

mcp newsletter

November 2007

07-10

TO: All Physicians and Dentists

Re: Late Claims Policy

Due to the number of requests for late claims approval from medical and dental Providers, we are offering the following information to remind all physicians and dentists of MCP Late Claims Policy. This policy also applies to requests for claim adjustments due to billing errors on the part of the Provider. Adherence to this policy will ensure payment of services rendered in an efficient and timely manner.

All claims **must** be submitted and received by MCP within 90 days of the date of service. In exceptional circumstances this time period may be extended. Late claims should be sent as a separate batch apart from regular claims with a letter giving a full explanation for lateness submitted to the Manager of Claims Processing for special consideration.

Some examples that may be accepted as reasons for late claim submission include:

- Claims initially submitted to the Workplace Health, Safety and Compensation Commission and rejected by that Commission as not pertaining to work-related injuries. A copy of the rejection letter must accompany such late claims when submitted to MCP.
- Serious loss of records due to fire, vandalism, theft
- Major illness on the part of the Provider

Late claims will **not** be accepted for reasons that are within the control of the Provider, for example:

- Staff turnover
- Misplaced records
- Hospital records not received
- Lack of knowledge related to MCP billing practices and policies (MCP provides Payment Schedules, Provider Information Manuals, Newsletters, a web site, as well as billing tutorials (upon request) for all Providers and their billing staff)

Claims submitted without an explanation for their lateness will be returned to the Provider.

Claims with a date of service greater than 90 days and less than a year **may** be accepted for payment at the discretion of Department management.

Claims with a date of service greater than one year will be rejected by Department management. However, Providers have the opportunity to appeal such rejections to the Minister of Health and Community Services.

Questions and concerns related to the content of this Newsletter may be directed to Glenn Budgell, MCP Regional Director, at 1-800-563-1557 or (709) 292-4009.