

# mcp newsletter

November 22, 2024

24-17

**TO: ALL PHYSICIANS**

**RE: Modernization of the MCP Claims Monitoring System**

The Department of Health and Community Services (HCS), in consultation with the Newfoundland and Labrador Medical Association (NLMA), has paused the Compliance Program under the MCP Claims Monitoring System (CMS) pending a review of this program to ensure that it is meeting its intended objective to provide physicians with proactive feedback and education on proper billing based on the Payment Schedule Preamble and billing rules.

This step was taken to further alleviate physician administrative burden.

CMS is an automated claims selection program designed to constantly monitor the integrity of claims billed under MCP. CMS consists of two separate programs – **(1)** Verification Program; and **(2)** Compliance Program. Details on the CMS are in the [MCP Physician Information Manual](#).

## **Claims Monitoring System Notification - Turn-Around Documents (TADs)**

Effective November 19, 2024, the CMS Compliance Program has been paused. Physicians who have outstanding CMS TADs, as of November 19, 2024, which read - **“Claim selected for CMS. Fax Record, Claim, Item & Provider Number to Audit Services @ 1-866-819-3052”** - are no longer required to submit those records.

While we recognize this will not stop all TADs, it will reduce the overall total number of TADs generated by the CMS.

All claims currently outstanding in both the Verification and Compliance Programs of the CMS, pending adjudication, will be released for payment without prejudice.

The Verification Program component of the CMS however will remain in effect, therefore any TADs related to this program, as well all other TADs, after November 19, 2024, must still be submitted. HCS will work to enhance feedback to physicians to educate them on the appropriate billing process if these claims are deemed to be unacceptable.

Both HCS and the NLMA are committed to a fulsome review of the CMS Compliance Program prior to its relaunch in 2025. This will include a review of similar systems in other Canadian jurisdictions and feedback provided by the NLMA from its members to ensure that the CMS Compliance Program is meeting its intended objectives without placing undue administrative burden upon Newfoundland and Labrador's physicians. Both parties are committed to enhancing thoughtful feedback from MCP to ensure that physicians receive the appropriate information they require in a timely manner.

## **Claims Operations TADs**

There are no current changes to Claims Operations TADs which are produced for claims requiring additional information from the physician prior to payment. A Claims Operations TAD is sent to the practitioner with instructions for correction if a claim does not meet one or more of the validation rules.

Questions relating to the content of this newsletter should be directed to Gerard Power, Manager of Physician Relations by email at [GerardPower@gov.nl.ca](mailto:GerardPower@gov.nl.ca) or phone at (709) 729-1011.