

# MHLS CONTACT INFORMATION

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## PRACTITIONER REGISTRY/USER SITE MAINTENANCE

204-788-2567 or 204-786-7225

Email: [practitionerregistry@gov.mb.ca](mailto:practitionerregistry@gov.mb.ca)

Practitioner Registry staff at Manitoba Health, Healthy Living and Seniors ("Manitoba Health") provide assistance and information in relation to the following:

- Registration of new physicians with Manitoba Health
- Issuance of billing numbers for claims submission to Manitoba Health
- Payment cycles and claim form information
- Locum tenens registration with Manitoba Health
- Electronic funds transfer (EFT) maintenance, including the processing of changes to banking information
- Letter of Agreement (LOA) required for electronic claim submission
- Set up, testing, maintenance and closure of Electronic User Sites
- Notification of medical billing software Vendor or Service Bureau Changes
- To obtain a listing of software Vendors and Service Bureaus who currently have sites submitting claims to Manitoba Health
- Issuance and maintenance of SecurID token (FOB) for access to EPiCS and iREG
- Notification of address changes
- Registration of laboratory and x-ray facilities

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## CLAIMS UNIT – CLAIMS ENQUIRY

204-786-7355

Claims Unit staff provide assistance and information to providers and billing staff on:

- Remittance Advice statements
- Explanation of Benefit (EOB) codes
- Benefit codes (tariffs) in the Physician's Manual
- Diagnostic Codes (ICD-9-CM)
- Claims data requirements
- Pended, reduced or rejected claims
- Applications for prior approval of elective/plastic reconstructive surgery

For additional information, please see our Claims Processing System webpage at [www.gov.mb.ca/health/claims](http://www.gov.mb.ca/health/claims).

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## REGISTRATION/CLIENT SERVICES

204-786-7101 or 1-800-392-1207

Registration/Client Services staff at Manitoba Health should be contacted for information and assistance with the following:

- New residents applying for coverage under the Provincial Health Plan
- Requests for new Health Cards
- Reporting of births and deaths
- Reporting of changes or correction to patient address, marital status, etc.
- Personal Health Identification Number (PHIN)
- The PHIN is a mandatory field on all claims. If the PHIN is not correctly entered on the claim when it is submitted to Manitoba Health, it will be automatically rejected.
- iREG and eChart are two applications that are available to practitioners in Manitoba. Both applications offer different benefits that may have value for your practice.
- Physicians who would like to have more information about eChart should contact Manitoba e-Health at [www.echartmanitoba.ca](http://www.echartmanitoba.ca)
- For more information about iREG, see the iREG release package on the WebLink applications main page or call Practitioner Registry at 204-788-2567.
- For practitioner offices that do not have eChart or iREG access, a 529 form can be submitted to Manitoba Health by fax or request patient information, including PHIN. Please contact Registration/Client Services staff at 204-786-7101 or 1-800-392-1207 for further information.

Additional information regarding PHIN can be found on the Claims Processing System webpage at [www.gov.mb.ca/health/claims](http://www.gov.mb.ca/health/claims)

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## Digital Shared Services

204-940-8500 or toll-free on

1-866-999-9698

Help Desk staff may be contacted for assistance with the following:

- Uploading claims submission files to Manitoba Health
- Password resets (mainframe as well as iREG)
- Trouble-shooting for connection issues with EPiCS or WebLink

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## PATIENT ENQUIRY

204-786-7367

Patient enquiry staff may be contacted for assistance with the following:

- Patients or practitioners requiring information on eye exams, chiropractic or insured services.

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## AUDIT AND INVESTIGATION

204-786-7118 or 1-866-778-7730

Confidential fraud line

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## OUT-OF-PROVINCE UNIT

204-786-7303 or 1-800-392-1207 ext 7303

Out-of-Province staff may be contacted for assistance with the following:

- Out of country medical and hospital claims
- Out of province referrals
- Transportation Subsidy Program – for approved out of province referrals

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## THIRD PARTY LIABILITY

204-786-7201

Third Party Liability staff may be contacted for assistance with the following:

- Recovery of health services when a Manitoba resident is injured and initiates a legal or insurance claim against a third party