MINISTRY OF HEALTH

MEDICAL SERVICES PLAN

TELEPLAN

Electronic Medical Claims System

Inbound & Outbound Record Specifications

Version 4.6 November 2020

Teleplan4 Web

Specifications Document

Update Revision	> Version 4.6	November 10, 2020
Update Revision	> Version 4.5	September 30, 2020
Update Revision	> Version 4.4	August 10, 2016
Update Revision	> Version 4.3	April 1, 2013
Full Replacement	> Version 4.2	January 24, 2013
Full Replacement	> Version 4.0	October 2004
Update Revision	> Version 3.0	June, 1998
Update Revision	> Version 2.6	January 1998
Update Revision	> Version 2.5	October 1996
Update Revision	> Version 2.0	June 1991
Original Specs	> Version 1.0	July 1988

TABLE OF CONTENTS

CHAPTER 1 TELEPLAN INTRODUCTION & RULES 1

1.1 TELEPLAN USAGE GUIDELINES 2

1.2 TELEPLAN NOTIFICATION 2

1.3 TELEPLAN OVERVIEW 3

1.4 TELEPLAN REGISTRATION 4

1.5 TELEPLAN CONTACTS 4

1.6 TELEPLAN SERVICE 4

1.6.1 Scheduled System Downtimes 4

1.7 TELEPLAN4 WEB ACCESS INFORMATION 5

1.7.1 Vendor Guidelines for Teleplan 8

1.7.2 Teleplan Process Diagrams 9

1.7.3 Teleplan Web Browser and Access Recommendations 12

1.7.4 Teleplan Vendor Approval Process 12

1.7.5 Vendor Submit Claims and Pickup Remittances Tests 13

1.8 TELEPLAN SPECIFICATIONS 14

1.8.1 Specification Change 14

1.9 MANUALS 14

1.10 SECURITY ACCESS 14

1.11 TELEPLAN TRANSMISSION FAILURES 15

1.11.1 Access Denied 16

1.11.2 Data Centre Not Valid 16

1.11.3 Record Code Invalid 16

1.11.4 Software Controls 16

1.11.5 Sequence Number Not Valid 16

1.11.6 Transmission Volume Limits Error 17

1.11.7 Total Billed Amount Limit Error 18

1.11.8 Vendor Submission Control Record Error 18

1.11.9 Transmission Failure (Others) 18

1.12 TELEPLAN (PRE-EDIT) PROCESS 19

1.12.1 Pre-Edit Refusal Record Level Errors 20

1.12.2 Pre-Edit Data Element Level Errors 21

1.13 TELEPLAN PRE-EDIT ERROR CODES 21

1.13.1 Edit/Eligibility & Adjudication Refusals 22

1.13.2 Teleplan Pre-Edit Program Explanatory Codes Edits 22

1.13.3 Site Request to Cancel Submitted Claim(s) 27

1.14 MEDICAL SERVICES PLAN MODULUS CHECK DIGIT ROUTINES 29

1.14.1 MOD-11 - Personal Health Number (PHN) 29

1.14.2 MOD-11 Check Digit Routine - PHN 30

1.14.3 MOD-10 - Correctional Services 31

1.14.4 MOD-7 - ICBC Claim Number 32

1.14.5 ICBC MOD-7 Formula Examples 33

1.15 NEGATIVE/POSITIVE VALUES ON REMITTANCE RECORDS 35

1.15.1 Numeric Fields Classification 35

1.15.2 Negative Values Classification 35

1.15.3 Positive Values Classification 36

1.16 TELEPLAN VALID ASCII CHARACTERS 36

1.16.1 Valid ASCII Character Considerations - ASCII to EBCDIC Translation 37

1.16.2 Invalid ASCII Characters 37

1.16.3 Invalid ASCII Character Considerations - ASCII to EBCDIC Translation 38

1.17 TELEPLAN LOG MESSAGES 39

CHAPTER 2 INBOUND RECORDS TO MSP 45

2.1 TELEPLAN INBOUND RECORDS OVERVIEW 45

2.1.1 Inbound Record Types 45

2.1.2 Online Eligibility Requests 45

2.2 INBOUND RECORDS DESIGN WARNING! 46

2.2.1 Vendor Submission Control Record (VS1) – MANDATORY 46

2.2.2 Data Centre Sequence Number Rationale 46

2.2.3 Office Folio Claim Number 46

2.2.4 Maximum Transmission Volumes 46

2.2.5 How to Indicate End of a Teleplan Record (CR & LF) 47

2.3 BATCH ELIGIBILITY REQUEST RECORD LAYOUT (B04) 48

2.4 MSP CLAIM DETAIL RECORD LAYOUT (C02) 51

2.4.1 Basic portion of C02 - part 1 of 2 51

2.4.2 Other Insurer Portion of Claim (C02) 2 of 2 61

2.4.3 ‘C02' part 2 of 2 (cont’d) 61

2.5 NOTE RECORD LAYOUT (N01) 64

2.6 VENDOR SUBMISSION IDENTIFICATION RECORD (VS1) MANDATORY RECORD 65

CHAPTER 3 OUTBOUND RECORDS FROM MSP 67

3.1 TELEPLAN OUTBOUND RECORDS OVERVIEW 67

3.1.1 Daily Records 67

3.1.2 Other Records (X__) 67

3.1.3 Remittances (Semi-monthly) Records Overview 68

3.1.4 Vendor Control Record Types 69

3.2 OUTBOUND RECORDS DESIGN WARNING! 69

3.2.1 MSP Remittance Line Code 69

3.2.2 Data Centre Number and Data Centre Sequence Number 69

3.2.3 Remittance Contents 69

3.2.4 Remittance Summary Records (S21-S24) Amount Overflow WARNING! 70

3.2.5 Payee Connection to a Data Centre 70

3.3 BATCH ELIGIBILITY REQUEST REPLY (B14) 71

3.4 CLAIMS REFUSAL RECORD (C12) 74

3.5 DATA CENTRE MESSAGE RECORD (M01) 75

3.6 PATIENT DEMOGRAPHIC RECORD (X02) 76

3.7 REMITTANCE PARTIAL DETAIL RECORD "PAID AS BILLED" (S01) 78

3.8 REMITTANCE FULL DETAIL RECORDS 81

3.8.1 Remittance Full Detail Record "Data Centre Change" (S00) 81

3.8.2 Remittance Full Detail Record "Paid with Explanation" (S02) 81

3.8.3 Remittance Full Detail Record "Adjudication Refusal" (S03) 81

3.9 REMITTANCE RECORD "IN HOLD PROCESS" (S04) 87

3.10 REMITTANCE PAYEE PAYMENT SUMMARY RECORD (S21) 88

3.11 REMITTANCE PRACTITIONER SUMMARY RECORD (S22) 89

3.12 REMITTANCE ADJUSTMENT RECORDS 90

3.12.1 Remittance Adjustment Detail Record (S23) 90

3.12.2 Remittance Adjustment Summary Record (S24) 90

3.13 REMITTANCE PAYEE-PRACTITIONER BROADCAST RECORD (S25) 94

3.14 VENDOR CONTROL RECORDS FROM MSP 95

3.14.1 Vendor Remittance Control Record from MSP (VRC) 95

3.14.2 Vendor Transmission Control Record From MSP (VTC) 96

CHAPTER 4 ELECTRONIC MASTER FILES AND MAGNETIC STRIPE SPECIFICATIONS 98

4.1 MSP ELECTRONIC FILES 98

4.1.1 Fee for Service Schedule Format 99

4.1.2 International Clinical Diagnostic Codes ("ICD9") Format 103

4.1.3 Explanatory Codes Report 103

4.2 MOH CARECARD AND BC SERVICES CARD MAGNETIC STRIPE SPECIFICATIONS 103

4.2.1 Overview of Data Included in Magnetic Stripe 104

4.2.2 Card Specifications – Combined Card 106

4.2.3 Card Specifications – Stand-Alone Photo Card, Non-Photo Card and CareCard 112

4.2.4 Card Specifications – 2D Barcode – Stand-Alone Photo Card, Non-Photo Card and Combined Card 116

CHAPTER 5 MISCELLANEOUS 120

5.1 MISCELLANEOUS 120

5.1.1 History of Changes 120

5.2 NOTES 123

APPENDIX A MSP DATA ELEMENTS SUMMARY 124

1. INBOUND RECORDS TO MSP DATA ELEMENTS SUMMARY LIST 125

1.1 Batch Eligibility Request (B04) 125

1.2 MSP Claim Record Layout (C02) 126

1.3 MSP Note Record layout (N01) 130

1.4 Vendor Submission Identification Record (VS1) 131

2. OUTBOUND RECORDS FROM MSP DATA ELEMENTS SUMMARY LIST 132

2.1 Batch Eligibility Request Reply (B14) 132

2.2 Claims Refusal Record (C12) (Daily) 133

2.3 Data Centre Message Record 'M01' 134

2.4 Patient Demographic Record-PHN (X02) 135

2.5 Remittance Partial Detail Record "Paid as Billed" (S01) 137

2.6 Remittance Full Detail Records (S00/S02/S03) 139

2.7 Remittance Partial Detail Record "In Hold Process" (S04) 143

2.8 Remittance Payee Payment Summary Record (S21) 145

2.9 Remittance Practitioner Summary Record (S22) 146

2.10 Remittance Adjustment Detail Record and Summary Record (S23/S24) 147

2.11 Remittance Payee-Practitioner Broadcast Record (S25) 149

2.12 Vendor Remittance Control Record (VRC) 150

2.13 Vendor Transmission Control Record (VTC) 151

APPENDIX B WSBC E-FORMS SUMMARY 153

1.1 PHYSICIAN'S FIRST REPORT 154

1.2 PHYSICIAN'S PROGRESS REPORT 155

APPENDIX C POPULATION-BASED FUNDING

C1 TECHNICAL SUMMARY OF REQUIRED CHANGES FOR POPULATION-BASED FUNDING 157

C2 POPULATION-BASED FUNDING, SPECIAL RECORD FORMATS 163