

September 30, 2015

Dear AFP/APP Physicians

**RE: Important Shadow Billing Information**

As per the MSI Physician's Manual Preamble the deadline for original claims to MSI is 90 days from the date of service.

Effective December 3, 2015 the shadow claims over the 90 day time limit will be enforced and considered outdated claims. These outdated claims will be adjudicated and processed as 'paid as zero' with the following exceptions:

- Reciprocal billing claims (out of province) must be submitted within 12 months of the date of service.
- Resubmission of refused claims or incorrect billings must be resubmitted to MSI within 185 days of the date of service. Each resubmission must contain an annotation in the text field of the Service Encounter submission referencing the previous Service Encounter Number.

**It is important that you submit your claims to MSI in a timely manner to ensure compliance to the 90 day time limitation which will be enforced on midnight December 3, 2015.**

Shadow claims that are greater than 90 days of the date of service will fall under the purview of the Outdated Claims Policy. Outdated claims will only be considered by MSI if extenuating circumstances can be demonstrated for a late submission and are within a reasonable time frame past the 90 day limit. Request for an extension must be made to MSI in writing and will be approved on a case by case basis.

The time frame for submitting the request to MSI for late submission should be within one month following the 90 day limit. Examples of extenuating circumstances may include physical damage to office such as fire or flood and or a serious technical issue.

Circumstances relating to staffing issues/shortages and mislaid, misfiled, or lost claims cannot be accepted by MSI as valid explanations for a late submission.

Claims for registered hospital in-patients must also be submitted within the 90-day time limitation regardless if the patient has been discharged or continues on an in-patient basis. It is incumbent on the physician to obtain the required billing information for these patients and submit claims within the prescribed time limitations. Explanations relating to late discharge summaries, or facilities not consolidating the required information for the physician, cannot be accepted as a valid explanation for a late submission.

Should you have any enquiries you can contact MSI:

Local Phone: 902-496-7011

Toll-Free Phone: 1-866-553-0585

Email: [MSI\\_Assessment@medavie.ca](mailto:MSI_Assessment@medavie.ca)

Available 8:00 am to 5:00pm Monday to Friday (excluding holidays)

Regards,

A handwritten signature in cursive script, reading "Denise Pellerin", enclosed within a thin rectangular border.

Denise Pellerin  
Manager, Medicare Programs