

# mcp newsletter

June 30, 2025

25-09

**TO: ALL PHYSICIANS AND DENTISTS**

**RE: TeleClaim**

In a further effort to reduce administrative burden, the Medical Care Plan (MCP), in consultation with the Office of the Chief Information Officer (OCIO), is advising of an update to TeleClaim, MCP's Electronic Billing Software for Providers.

TeleClaim allows providers to prepare and submit claims for medical and dental services electronically. This includes Medical In-Province, Medical Out-of-Province, Dental Claims, Surgical Dental, and Alternate Billing Claims (ABS).

TeleClaim 6.4 is the new update and includes additional edit checks on data entered for each claim which will enable providers to rectify data entry errors prior to submitting a claim. These upfront checks should reduce the number of TADs.

To ensure that providers can upgrade to TeleClaim 6.4 in a secure and timely manner, OCIO will use MCP Kiteworks Secure File Transfer to send the TeleClaim 6.4 update.

Providers who are already registered with and use MCP Kiteworks Secure File Transfer for TeleClaim submission will receive the update in the coming days.

For those providers, who are **not** registered for Kiteworks Secure File Transfer, or do not receive the update in the coming days, please contact the OCIO Service Desk at (709) 729-4357, with the following information:

- Provider Number
- Provider Name
- The email address to send the upgrade to TeleClaim 6.4

## **TeleClaim Installation and Support**

For TeleClaim installation, it is recommended that users have some training and/or experience in working with computers, for example, downloading files from the internet.

If TeleClaim is being installed for use on a network, it is recommended that you seek the assistance of a computer professional for installation and support.

OCIO will provide basic TeleClaim support by telephone at (709) 729-4357. It does not supply hardware support or software support for other software packages, or for problems

resulting from computer errors or operating environments. It is recommended that providers seek the assistance of a computer professional for this type of support.

### **Backing Up Existing MCP Folder**

Prior to upgrading your existing installation of TeleClaim 6.2 and/or TeleClaim 6.3.1, it is **strongly** recommended that you backup your MCP folder to an external drive or another secure location. Your MCP folder is usually located at C:\MCP.

### **Upgrading TeleClaim 6.3.1 and/or TeleClaim 6.2**

Once you have downloaded the file entitled “mcp.exe”, the file must be copied into your MCP folder. This folder is usually located at C:\MCP. You will be prompted to “Replace or Skip Files”, at which time you should click “Replace the file in the destination”.

Next, Launch TeleClaim and in the top left-hand corner of your screen you should see TeleClaim 6.4 if you are using Kiteworks Secure File Transfer, or alternatively TeleClaim 6.4D if you are using Dial-up.

Note: the program will still be called “MCP TeleClaim 6.3.1” or “MCP TeleClaim 6.2” in your Start Menu but when you launch the program, it should state the version number of 6.4 or 6.4D.

**For help with TeleClaim Software please contact the OCIO Service Desk at (709) 729-4357.**

Questions relating to the content of this newsletter should be directed to Ms. Margaret Foley, Manager of Claims Operations by email at [margaretfoley@gov.nl.ca](mailto:margaretfoley@gov.nl.ca) or phone at 1 (709) 292-4004.