



your connection
to MSP billing

January 5, 2005

Dear <name>,

RE: converting to Teleplan4 and removal of Teleplan-DOS

I am writing to you as part of the Ministry of Health Services' ongoing efforts to ensure a smooth MSP payment system to British Columbia's health care practitioners.

As you may know, the MSP branch of the Ministry has been encouraging billing sites to convert to the Web-based Teleplan4 claims transmission system – available for use since 2002. The reason you are receiving this letter is that, to date, our records indicate you are still using Teleplan-DOS.

The purpose of this letter is to inform you **that in order for MSP claims to be transmitted and accepted by the Ministry of Health Services you/they must have converted to Teleplan4 by March 1, 2005**. Further, we are recommending you make the switch to Teleplan4 by January 31, 2005, so that your new system can be fully in place and running by the March 1 cut-off date.

The reason this cut-off date has been established is that the Teleplan-DOS system you are currently using is outdated, no longer supported by its manufacturer, and at risk of failure. As with all business systems, software upgrades are sometimes required in order to ensure technologically current and reliable service is maintained.

To assist you with the conversion process, we are providing you information about Teleplan4 and how your office can easily make the switch. In this package, you will find a *How To Convert* package (entitled *Your Connection to MSP Billing*) taking you step-by-step through the conversion process. We are hoping this brochure answers many of your questions; however, should you need further assistance, we recommend you talk with your billing software vendor. As well, please feel free to contact our Teleplan Support Centre:

- Victoria: 250 952-2668
- Toll-free throughout BC: 1 800 663-7206

Thank you for your assistance in this conversion process and ensuring a reliable MSP billing system.

Sincerely,

Ruth Orr
Manager, Business Services
Medical Services Plan