

Physician Reimbursement

Physician Acceptance Process

- Once the EMR system has been configured and is available for use within the physician's clinic, the EMR Service Provider is responsible for providing physicians with a means of providing **Physician Acceptance**. A form has been developed by PITO for use by EMR Service Providers.
- *"Acceptance" means the acceptance in writing by the Eligible Physicians that the EMR Solution is available for use in a clinical setting in accordance with the terms of the Service Provider-Physician Agreement.*
- If all physicians agree that the Complete EMR Offering, as defined in Schedule 2 of the MSA, is available for use in their clinic, they will sign the form. Although physicians may not unreasonably withhold acceptance, if there are outstanding issues which need to be rectified by the EMR Service Provider, the physicians should indicate that the system is not ready for use. The deficiencies should be itemized on the Acceptance form and returned to their Service Provider, and a copy sent to their Relationship Manager. If minor, they may note the minor deficiencies on the form and proceed with the vendor's commitment to resolve the minor items.
- Once the Acceptance document has been signed by all eligible physicians in the clinic, the EMR Service Provider is responsible for ensuring that the completed document is transmitted to PITO; either via the Relationship Manager or by faxing directly to the Head Office. Service Providers may wish to keep a copy for their records.

PITO Office Fax: 604-638-2949

Invoicing Process

- The EMR Service Provider will provide the physicians with an invoice for the one time services on or after the acceptance document has been signed.
- **It is the physicians' responsibility to pay the EMR Service Provider's invoices within sixty days of receiving the invoice from the Service Provider** (providing the Acceptance form has been signed).
- The Service Provider will invoice for the monthly Re-Occurring Services in equal monthly instalments.
- The Relationship Manager is responsible for updating the appropriate fields indicating acceptance in the PITO customer relationship management system. Thereby identifying the physician as eligible for reimbursement.

Reimbursement Requirements

Reimbursement to individual physicians will occur after the following is in place:

1. Each physician in the clinic has signed a **PITO Registration Agreement** and has also provided the required banking information.
2. A **Physician Acceptance** form has been signed by all of the eligible physicians in the clinic and received by PITO.
3. A **Privacy and Security Checklist** has been completed and signed by the clinics Lead Physician, Manager or other resource responsible for Privacy and Security, and received by PITO
4. A **PITO Funding Form** has been transmitted to PITO; either via the Relationship Manager or by emailing or faxing directly to the Head Office for each eligible physician to the PITO office. Copies of invoices for all requested reimbursements must be included. Details on how to complete the Funding form will be explained to the physician's clinic by the Relationship Manager.

Reimbursement Process

- On the last working day of each month The PITO office forwards to the BCMA a list of all physicians for which the above items have been received.
- Payments will be sent to the recorded bank accounts of each physician by the 15th day of the following month. On-going payments will also occur by the 15th day of each month.
- Leased hardware cannot be set up as a monthly expense and will be reimbursed annually, preferably at the same time as the physicians updates their Year 2 invoice amounts.

Reimbursement to the physician(s) is dependent upon PITO receiving the receipts and reimbursement forms in an expedient manner. If this occurs, the reimbursement amount will be transferred to the physician's bank account in sufficient time to pay the Service Provider invoice(s) within the allowed 60 days.

EMR Service Providers should contact the Physician (or clinic) directly to enquire about outstanding invoices that exceed the 60-day period.