PSP
Practice Support Program

OSCAR: MISCELLANEOUS TASKS

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Submitting a no-charge referral to MSP

1. If appt with specialist is in the future, use today's date. If the appt was in the past, you must back date this claim to the date of the appt.

2. Enter specialist's billing number (must be 5 digits - use leading zero's if 3 or 4 digit number). If you don't have the number, you can search by name, when you select search, pick the name you want from the list & chose confirm at the bottom of that list - **the claim must be submitted with a number not the name.** In newer version of Oscar, you have list of recently used referrals you can pick from

3. Select Refer To in the drop-down menu

4. Enter fee code 03333

5. You can use dx code 780 for these claims if the specialist doesn't give you a code - it doesn't matter one way or the other.

Settling BG Claims

This function will settle all the claims that are returned BG **only** (so if there was another issue as well, it will not settle those ones so you can still look into them).

You get BG returns whenever there is a fee adjustment, so the other thing you need to do is update your fee codes. When you select update, you will get a list of all the MSP fee codes that need updating. You **DO NOT** need to go through the list to pick your codes – just update everything by selecting the update button that appears.

While you're here may as well update the explanatory codes & ICD9 codes – Note: neither of these lists requires you to select a 2nd update button. If you update ICD9 codes & the one you want is not there – ask your service provider to add it for you.

Adding the WCB Claim number

To add a WCB claim number to an existing report when you get the notification from WCB:

1. Go to the e-chart & click on the word BC-WCB

2. Enter the claim number in the space
3. Make sure the date of injury is correct (ie matches the one WCB has). If not change that too.
4. At the same time check the WCB code – if it still says 19937 – change it to 19940 - this makes it easier for the doctors & they won't forget to change it when billing – so fewer refusals ☺
5. Select Save and Close

Change the Bill-to Recipient for Private Invoices

1. Pull up the invoice & select search

2. Type the name of the company you want to bill the invoice to in the search field
3. Select the company you want

1. Add any billing notes that you want to print on the invoice – any invoice you send to a company should have reference and/or file numbers included.
2. Attn: (if you are sending an invoice to a specific person)
3. Invoice No, Claim No, Ref No, etc

4. When sending an invoice to **Service Canada,** include the patient's SIN & make sure you send a copy of the forms or report **WITH** the invoice. If you have to send them a reminder invoice, send another copy of the report with it – they are not good at keeping documents together!
5. Select update invoice to save your changes - **Note if you do not do this step 1st** the invoice will print the way you see it now, but it will not save the changes for future reference or printing
6. Then select either print (no notes) or print with notes.

Edit a Payee or Add a New One

1. To edit and existing payee - use the drop down menu, select the company, then select edit - make your changes & then select save (#3)
2. To add a new payee – type the name of the new company & then select search **before** you type in the rest of the information – it will tell you it's a new company & then add the rest of the information, If you don't do this first, it will not save.
3. Select save

How to Find the 3rd Next Available Appointment

On the main schedule page – select the "S" next to the week view.

Choose the variables from the drop down menus & select Search

Printing Chart Information

1. Open e-Chart and select printer button
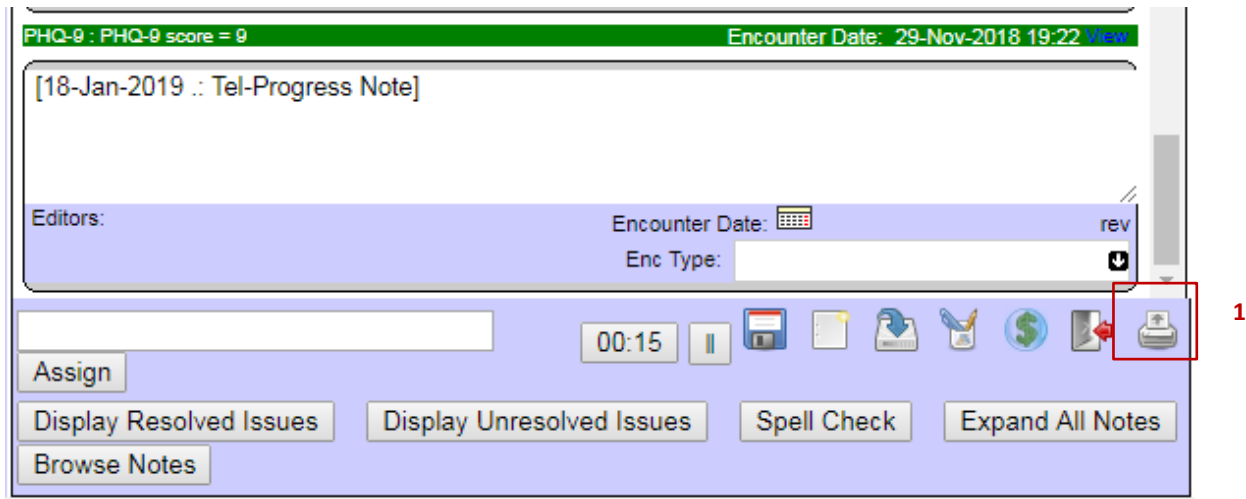
2. Default is **all** encounter notes, if you want only specific notes select the little printer icon in **each** note you want to include in the print. Default button will automatically move to "selected".
3. If you want a date range, select that button and use the calendar to choose the dates
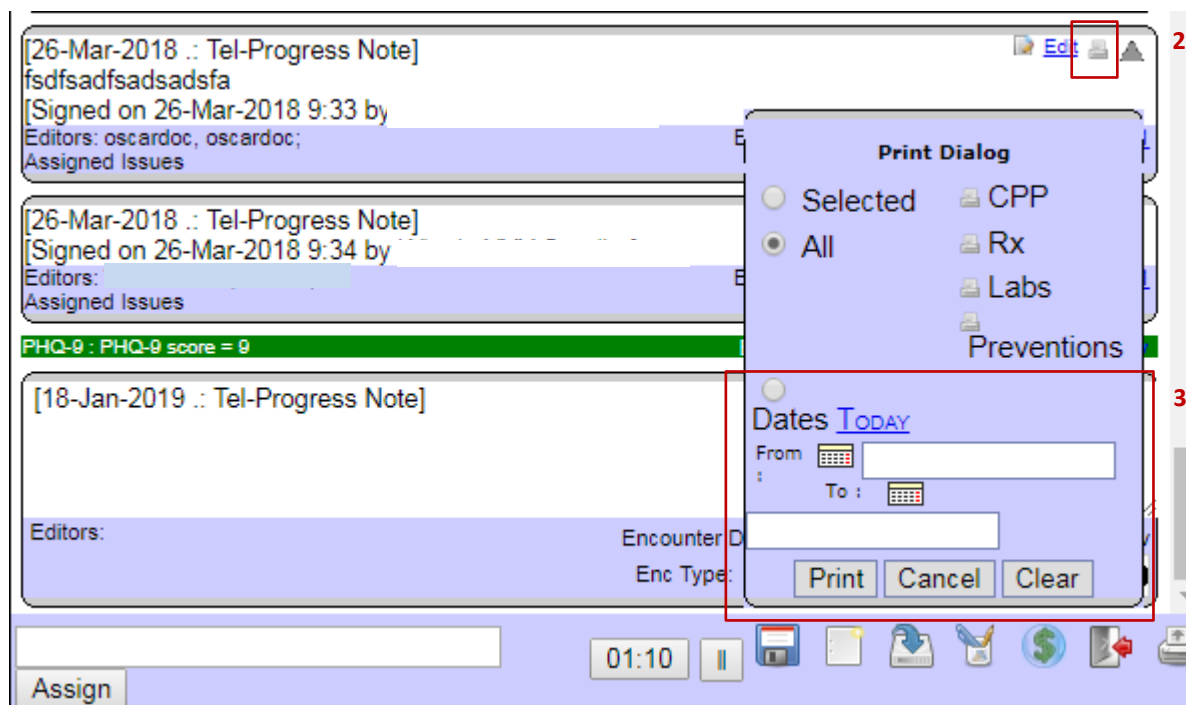
4. To include CPP, Rx's, Labs, Preventions – check the boxes required. **Note** if you select a date range it won't work for the labs - it will print **all** the labs regardless of the dates you select.

   To print select labs - if you just have a couple, go into the lab section in the eChart and individually print the ones you want. If there are several in a range, do a separate pull from the print dialog box – chose selected (but don't select any chart notes) and just check the labs box - when the PDF document comes up, select the pages you want to print.

Caseload Function

The caseload function in Oscar will pull groups of patients based on the ICD9 code used to enter a condition in the disease registry. **Note:** Caseload does not look at the billing module, so in order for the patient to show under a selected dx, it must be entered in their disease registry.

If you don't enter a diagnosis, caseload will pull all the patients assinged to a provider, you can select the provider you want to display or you can display all providers.

You can sort each of the columns by clicking on the heading (ie age, gender, last appt, etc). It gives you a snapshot of some lab values. **Note:** The BMI, BP & WT only show results if you've entered the values in the measurements section of the e-chart.

Unfortunatley, the column headings don't change for different conditions (ie: mental health does not pull PHQ9 or GAD7 results).

To find caseload:

1. Select "Caseload" from the main page. To return to the main page when done, select "Schedule"
2. Change "all programs" to Oscar on the drop-down menu. **Note:** you don't have to do this step for all versions of Oscar – some will pull the list without changing this setting
3. Select the provider or all providers
4. Unless you have rostered your patients, leave this section blank – If you have rosterd some of your pts but not all, you will not get complete lists
5. Enter Dx code used in disease registry or leave it blank if you want to search all your active patients

Demographic Δ	Age	Sex	Last Appt	Next Appt	Appts LYTD	Lab	Doc	Tickler	Msg	BMI	BP	WT	SMK	A1C	ACR	LDL	HDL	TCHD	EGFR	EYEE
E | In | B | BHx | M | Rx | T | Msg	44	M	2014-11-24																	
E | In | B | BHx | M | Rx | T | Msg	5	M	2018-12-07																	
E | In | B | BHx | M | Rx | T | Msg	30	M	2020-02-07		2						120/76								83	
E | In | B | BHx | M | Rx | T | Msg	63	F	2020-02-10		6			2		22.9	124/82	58.6		5.9	<1.0	3.51	1.78	3.25	77	
E | In | B | BHx | M | Rx | T | Msg	69	M	2020-04-28		9					23.6	140/80	62.7		5.9	13.8	1.97	1.51		24	
E | In | B | BHx | M | Rx | T | Msg	3	M	2018-12-07																	
E | In | B | BHx | M | Rx | T | Msg	26	F	2018-12-07								110/70									
E | In | B | BHx | M | Rx | T | Msg	33	M	2016-10-19																	
E | In | B | BHx | M | Rx | T | Msg	67	F	2020-04-20		3			1		28.1	130/80	63.2		6.8	2.2	1.43	1.59		93	