How to batch upload using Accuro/QHR Technologies

2020 Saskatchewan Workers' Compensation Board

Updated: 04/20

Accuro/QHR Technologies Batch Invoice Submission

Batch uploading allows care providers who use Accuro/QHR or Complete Billing Systems (CBS) to submit invoices to the Saskatchewan Workers' Compensation Board (WCB) online, rather than printing the invoices and faxing.

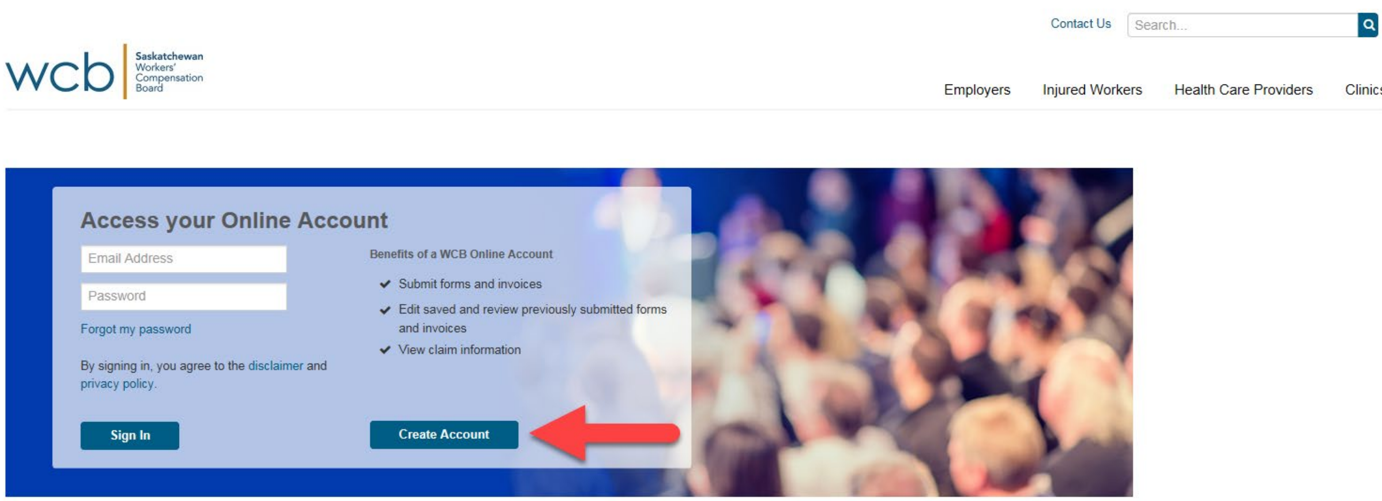
By submitting WCB invoices online, they will be processed through an automatic payment process. This means your invoices will be paid sooner than if you fax or email them to us.
You will still need to submit your reports as usual.

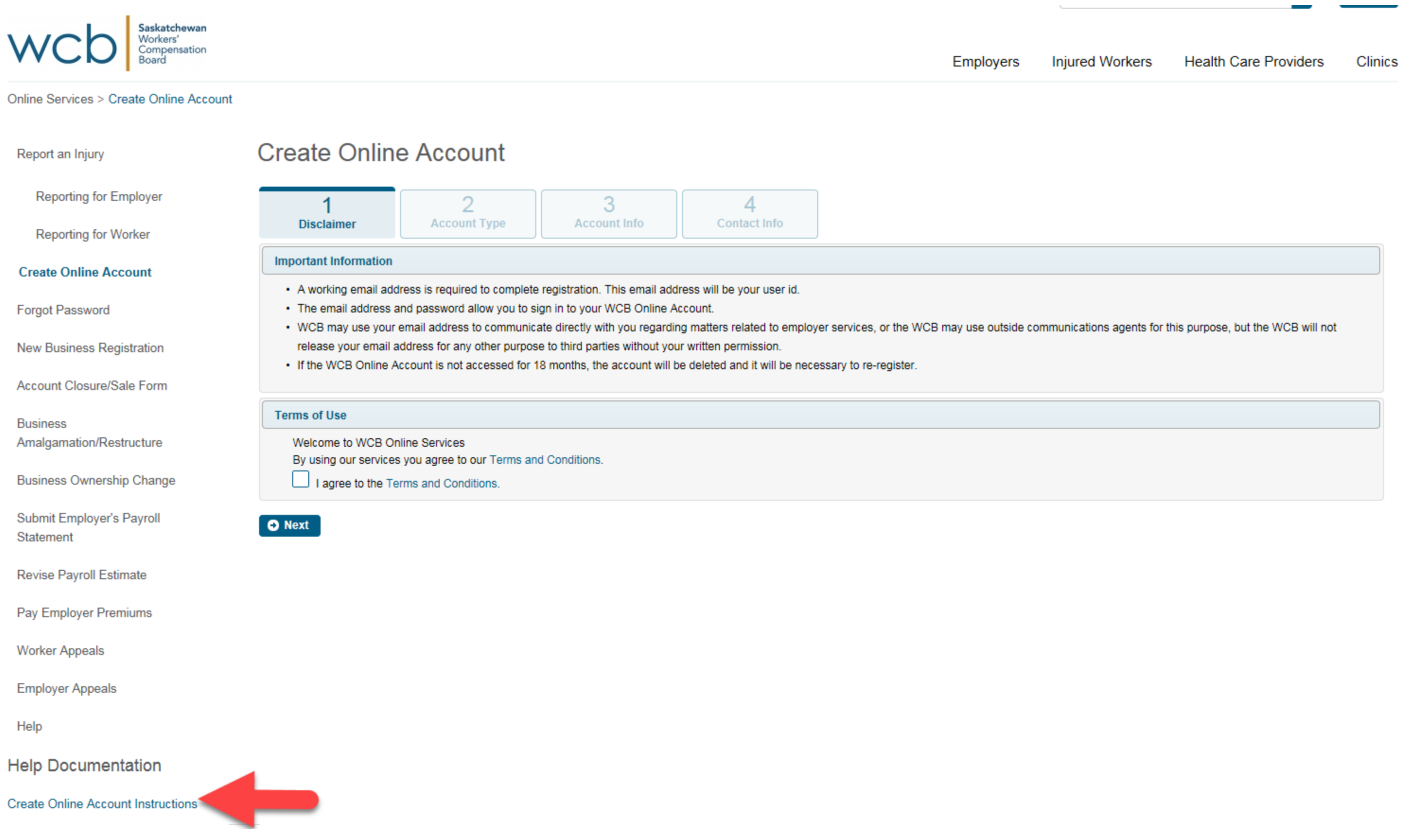
All care providers need a WCB online account with a unique email address. Once a WCB online account is created for each care provider, the billing clerk will need to request agent access from each care provider.

Creating a WCB online account

To create a WCB online account, visit myaccount.wcbsask.com/online-services. Click "Create Account".

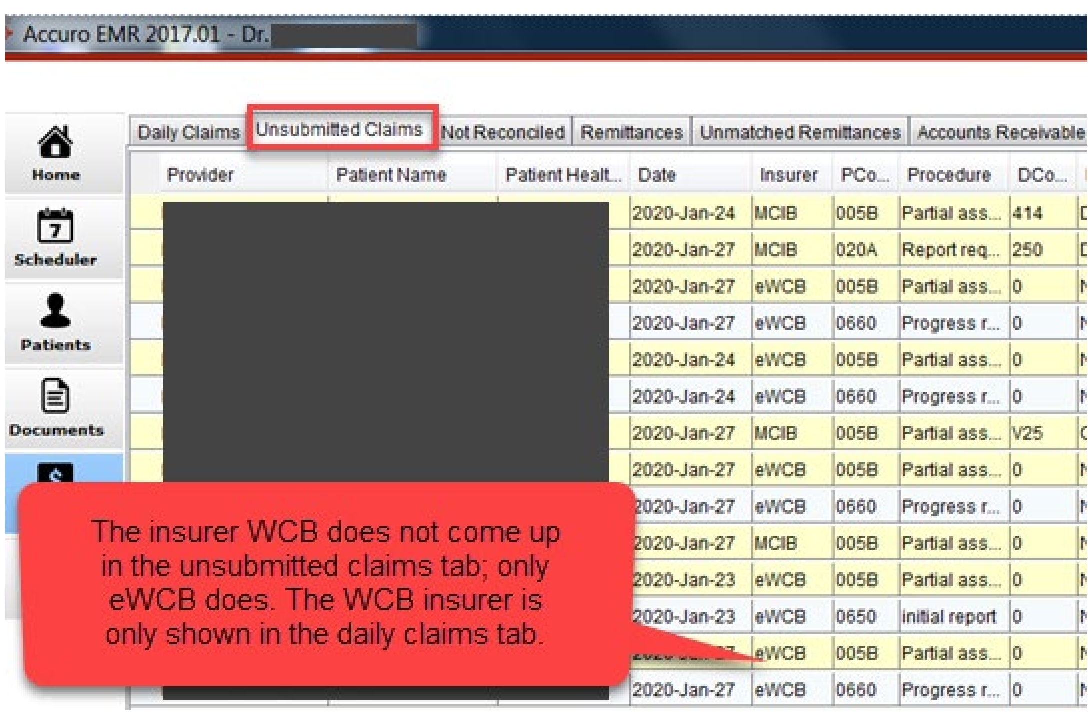
If you need help, instructions on how to create an account are on the left-hand side of the page.





GETTING SET UP IN ACCURO/QHR

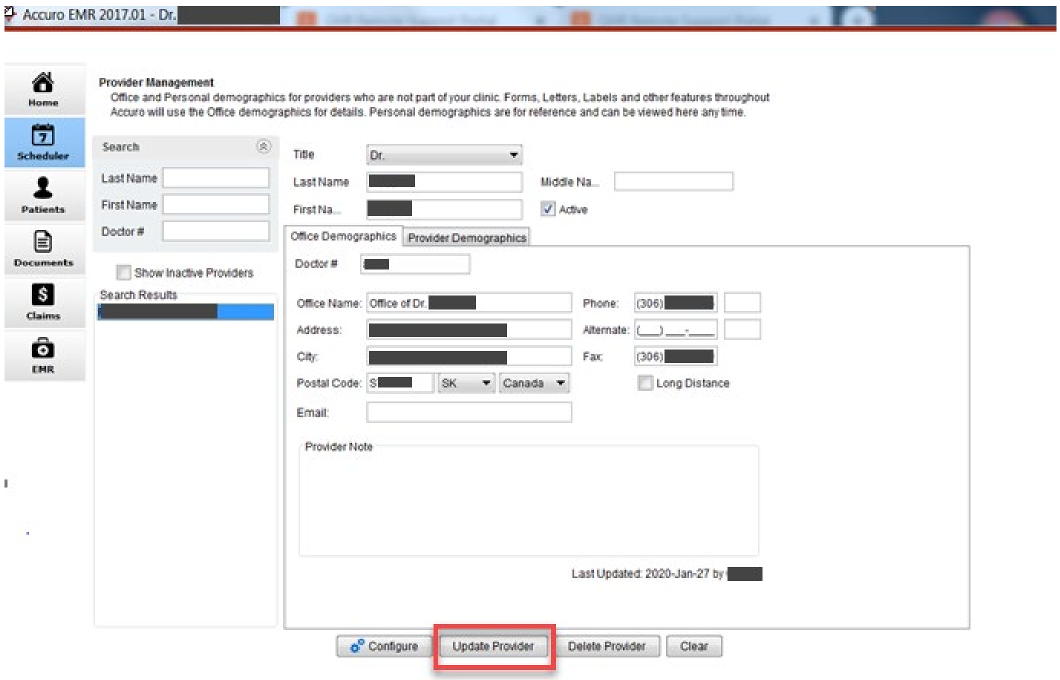
1. To bill using batch upload, you need eWCB set up as an insurer. To search for eWCB, go to "Manage insurers". If this is not already set up in Accuro, you will need to contact them to have it added.

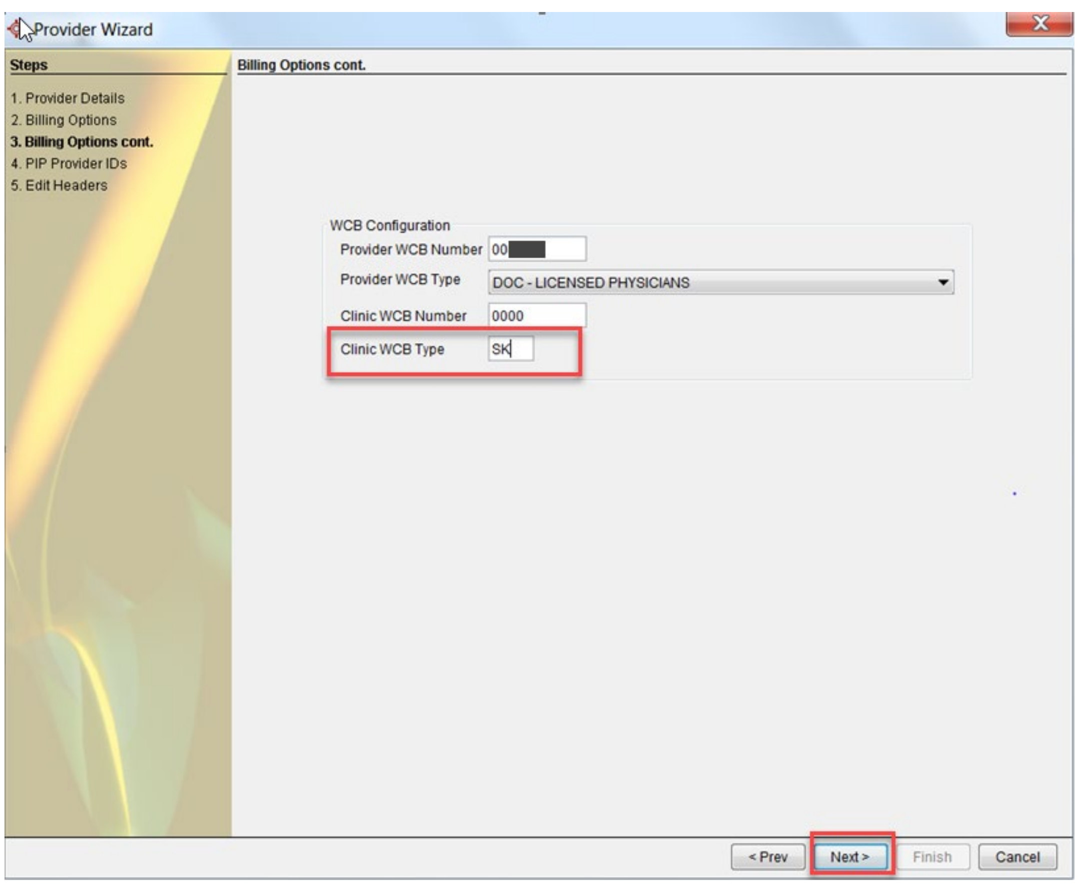


Change the insurer to eWCB (not the WCB) on all invoices you will be submitting through batch. Going forward, you will always select eWCB.

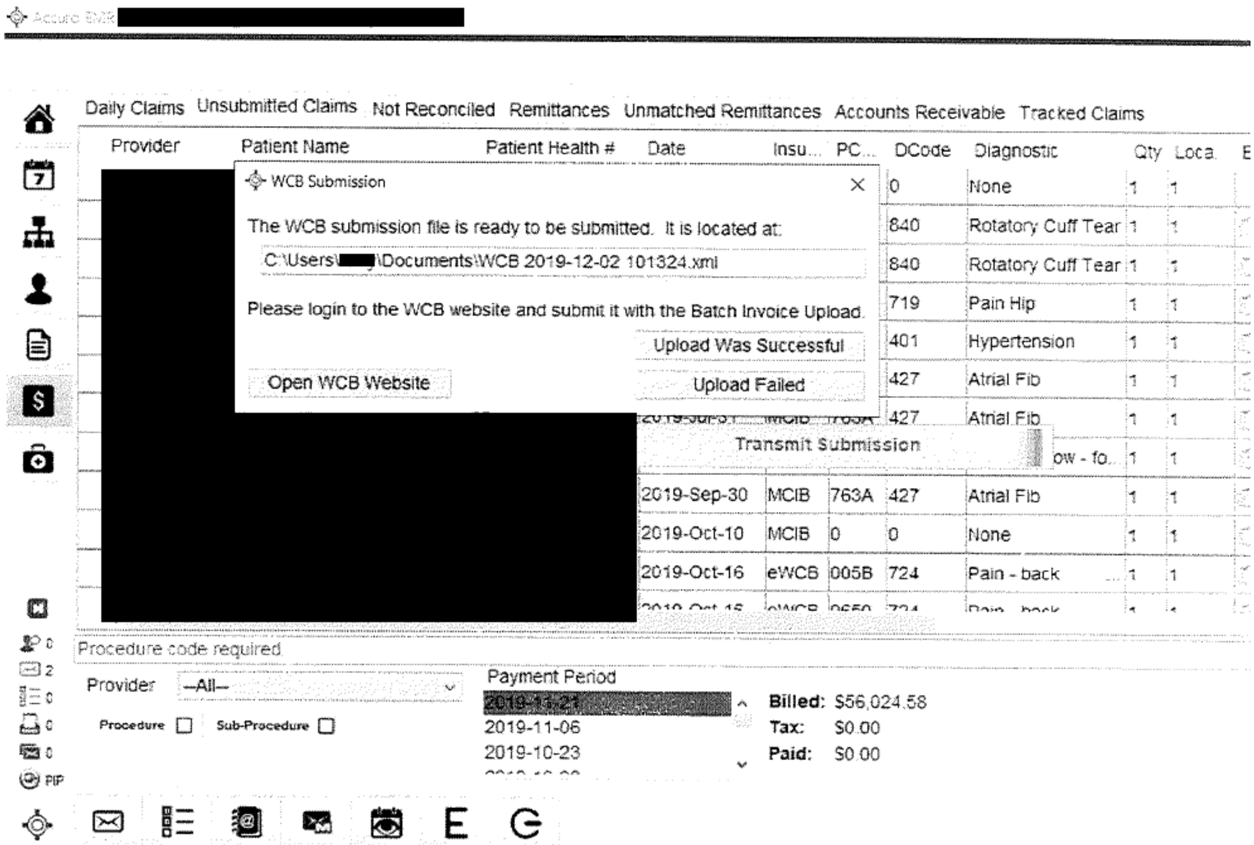
In addition, you will need to include the diagnosis codes for batch upload to go through.

2. You need to **update the billing options** for each provider. Add SK for the clinic number.





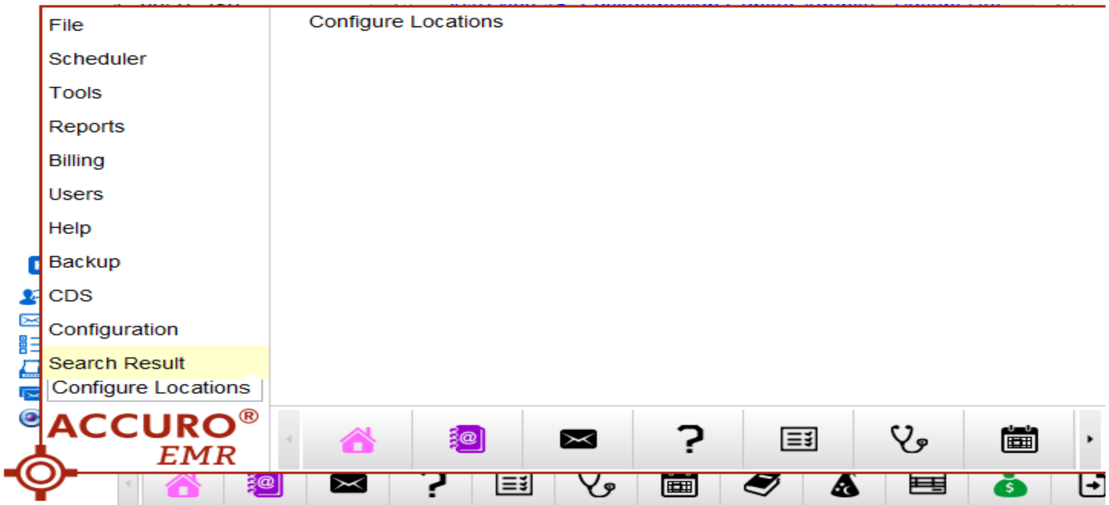
3. Accuro will have a default **location for the xml file** that you will need to upload to the WCB website during the batch upload process. It's a good idea to check this location to ensure you have access to the file location on your computer.

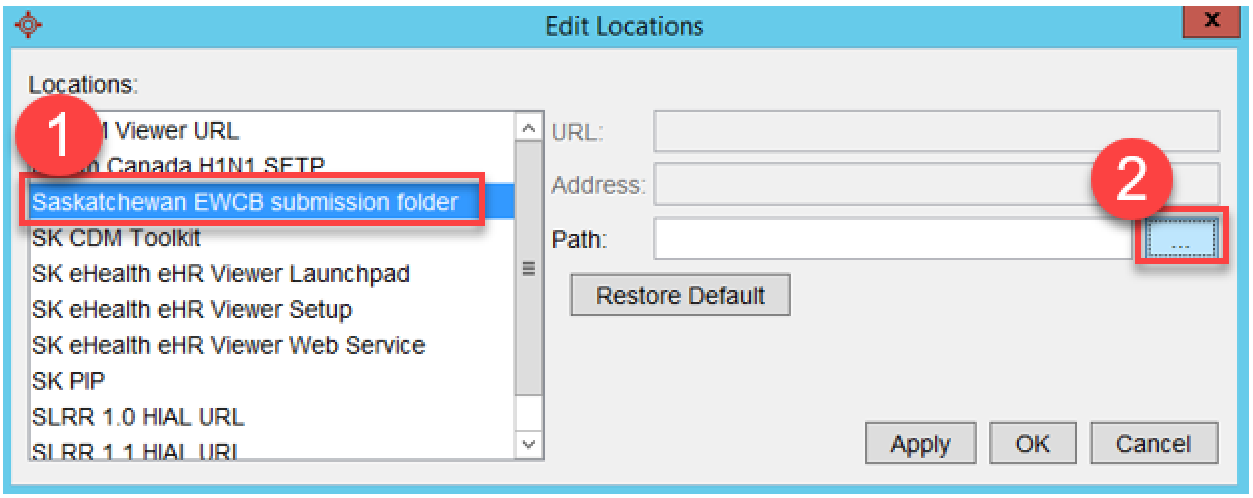


HOW TO CHANGE THE XML DOCUMENT LOCATION

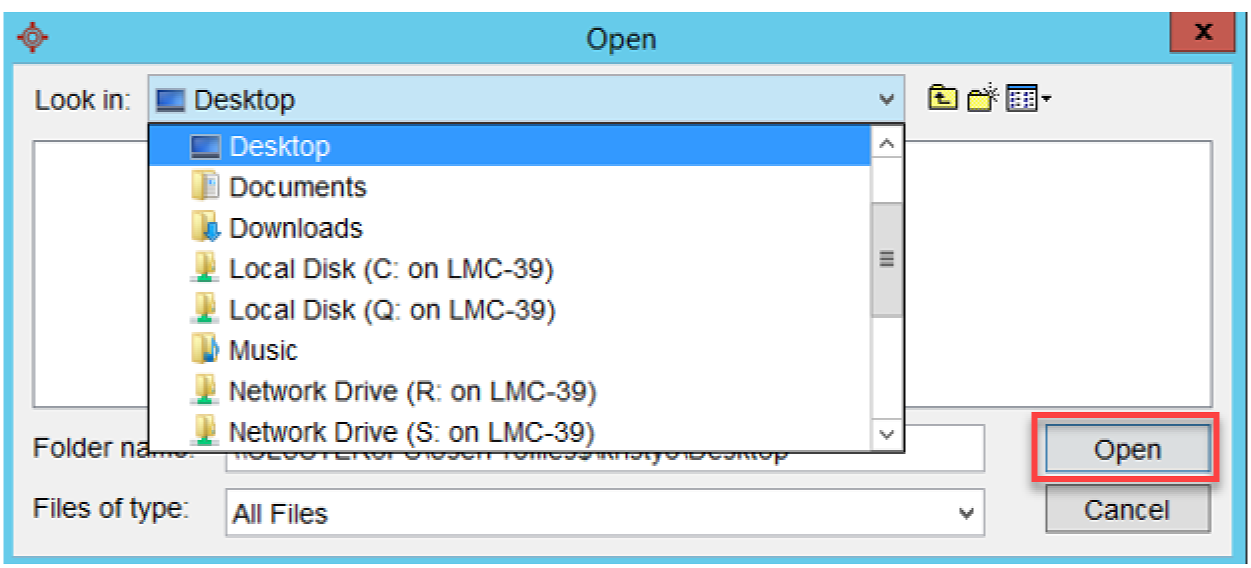
If you need to change this document location, follow these steps. **You will need to contact Accuro if you do not have administrator access to configure locations in your electronic medical records (EMR).**

1. Open configuration locations in Accuro:

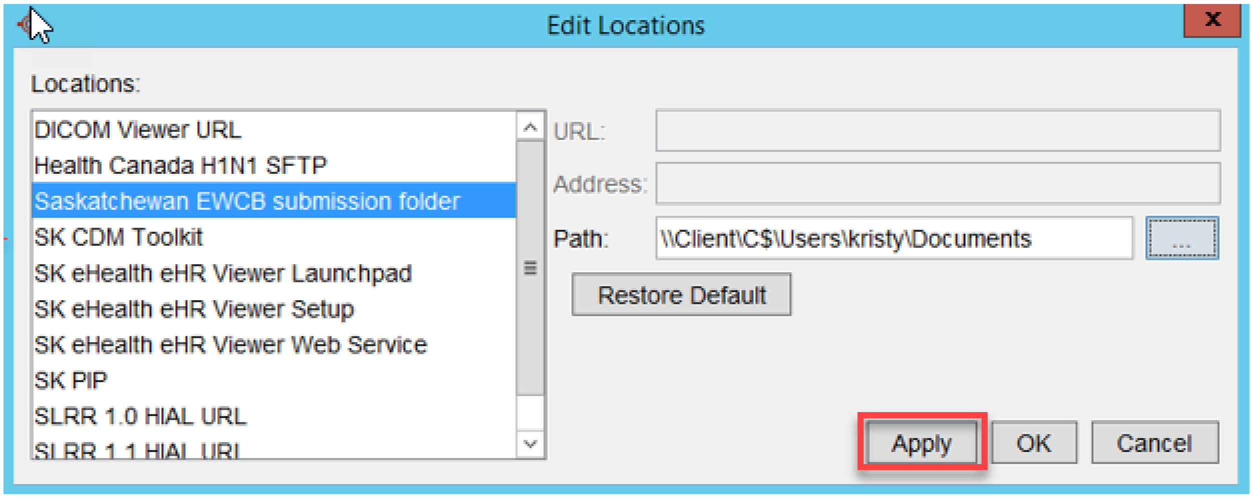




2. Choose desired location and click “Open”.



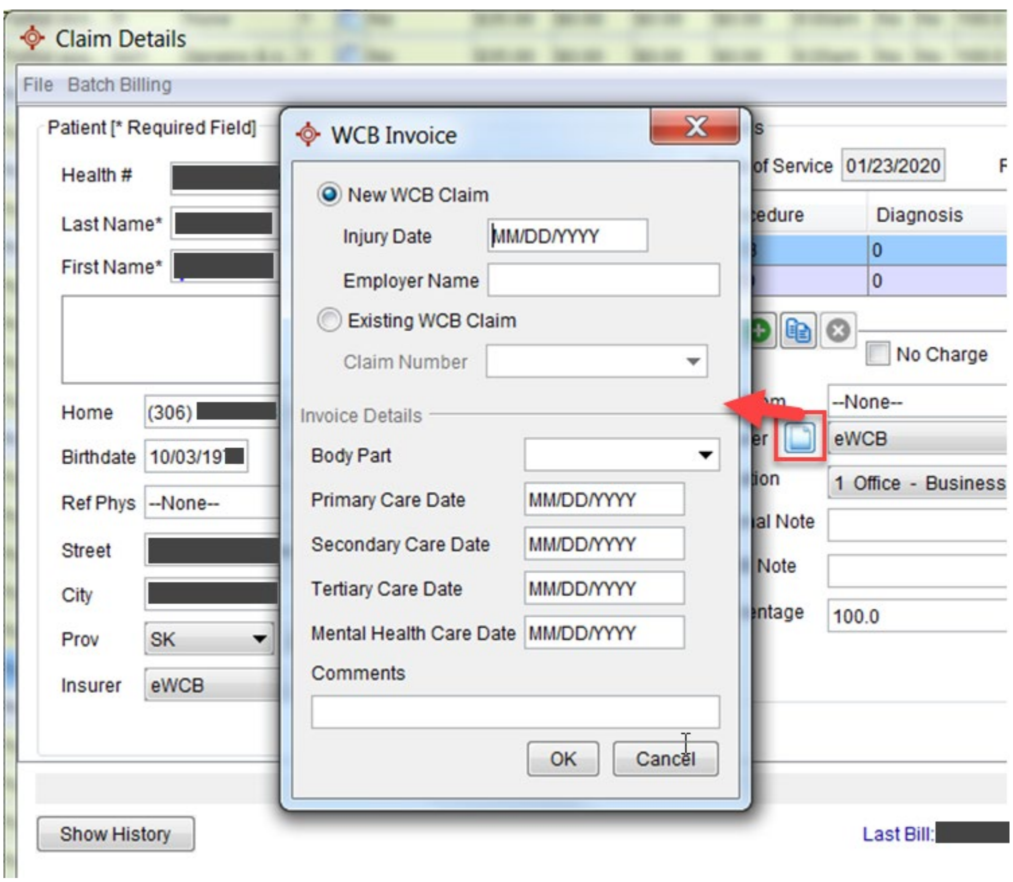
3. You will then have a path entered. Click “Apply”.



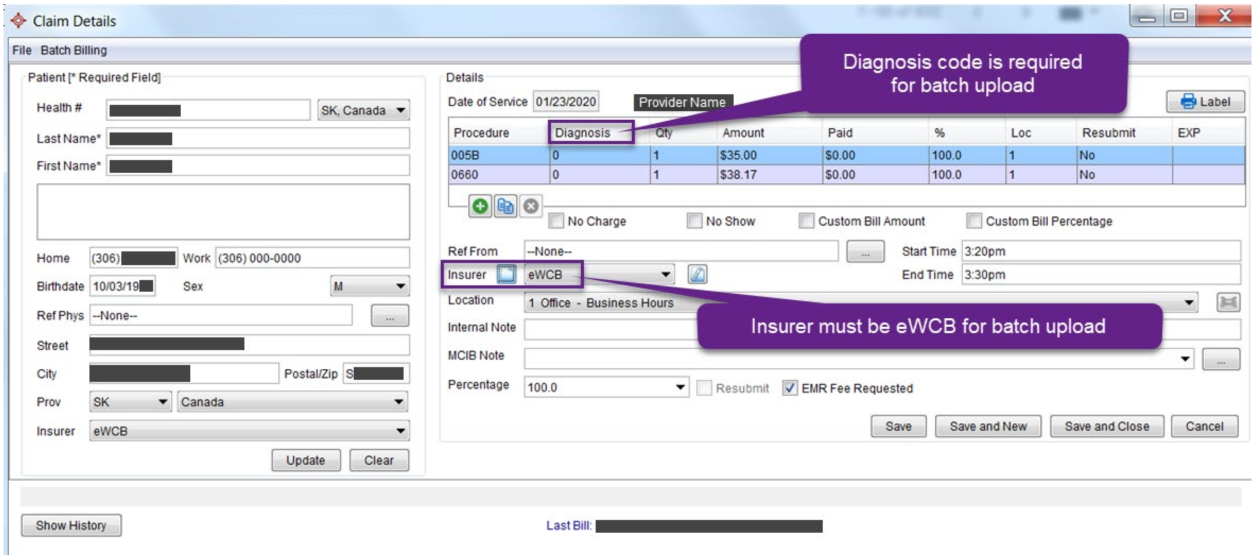
WCB Invoice – New Claim vs Existing Claim

1. When using batch invoice submission for the first time the WCB pays a care provider on a specific claim number, it must be submitted as a “New WCB Claim”, including the injury date, employer and injured body part.

   Once that care provider has been paid on a particular claim number, they can select “Existing WCB Claim” and enter the claim number and body part.

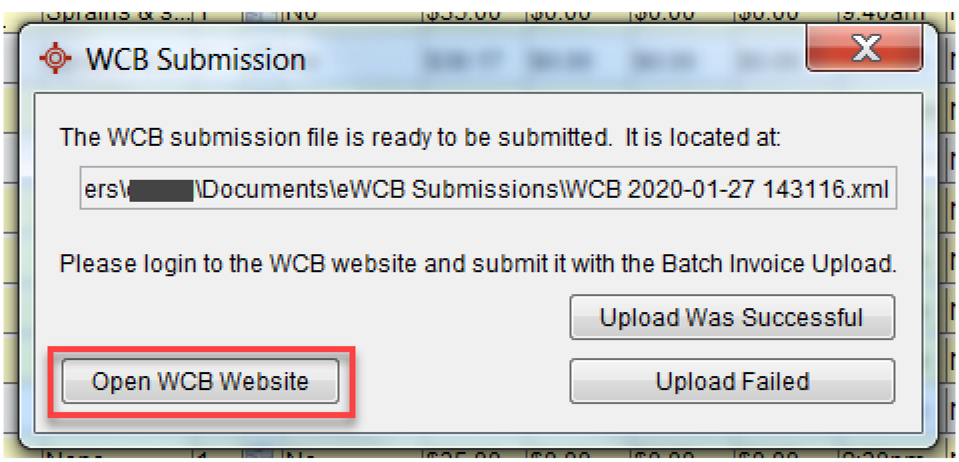


2. You have to continue entering diagnosis codes and selecting eWCB when you enter your fee codes into Accuro.



HOW TO SUBMIT USING BATCH UPLOAD

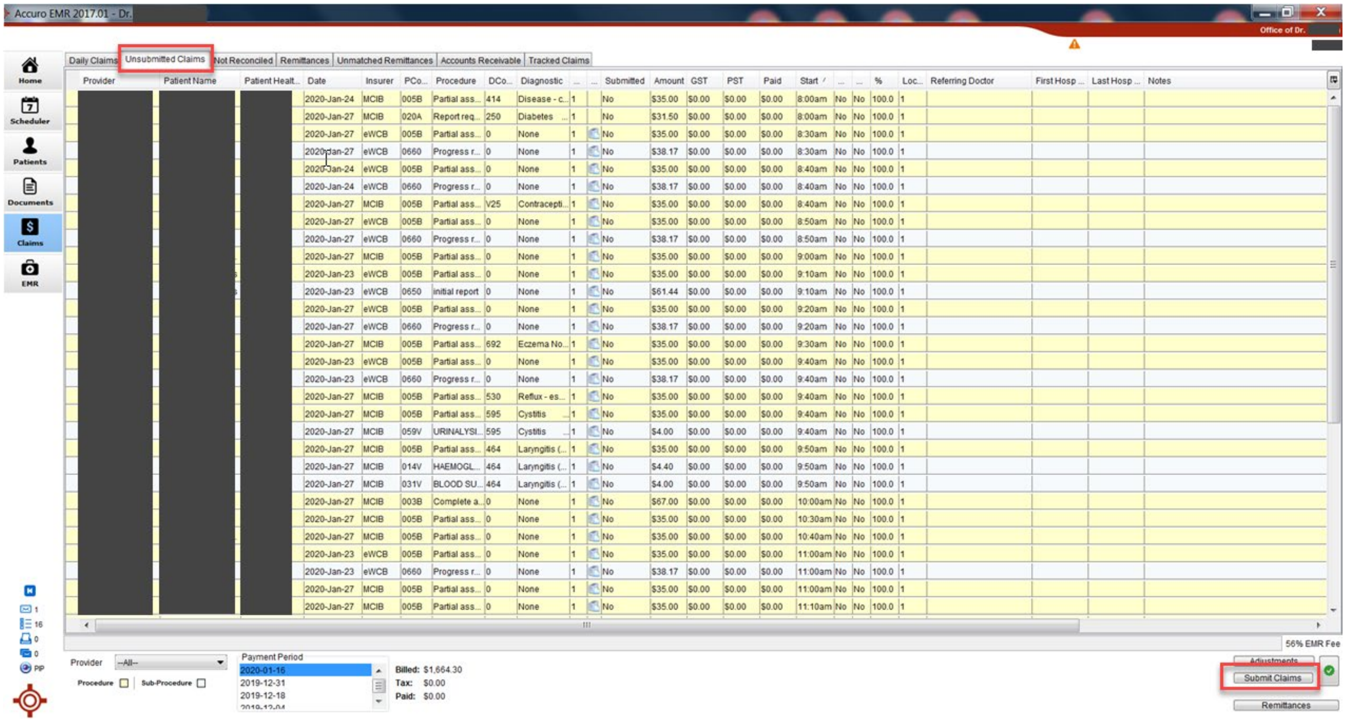
1. **When you are doing a submission through Accuro, you will submit to both the Medical Services Branch (MSB) and the WCB.** If you do not have any MSB submissions in your un-submitted claims tab, the following screen will pop up after you click “Submit”. If this is the case, jump to point eight below.



If you have both MSB and WCB claims, there is an option along the way to click “Cancel” and only submit WCB claims. See the note in the screenshot for this step.

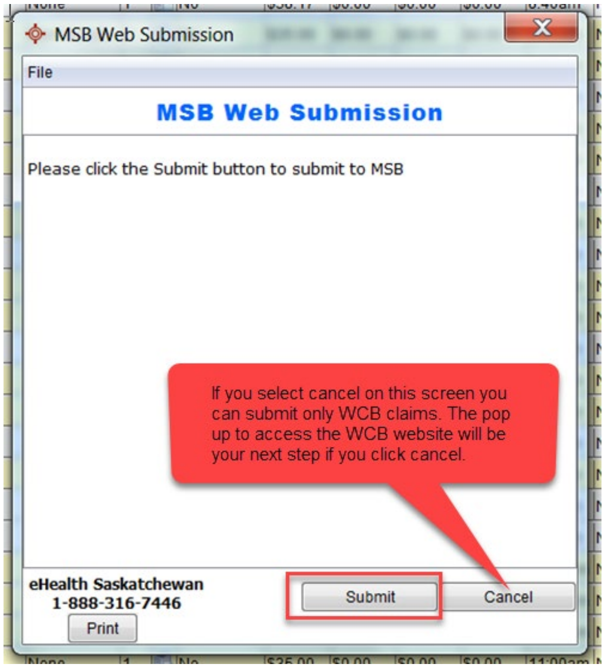
If you have both MSB and WCB claims, there is an option to only submit MSB by selecting “Upload Failed”. If you click this, rather than opening the WCB website, the un-submitted invoices will stay there until next time.

2. Once you are logged into Accuro, go to the “Unsubmitted Claims” tab and click “Submit Claims” in the bottom right-hand corner.

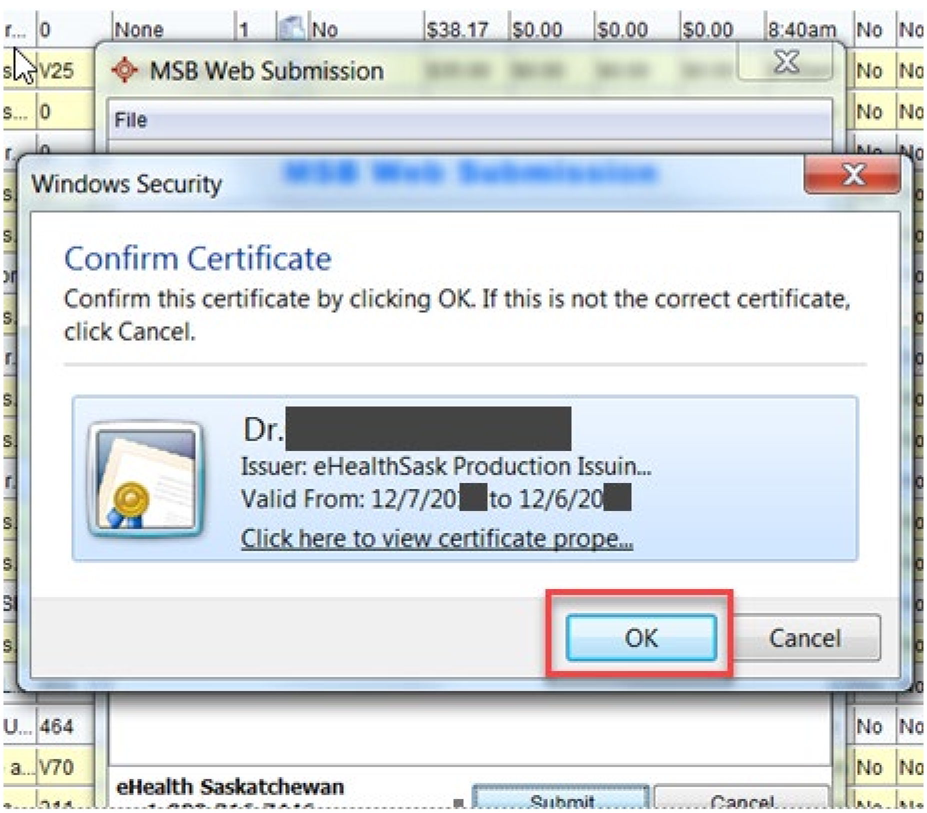


Note: If your clinic has multiple providers to submit for, please ensure “All” is selected next to provider in the bottom left-hand corner.

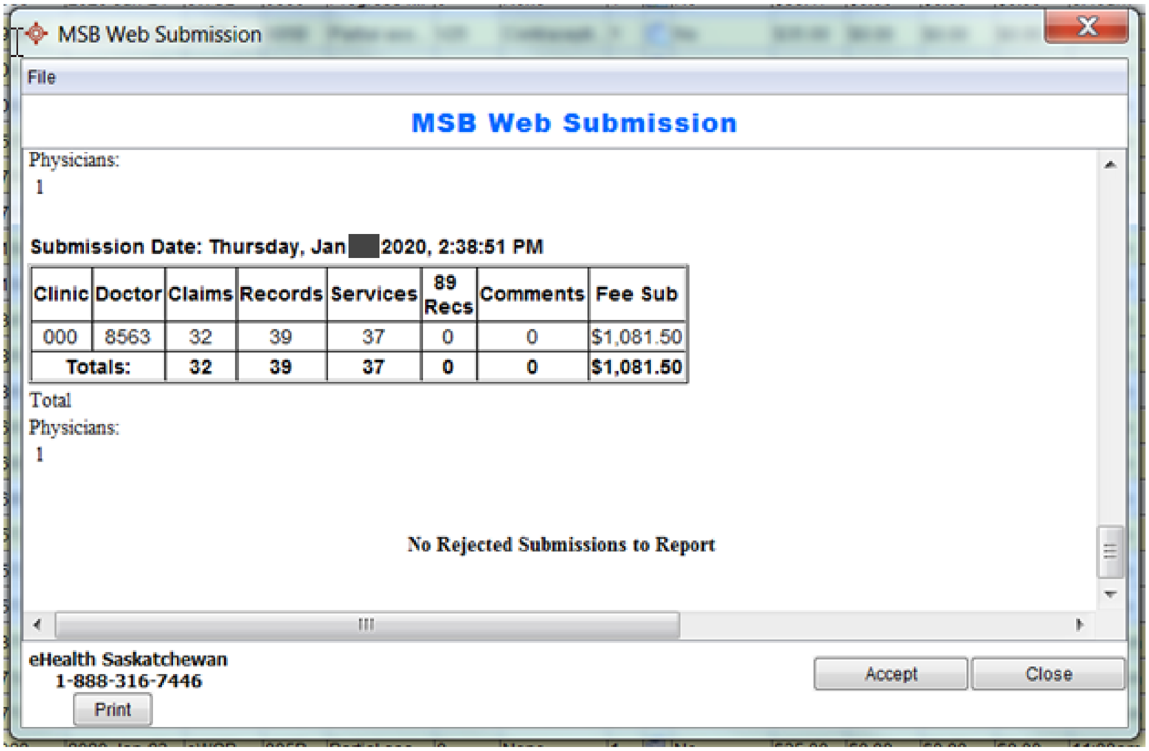
3. Select “Submit”.



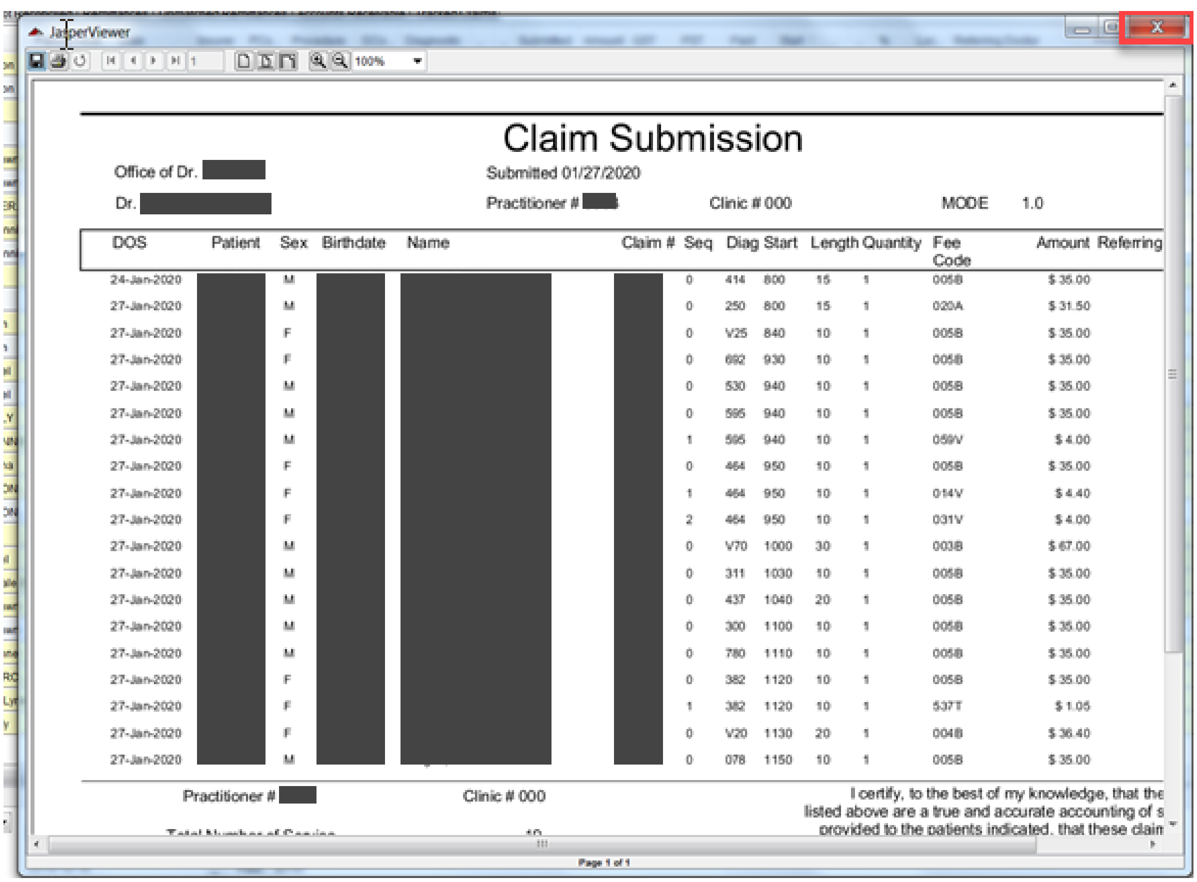
4. You will need to confirm the correct certificate is displayed by clicking “OK”.



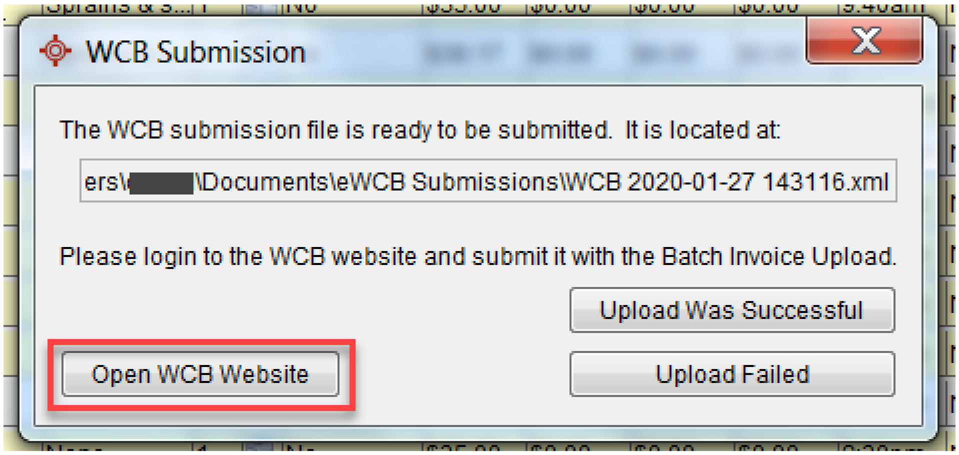
5. Some clinics print this report before selecting “Accept”:



6. Some clinics print this report as well before closing it:

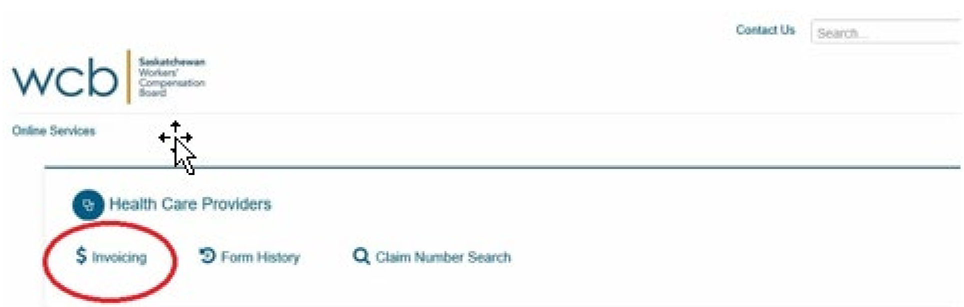


7. Here is the pop up for the WCB submission portion:

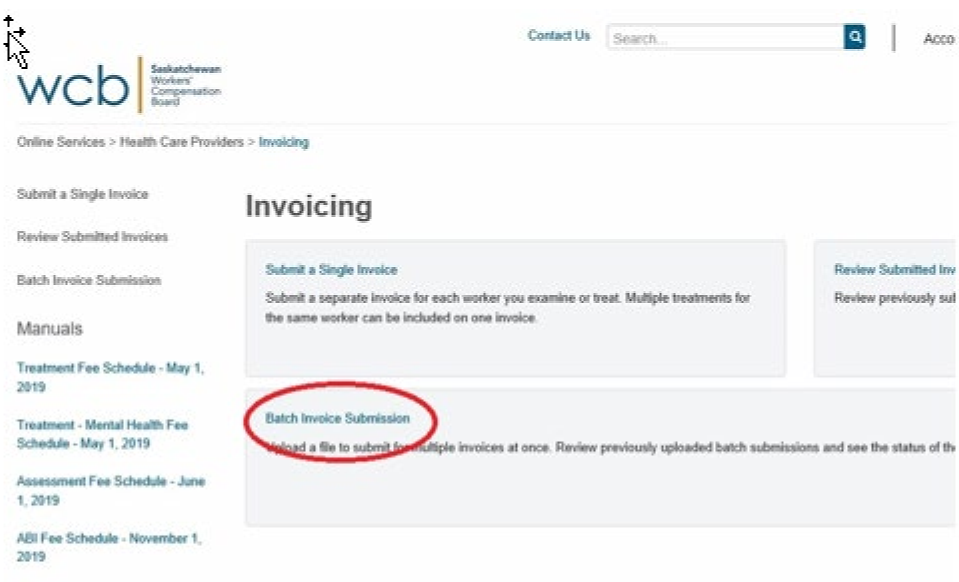


Note: If you only need to submit MSB, select "Upload Failed". When you click this, rather than opening the WCB website, the un-submitted invoices will stay there until next time.

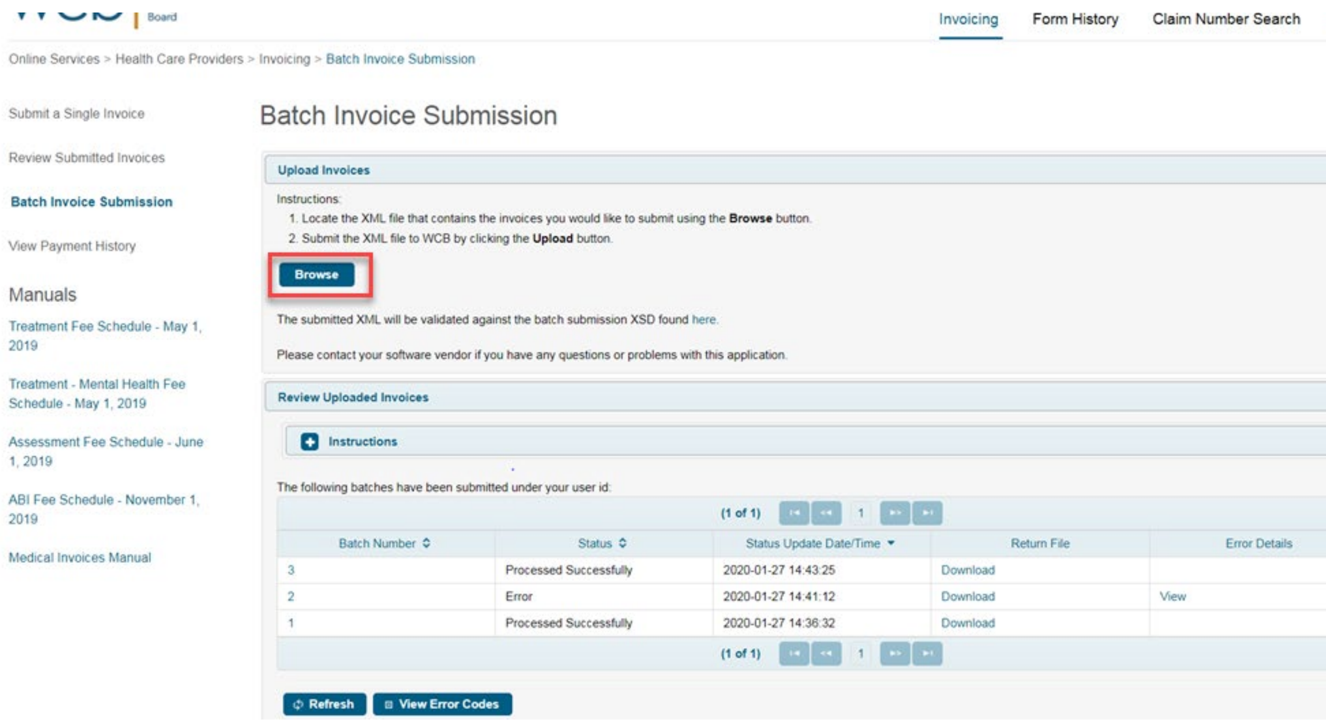
8. After selecting "Open WCB Website", you will log into your WCB online account and select "Invoicing".



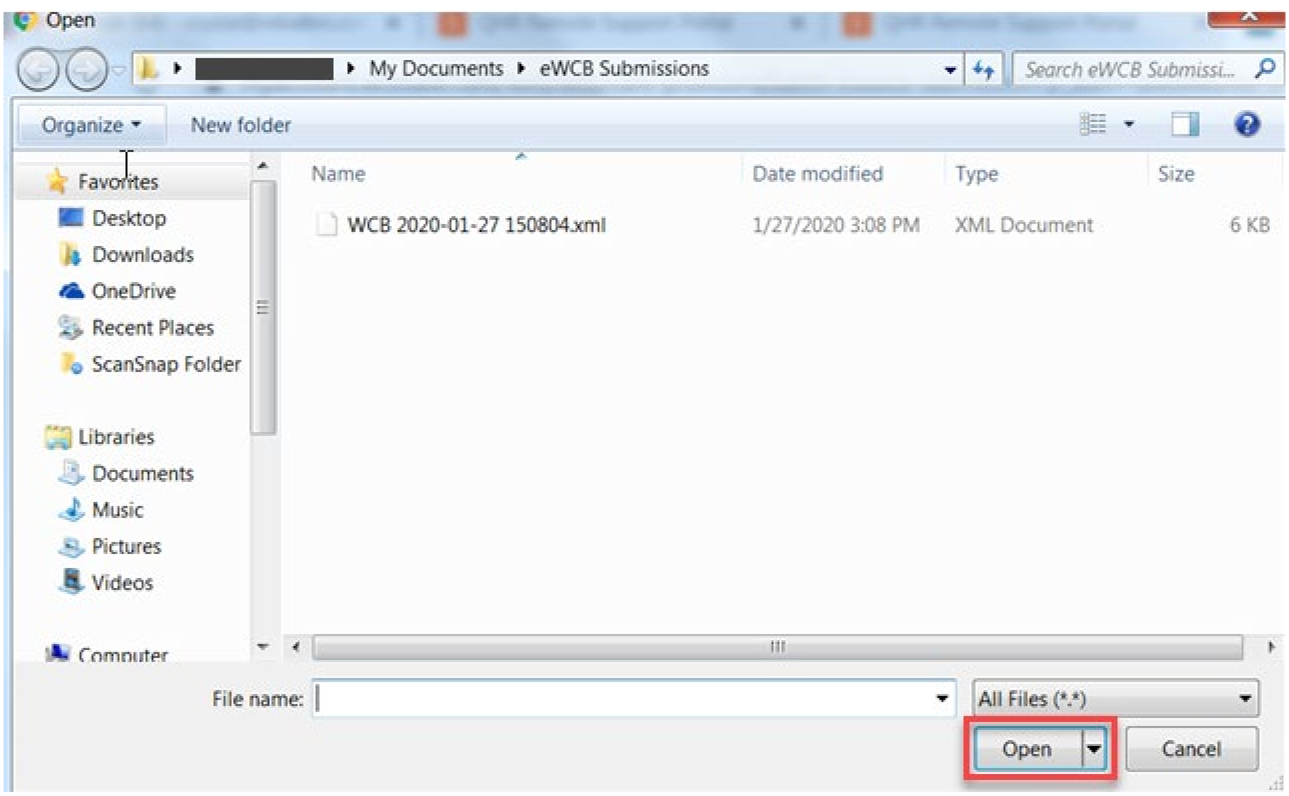
9. Select batch invoice submission.



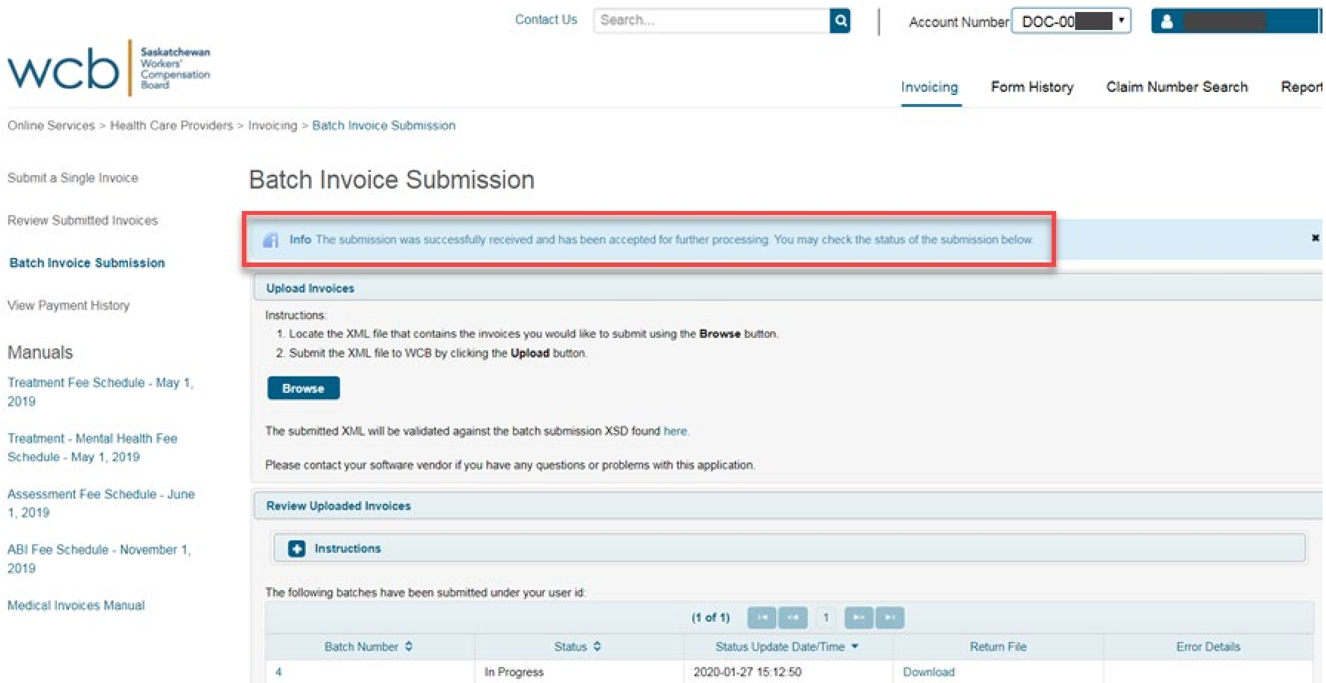
10. Select “Browse”.



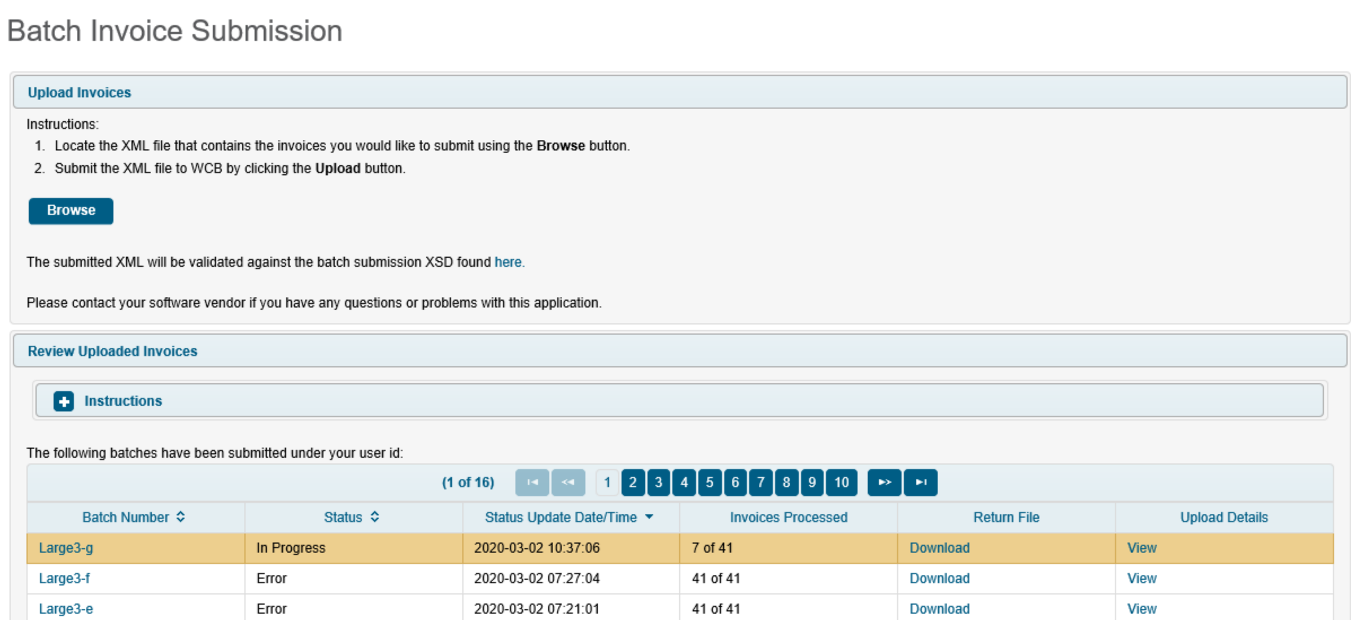
11. Locate the XML file (the location is noted in the Accuro pop up window) and select “Open”.



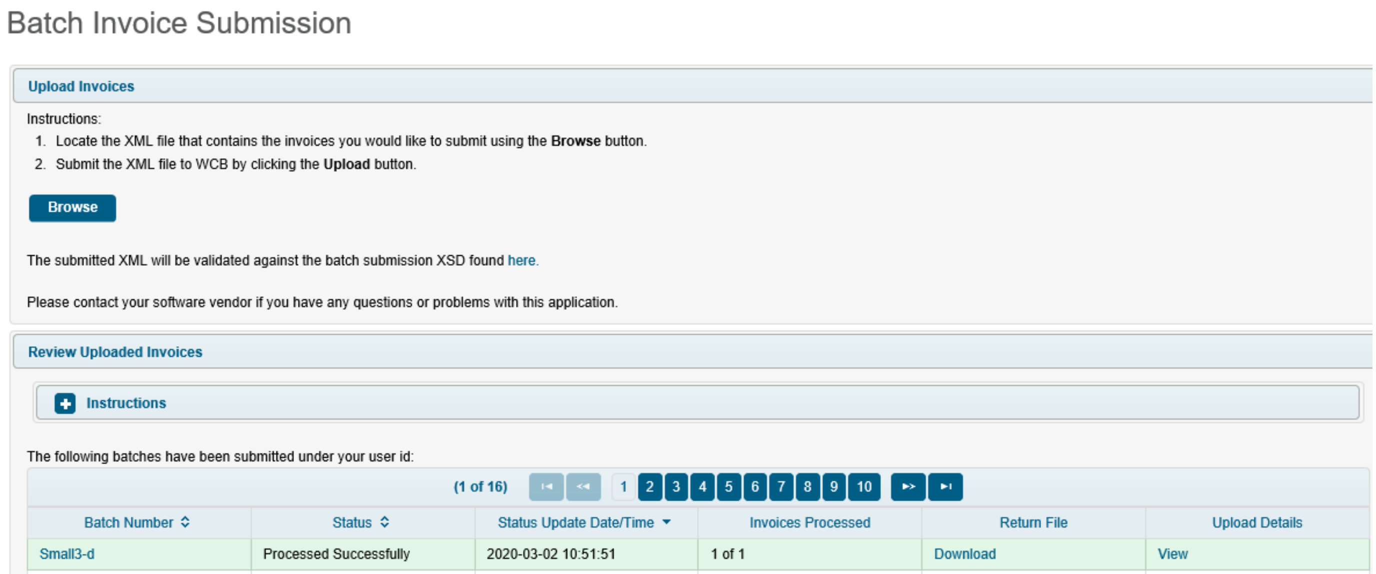
12. There will be a confirmation message at the top of the screen to let you know if your upload was successful.



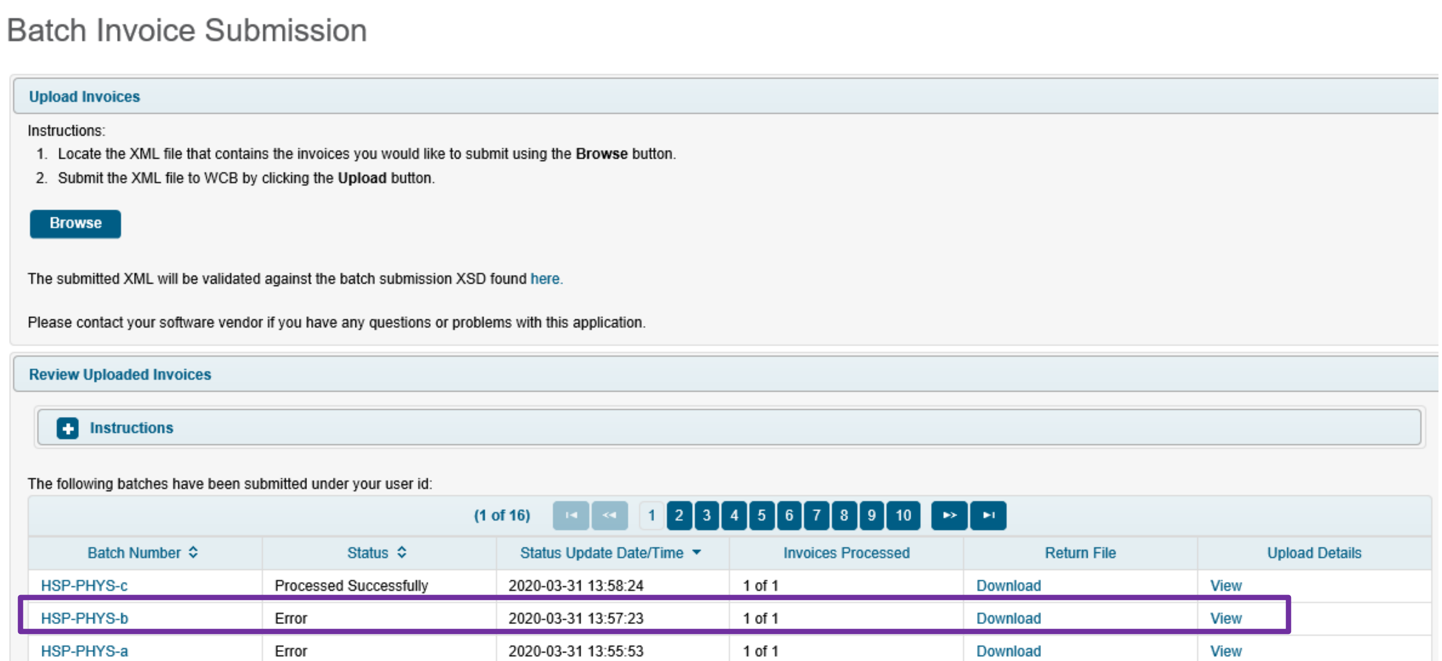
13. Check below to see if all invoices were successfully uploaded. The process will automatically update every five seconds.



Here is an example of a successful submission:



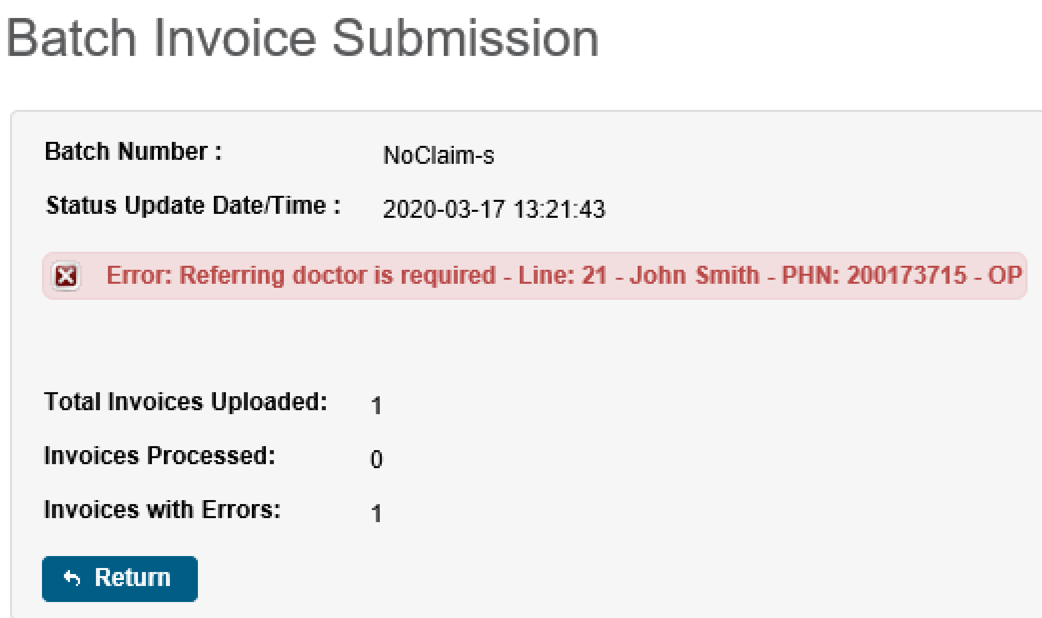
14. If there are errors, select “View” (as noted below in purple) to view the invoice(s) that did not get sent to the WCB. These will need to be corrected in Accuro and resubmitted.



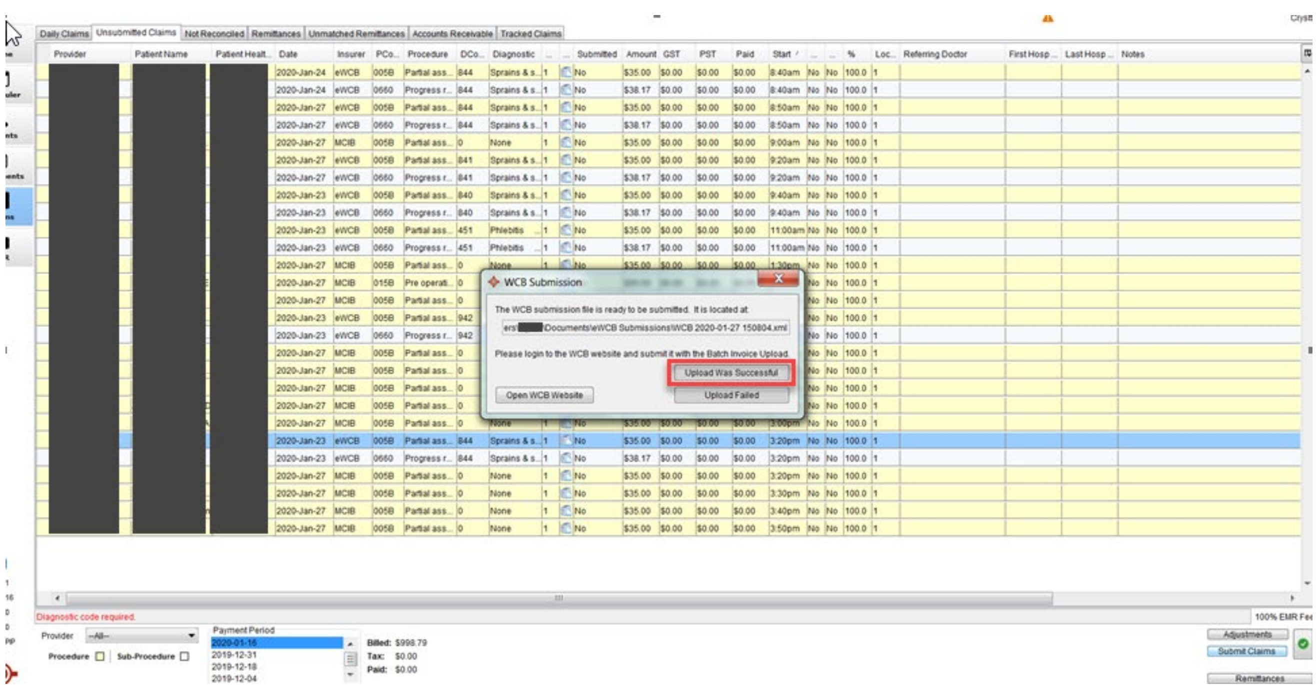
15. On your screen, there will be a description of the error, the patient’s name and Provincial Health Number (PHN) so you can easily find them in Accuro and make the necessary corrections.

There will be a list of all of your submissions. Beside each of them, your screen will say whether the submission was successful. When there is an error, click on “View”, this will bring up the details of each error in that batch.

Note: Any invoices listed in this error report are not sent to the WCB. They need to be corrected and re-submitted.

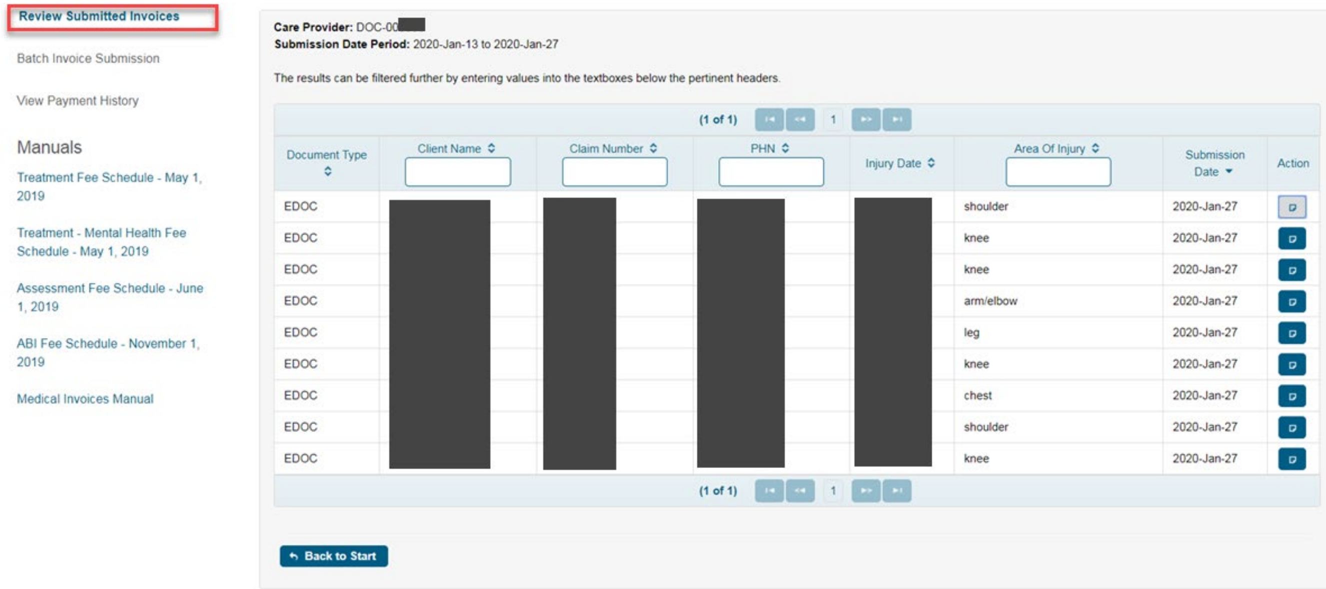


16. Return to Accuro and select “Upload Successful”. The only exception is if the whole batch fails. This does not include the errors you view at the bottom of the screen.



17. Your upload is now complete. The invoices are typically paid within 14 days or less.

18. You can review your submitted invoices using your WCB online account.


Review Submitted Invoices
Batch Invoice Submission
View Payment History
Manuals
Treatment Fee Schedule - May 1, 2019
Treatment - Mental Health Fee Schedule - May 1, 2019
Assessment Fee Schedule - June 1, 2019
ABI Fee Schedule - November 1, 2019
Medical Invoices Manual
Care Provider: DOC-00[redacted]
Submission Date Period: 2020-Jan-13 to 2020-Jan-27
The results can be filtered further by entering values into the textboxes below the pertinent headers.
(1 of 1)
Document Type
Client Name
Claim Number
PHN
Injury Date
Area Of Injury
Submission Date
Action
EDOC [redacted] shoulder 2020-Jan-27
EDOC knee 2020-Jan-27
EDOC knee 2020-Jan-27
EDOC arm/elbow 2020-Jan-27
EDOC leg 2020-Jan-27
EDOC knee 2020-Jan-27
EDOC chest 2020-Jan-27
EDOC shoulder 2020-Jan-27
EDOC knee 2020-Jan-27
(1 of 1)
Back to Start