnosis ICD-9 code **L23** in the Code field. Click on the binoculars and the description of **LFP Payment Model** will automatically populate if the code is in Med Access.
5. **Location (service location code)** – select the location from the drop-down list. ‘L - Longitudinal Primary Care Practice’, is likely to be the location code.

6. **MSP Facility** - A Facility Number is required to submit claims under the LFP Payment Model. A physician can obtain the Facility Number from the physician responsible for administration of the clinic. Populate with the **Clinic’s Facility #**.

7. To save the template, click the Create Bill button **Create Bill**.

8. **NOTE**: The bill template needs to be set as a favourite to ensure it is available in report services. In the Bill Template window, click on the User Favourite icon to turn it pink 💚, or the Clinic Favourite icon 💚.

**Step 2 - How to apply the bill template to the list of empaneled patients?**

1. From the main EMR page click on the Reports icon **Reports**.

2. Select the criteria from the left side to pull the empaneled patient list.

3. Expand the Demographic section, by clicking on the green plus.

4. Select ‘Active’ for the **Status** and ensure that you are the **Primary Provider** selected.
5. On the right side, click on the blue arrow next to Searching.

6. Click on the binoculars to run the search.

7. This will list all the patients that meet the search criteria.

8. Adjust the limit to show additional patients on the page by selecting from the drop-down list. 

   NOTE: the batch process will only apply to the patients displayed on the page.

9. All are selected by default. Select/unselect the blue check marks as needed.

10. Click on the blue arrow next to services. 
   
   NOTE: if you do not see the Services option, you will need the 'Batch Privilege' in the user Permissions for this.

10. **Type** - From the drop-down list, select Apply Bill.
11. Select the **Billing template**.

12. Select the **Service Date**.

13. Check the box **For Patients Primary Provider**.

   **WARNING!** – there is no UNDO for this process, be careful when choosing the list of patients to add a bill for.

14. Click on the Gears icon 🔄 to apply the bill template to the selected patients. Repeat the process for each page of patients as required.

**Step 3 - How to batch approve the bills?**

**NOTE:** you will need to have user permissions to Batch Update bills.

1. From the main EMR page, click the My Bills icon 🛡️.

2. Using the filters (**Date of**, **Start**, **End**, **Status**, etc.), filter the list to the desired list of bills. Ensure that **Status** is only set to ‘Pending’. If only approving bills for one provider, set the **Attending Provider**.

   The example below has the following filters: bills created today, with a pending status, with ‘Doe, Jane’ as the provider, and only 98990 bills.

   ![My Bills filter example](image)

   **NOTE:** to filter by the **Billing Code**, click on the blue arrow 🔄 and select **Billing Code** 🚪. In the top right box 📚 enter 98990.

3. Actions only apply to the bills listed on the first page. To batch approve all bills in the list, you need to either submit them one page at a time or expand the number of bills displayed on a page.
4. To change the number of filtered bills on a single page. Hover over the right green arrow . The number of bills will be displayed (e.g. 1-50 of 80 ). Click on the black arrow , and select the desired limit to display on a single page.

5. Click on the Batch icon . This displays the Batch Update and Bulk Approve options.

6. Click the Bulk Approve icon . This will approve all the bills on the page. Repeat for each page.

Where To Access Extra Support

- Specific billing questions about the LFP Payment Model – LFP.billing@doctorsofbc.ca
- Step by step approach to submitting patient interaction codes and time codes Med Access LFP Orientation Guide
- EMR vendor support – TELUS Med Access Support Desk 1-888-781-5553
- Technical troubleshooting or Workflow support - Practice Support Program PSP@doctorsofbc.ca

View additional information online

- LFP Payment Schedule: LFP Payment Schedule
- 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)