Teleplan4

Your connection to MSP billing

Switching to Teleplan4 will ensure reliable and secure MSP transactions

BRITISH COLUMBIA
Ministry of Health Services

Converting to Teleplan4

The business side of your practice relies on the smooth processing of MSP claims every month – in turn, this requires a billing transmission system that is reliable, fast and easy to use.

For more than 15 years, the DOS-based Teleplan system has done its job (99% of all claims are transmitted electronically), allowing you to file your claims electronically and be paid by the MSP branch of the Ministry of Health Services. However, like all computer programs, reliability sometimes requires a system upgrade.

Since January 1, 2002 a Web-based Teleplan system (Teleplan4) has been used successfully by many BC billing sites and MSP vendors. Today, more than 60% of all billing sites are now using Teleplan4.

Dates to Remember

January 31, 2005:
Recommended conversion date

March 1, 2005:
Claims no longer accepted via Teleplan-DOS

It's time to switch. Here's why.

The Teleplan-DOS system is outdated and no longer supported by its manufacturer, which puts it at risk of failure. To ensure the continuity of billing, a full conversion to Teleplan4 is necessary. **For you, this means that as of March 1, 2005, MSP claims cannot be transmitted through the Teleplan-DOS system** – claims submitted after that date must be transmitted using the Web-based Teleplan4 billing system.

We recommend you **convert by January 31, 2005** so your upgraded system is in place and working smoothly by the Teleplan-DOS cutoff date.

How this brochure can help.

Conversion to Teleplan4 is easy – and this brochure can show you how. On the flip side, you'll find the 5 easy steps to conversion – following these steps will help your office get up and running in no time.

We have also included a space on the back cover that you can use to record your new Teleplan4 log-in, password and other information. Be sure to keep this brochure somewhere handy for future reference.

If you run into any problems, please feel free to give our Teleplan Support Centre a call – you'll find the number listed on the back page as well.

What is Teleplan4 and how is it different?

Teleplan is built to industry standards, featuring the same encryption used by major financial institutions for online banking.

Teleplan4 is a Web-based telecommunications system used by billing sites and vendors to securely submit claims, notes and eligibility requests to the MSP branch of the Ministry. Coming back to medical professionals from MSP are payment statements, rejected claims and patient eligibility data.

Here is a quick look at how Teleplan4 is different from the DOS-based Teleplan3, in terms of what your office will need.

Teleplan3	*Teleplan4*
PC with MS DOS	PC with desktop browser (e.g., Internet Explorer)
Dial-up modem or SPANDial (with SIMPC)	Internet connection (dial-up or high speed ADSL or Cable) with desktop browser, or SPANDial
Office billing software that's compatible with Teleplan3	Office billing software that's compatible with Teleplan4

What if I don't want to use the Web interface?

When using Teleplan3, many practitioners opted to build and use their own billing software, or used proprietary software developed by an external vendor. While Teleplan4 is Web-based and accessible through a standard Web browser like Internet Explorer, you are still able to use any compatible software developed by a third-party vendor. As well, if you don't want to have an Internet connection in your office, you can still access Teleplan4 through SPANDial.

If you use an outside vendor, give them a call and ask about making the switch to Teleplan4 – it's likely they're ready to help you switch.

Benefits of Teleplan4

- Claims can be submitted electronically 24 hours a day, seven days a week.
- Security that meets industry standards – the level of encryption is the same that is used for online banking transactions.
- Your choice of connection – use the Internet or SPANDial, giving you a completely closed connection between your office and the Ministry (SPANDial does not allow any other standard Internet functionality such as Web browsing or email).
- Direct online access to additional information and services, including:
  - Enhanced patient eligibility check
  - Comprehensive MSP Web site with access to online forms, interactive billing tutorials, electronic versions of the MSC Payment Schedule and ICD9 coding manual, the MSC Financial Statement, Physicians' Newsletter, and other publications

Things you need to know about your account

Use the following space to record the key information about your new Teleplan4 account.

Teleplan4 URL: ***https://teleplan.hnet.bc.ca***
Teleplan4 ID:
Password:
Vendor name:
Vendor phone number:
Vendor Web site:
SPANDial ID:
Password:
NOTES:

Need help?
1 800 663-7206
(Victoria: 952-2668)

Give our Teleplan Support Centre a call with questions you may have about both Teleplan and the Claims Processing System. They are ready to handle calls about:

- Electronic billing problems
- Electronic remittance statements and refusals
- Liaison with third-party software vendors
- Correcting claims submitted with incorrect data
- Resetting passwords
- Help with hardware and software problems

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BRITISH COLUMBIA
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Switching to Teleplan4

in 5 easy steps

1

Consult your software vendor

In addition to switching to Teleplan4, you also have to make sure the patient billing software your office uses is able to "talk" to Teleplan4. That's why your starting point should be to consult your vendor and ask for help in completing the switch to Teleplan4. By now, they should be up to speed on the conversion process and timelines, and ready to advise you on any hardware or software changes you need to make.

If you don't currently have a vendor to consult with, we suggest contacting the Medical Software Vendor Association by calling 1-800-663-2094. Ask for vendor contact information for your geographic area.

2

Check your computer: here's what is needed

Operating System	***Recommended:*** Windows XP (Home or Professional) or Windows 2002 ***Will work with:*** Windows 98, 98SE, ME, NT. (These systems are no longer sold but are still supported by Microsoft – for a fee – for the next two years, according to Microsoft) ***Time to upgrade:*** If you're still on Windows 95, you really should look at upgrading anyway – it is no longer supported by Microsoft and therefore not recommended for Teleplan4
Internet Access	■ An Internet capable computer with a Network Interface Card (NIC) or modem, though preferably high speed access using the NIC. ■ The PC must be able to use Microsoft's Internet Explorer version 6.0 + (128 bit Browser) or its equivalent and this will be determined by the needs of the operating system on the PC.
Connection	***One of the following:*** ■ A network access card for cable or ADSL high-speed connection ■ A 33.6K (minimum) modem ■ A private ISP connection ■ SPANDial

Note: if you use software from a third-party vendor, please check with them for additional technical requirements.

3

Get your computer ready

Using the Internet	The recommended browser is Microsoft Internet Explorer 6 or equivalent, which you can download for free. You can do that by: – Using your current browser to visit http://www.microsoft.com/downloads – Clicking "Internet" in the left hand menu bar – Downloading and installing Internet Explorer 6 Service Pack 1
SPANDial	If you've used Teleplan3, you are familiar with SPANDial already.

Note: If you have any questions, contact the Teleplan Support Centre (please see the phone numbers on the back cover of this brochure) for information.

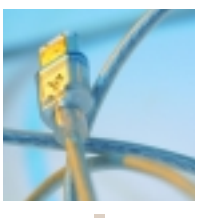
4

Get your Teleplan access information

If you are still using Teleplan3 (the DOS-based version), you will need to get a new Teleplan4 Web ID and password. To do that, just give the Teleplan Support Centre a call (see back cover for phone numbers). Make sure to record this new information in the space provided on the back cover of this brochure.

When you call, please be sure to let the Teleplan representative know if you will be using SPANDial – you will need a special Teleplan4 non-expiry ID and password to place into the Windows dial set-up process.

5

Connect to Teleplan4

Internet	1. Open Internet Explorer or other compatible browser 2. Log in to Teleplan 4 at https://teleplan.hnet.bc.ca 3. Enter User ID and password 4. Begin your billing process
SPANDial	1. Open up SPANDial 2. Dial in to Teleplan using the number provided by the Teleplan Support Centre 3. Enter User ID and password 4. Begin your billing process