I own a company that provides billing services to AHS Medical Staff, how might Connect Care affect my clients?

Depending on the software you use to create claims for AHCIP, WCB, etc., it may make it faster for your staff to provide services to your clients.

Most Medical Staff will be using external billing management. External billing management refers to when a provider uses Connect Care to pull billing data out of Connect Care to be submitted by an Alberta Health accredited submitter.

Physicians can pull data out of Connect Care three ways:

1. Print a patient label and put it onto a billing chit where they record the services provided to that patient. That billing chit is then transmitted to their billing service or they take them home to manually enter into their billing software.
2. They can print patient list reports from Connect Care on which they record billing information which is either transmitted to a billing service or taken home for manual data entry by themselves.
3. They can use Connect Care to document the service codes using a workflow called Service Code Capture (SCC). When they run the My Billing Codes and My WCB Codes reports, the data documented using SCC aggregates with patient registration, insurance information and encounter date of service. The result is a report that includes all of the data needed to claim benefits from AHCIP, other insurance, or patients directly. The physician can then save the data as a password protected excel spreadsheet to send you their billing service.

Is there a way that physicians' billing information can be uploaded into our billing software?

Alberta Health Accredited Submitters can adapt their billing software to import data extracted by physicians from Connect Care. If your company uses a billing system that already has this ability, your staff can import it rather than manually entering the data from a paper document or cutting and pasting from a spreadsheet open on one screen into the billing software you use.

If you have built your own software that has been accredited by Alberta Health to submit claims electronically, then you will want to access the data specifications available here so that you can adapt your software to import the data that is sent to you by your client. Before your staff import the electronic data extract emailed by your client, either they will, or your staff will need to open the password protected spreadsheet then save it as a .csv file for importation. If the physicians send a .csv file, it must be sent via encrypted email.

Is there a more secure way that my staff could receive our clients' billing information?

Yes, your clients can tell AHS that they would like us to transmit their billing data nightly via a secure FTP that the accredited submitter establishes with AHS. The accredited submitter then imports the data into their billing software so that when billing staff log in, that data is already there.

Your staff provide the value-added intellectual services before submitting the claims and following up on paid claims.