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# **Ophthalmology**

## **Service Verification Audits**

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**Service Verification Group  
Billing Integrity Program  
Audit and Investigations Branch**

## **Background**

Prior to June 4, 2012, ophthalmologists could charge patients directly for the cost of foldable monofocal intraocular lenses (IOLs) placed on the eye following cataract surgery. The premium paid by beneficiaries resulted in a substantial revenue stream for ophthalmologists.

On June 4, 2012, policy changes made IOLs a Medical Services Plan (MSP)-insured benefit. In addition, any associated services covered by MSP could not be charged to the beneficiary. For the purchase of a specialty lens, patients could only be charged for the difference between the insured lens and the specialty lens.

At the request of the Medical Services Commission (the Commission), the Service Verification Group (SVG) undertook a select review of the top billers for cataract surgery and relating fee items. SVG reviewed the top 20 billers for Fee Item 02188 – Cataract – Linear Extraction and sent out survey letters to patients to verify the services provided and if additional charges were incurred. In addition, a review of “unbundling” of ophthalmology consultations for Fee Item 02010 – Consultation was conducted.

### **Phase One – Service Verification Audits (SVA)**

The top 20 physicians were selected from a list of the top billing ophthalmologists for Fee Item 02188. However, any physicians with a current SVA, or a previous on-site audit within the last year, were excluded from this project. The population of Fee Item 02188 was extracted from MSP billing data, and 50 beneficiaries were then selected at random from this data. The audit period was from November 1, 2014 to June 30, 2015.

Although not used as part of the selection criteria, ten of the selected physicians were also within the top 50 highest billing ophthalmologists in fiscal year 2014/15.

Each letter listed the MSP services billed for the patient by the physician during the audit period. In addition to marking each service as correct or incorrect, the following questions were asked:

1. Were you offered a no fee option? Yes \_\_\_ No \_\_\_
2. Did you pay a fee? Yes \_\_\_ No \_\_\_ If yes, what did this payment cover?
3. Did you have any surgical procedures in addition to cataract surgery? Yes \_\_\_ No \_\_\_
4. Did you purchase any extra services such as lens correction? Yes \_\_\_ No \_\_\_

A total of 1,000 survey letters were mailed (20 physicians x 50 beneficiaries). SVG received a response on 62% of the letters (620 letters). SVG did not receive a response on 380 letters (38%) of the letters (35% due to beneficiaries choosing not to respond, and 3% due to undeliverable addresses). This is typical of SVA projects, due to the voluntary nature of the survey letters.

### **SVA Results**

This SVA project found that the ophthalmologists sampled were actually providing, according to the responses of the beneficiaries, the services that they were billing to MSP. Only five out of the 620 letters (< 1%) that were returned had a service which was marked as incorrect. We noted that of the 620 beneficiaries that responded, 183 chose not to respond to all four questions on the survey letter.

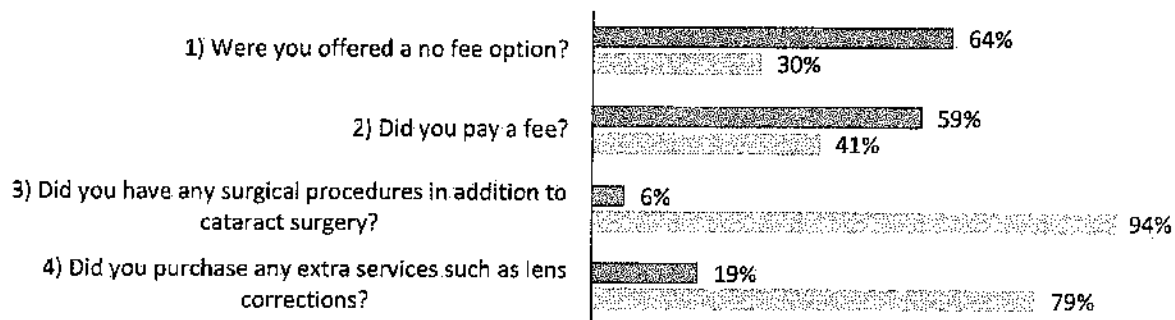
The survey indicated that most beneficiaries 64% were offered a no fee option. However, additional payments to the ophthalmologist were common, with 257 of the 437 (59%) returned survey letters indicating that the beneficiary had made additional payments. We noted that since the last ophthalmology review conducted by SVG in 2009, additional payments to ophthalmologist decreased by 21%. SVG's 2009 survey found that 80% of the beneficiaries had indicated that they paid for their services.

We reviewed the comments made by beneficiaries regarding the additional items they paid and noted that the majority of the payments were for elective services or lenses not covered by MSP, such as Toric lenses. A concerning trend, however, is that a number of the fees were for "premium packages". The answers do not provide enough details to draw any further conclusions about the nature of these payments. Due to the complex nature of the work done by ophthalmologists the possibility of additional unnecessary services being charged to beneficiaries is likely.

## SVG Ophthalmology Project Results

Answered 437

■ Yes ■ No

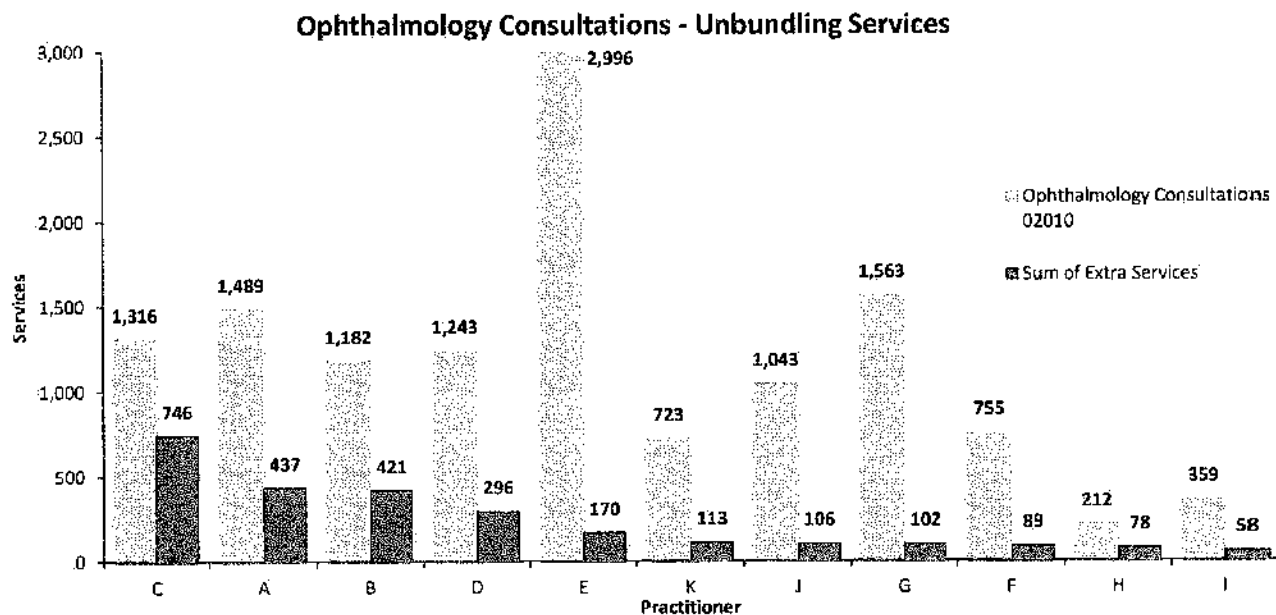


### Phase Two – In-depth MicroStrategy Review of Fee Item 02010

Utilizing the MicroStrategy software, we conducted a review of ophthalmologists who are submitting fee items for tests which should be included in the consultation, in addition to the consultation (e.g. Fee Item 02019 - Tonometry). Fee Item 02010 – Consultation includes: history, eye examination, review of x-rays and laboratory findings and in addition where indicated and necessary, any or all of measurement for refractive error, ophthalmoscopy, biomicroscopy, tonometry, eye-balance test and keratometry.

We explored the degree to which ophthalmologists are potentially unbundling consultations into other services (e.g. office visits, lab services) by creating a MicroStrategy report to review the data from July 1, 2014 to October 31, 2014 for Fee Item 02010. The report flagged all services billed within seven days of the ophthalmology consultation being billed and paid. We noted that 11 ophthalmologists are the top billers of extra services for Fee Items 02019 - Tonometry, 02038 - Keratometry and 02018 - Biomicroscopy. One of the physicians, Dr. E, is already under audit and others, such as Dr. C, will be reviewed for potential referral to the Audit and Inspection Committee (AIC) for consideration of an on-site audit.

In addition, a recent Billing Integrity Program audit has uncovered the practice of billing for Fee Items 02017 – Oculo-motor Function Test, 02018 – Biomicroscopy and 02019 – Tonometry for routine office visits. These issues will be presented to the Commission in more detail once the final audit report is issued.



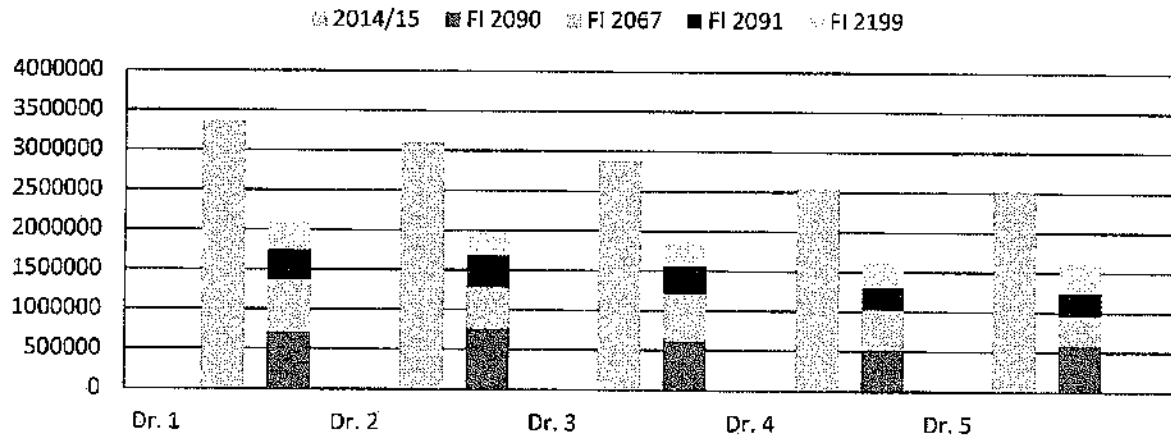
### High Billers

Although not specifically requested by the Commission, we noted that the top billing ophthalmologist for 2014/15 billed more than \$2.5 million that year and appears to be a retinal specialist billing mainly four Fee Items:

- 02090 - Intravitreal injection of vitreous paracentesis (\$131.85)
- 02091 - Paracentesis, anterior chamber (\$131.65)
- 02199 - Posterior vitrectomy with 2 or 3 port infusion cutting device (\$893.30)
- 02067 - Manual retinal nerve fibre layer photography and neuro- retinal rim (\$63.92)

BIP is currently reviewing a retinal specialist for potential referral to the AIC for an on-site audit. This review came about as a result of a complaint.

## Ophthalmology 2014/15 Top Billers



### Conclusion

Overall, the SVA conducted indicated that beneficiaries are being offered the MSP covered lens, however, unknown private charges such as premium packages are also being offered to beneficiaries. The degree to which these new private charges may be for services already covered by MSP is unknown to us and may be very difficult for beneficiaries to describe or identify. There are concerns that beneficiaries may not have the necessary information to make an informed decision regarding the purchasing of additional services.

We recommend additional education to beneficiaries through the Ministry of Health and Health Authority websites detailing exactly what is covered by MSP such as testing, lens and eye measurement. Additional education will allow beneficiaries to be a more discerning and assertive in their interaction with their ophthalmologist.

With regard to the unbundling of the consultation fee item, our review has noted an inherent conflict of interest in the current billing process for ophthalmology. The current situation of in-office testing enables ophthalmologists to provide potentially more efficient patient care; however, this same system may lead to an incentive to unnecessarily increase testing to derive additional income for the ophthalmologist.

We recommend a review of the ophthalmologist testing fee items to consider the delegation of care and value of the fee item.

In addition, our review pointed out that the highest billing ophthalmologist appears to be retinal specialist. As part of the above recommended fee item review, we also recommend a review of the retinal specialist fee items.

s.22

Audit Period: December 1, 2014 to May 31, 2015

Question 1: Were you offered a no fee option? Yes/No

Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?

Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No

Question 4: Did you purchase any extra services such as lens correction? Yes/No

## Log Table

	PHN	Beneficiary	Fee Item	Date of Service	✓ or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments
1	s.22		2188	2015-04-22	✓	Yes	Yes - "See enclosed invoices for right and left eyes cataract surgery respectively."	No	No	Beneficiary enclosed two receipts of \$250.00 each. One dated Feb 16/15 and one dated May 6/15. Description for both invoices stated "Monofocal premium advanced testing package"
2			2188	2015-04-22	✓	Yes	Yes - eye measurements \$500.00 (bot eyes) Interocular lenses two \$502.00 (PA Hospital)	No	Yes	"very pleased with the results!"

3	s.22	2188	2014-12-11	v	Yes	No	No	No	"I am very satisfied with the results of my cataract surgery. Dr. s.22 & his team were exceptional."
4		2188	2015-02-25	v	Yes	Yes - "(extra exams & services) vs. (paid by money order about 1 yr ago now)"	No	No	"Patient <u>must</u> do the <u>Drops</u> into eyes as requested! Re #3 the next day of C.S.Dr. s.22 ck eye (of every patient) s.22 s.22  s.22 - I have great respect for Dr. s.22 and staff - (visa/nersa) Dr. s.22 is a very serious & good at his works - he is very intelligent (also slim & good looks), I even know some persons envy

									him also for making money (which he deserve) his salary."
5	s.22	2188	2015-05-13	√		Yes - "lens"	No	Yes	
6		2188	2015-05-14	√	Yes	Yes - "Monofocal IOL & refractive services"	No	No	
7		2188	2015-03-19						
8		2188	2015-01-28	√	Yes	Yes - "Lens adjustment & soft lense"	No	Yes	

9 s.22

9	218 8	2015-03- 17						UNDELIVERABLE
1	218 8	2015-01- 24	v					
0	218 8	2015-04- 22	v					
1	218 8	2015-01- 24						UNDELIVERABLE
1	218 8	2015-02- 21						
2	218 8	2015-04- 24						
1	218 8	2015-01- 07	v	No	Yes - "\$250.00 - For lens measurements and testing prior to cataract surgery"	No	No	
4	218 8	2015-05- 14	v					
1	218 8	2014-12- 10	v	Yes	Yes - "upgrade lens"	No	No	
5	218 8	2015-02- 25	v	Yes	Yes - "\$250.00 for extra measurements"	No	No	
1	218 8	2015-02- 25						
7	218 8	2015-03- 25		Yes	Yes - "Extra measurements"	No	No	
1	218 8	2015-05- 13	v					
8	218 8	2015-03- 04	v	Yes	No	No	No	
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218 8	2015-04-24						
218 8	2015-02-28	✓	No	No	No	No	
218 8	2015-03-19						UNDELIVERABLE
218 8	2014-12-03						
218 8	2015-03-03	✓	Yes	Yes - "examination and surgery"	No	No	"Received Toric lenses."
218 8	2015-04-29	✓					
218 8	2015-04-24	✓	Yes	Yes - "Measurements & Toric lens"	No	Yes	"Purchased a package that provided extra procedures & higher cost lens (Toric)"
218 8	2015-02-11	✓					
218 8	2015-04-22	✓					
218 8	2015-01-07	✓					
218 8	2015-01-14	✓					
218 8	2015-01-14	✓					
218 8	2015-01-21	✓					

3 2	s.22	218 8	2015-01- 09	✓	No	Yes - "Package B (\$250/eye) for monofocal premium cosmetic testing package to improve accuracy of lens calculation"	No	No	"I had previous s.22 surgery which is probably why I needed package 2 for cataract surgery. As it was, one of my eyes was over corrected and had to be re-done ( <u>Right eye</u> , no extra cost, in January 2015) * <u>Left eye</u> = May 22, 2015)"
3 3		218 8	2015-02- 19	✓	Yes	Yes - "Refractive service"	No	No	
3 4		218 8	2014-12- 17						
3 5		218 8	2014-12- 17	✓					
3 6		218 8	2015-03- 19	✓	No	Yes - "for fees for more advanced testing for correction for astigmatism"	No	No	"I was <u>completely</u> satisfied with the results of my cataract surgery! I'm now more aware of the deficiencies in my uncorrected eye due to a still 'not ripe' cataract in my left eye - particularly the

									yellowish tint caused by the cataract."
37	s.22	2188	2015-02-11						
38		2188	2015-03-25	√	Yes	No	No	No	
39		2188	2015-04-29						
40		2188	2015-01-07						Beneficiary signed letter with no further response
41		2188	2015-02-18	√	No??	No - "see below comment"	No	Yes	"Additional \$250 per eye for extra measurements."
		2188	2015-04-29	√					
42		2188	2015-02-25	√	Yes	Yes - "Measurements for optical IOL"	Yes	Yes	"Stretched my pupils because they no longer dilated. The procedure was successful. Thank you!!"
		2188	2015-04-22	√					
4		2188	2015-01-						

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218	2015-03-19						
218	2014-12-19						
218	2015-03-19						
218	2015-03-11	v	Yes	Yes - "Enhanced measurement"	No	Yes	"Payment for Toric lens"
218	2015-05-13	v					
218	2015-05-06	v	No	Yes - "1) Toric premium intraocular lens implant and refractive package \$500 and 2) PAH 56/1 LENS \$502.60. \$1002.60 Total \$1002.60 (left hand side eye) one eye"	No	No	s.22
218	2015-03-06	v	Yes	No	No	No	
218	2015-03-19	v					
218	2015-04-29						

49	s.22	2188	2014-12-03	V	Yes	Yes - "additional measurements & upgraded lens"	No	Yes	"Although an upgraded lens & measurements were paid, an error was made with the type of lens that was implanted. The error was acknowledged by the surgeon & a partial refund was provided."
50		2188	2015-03-04	V					

s.22

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**Audit Period: November 1, 2014 to April 30, 2015**

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**Question 1: Were you offered a no fee option? Yes/No**

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**Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?**

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**Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No**

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**Question 4: Did you purchase any extra services such as lens correction? Yes/No**

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**Log Table**

	PHN	Beneficiary	Fee Item	Date of Service	V or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments
1	s.22		2188	2015-01-28						

		21 88	2015- 02-18						
2	s.22	21 88	2015- 03-11						
3		21 88	2015- 03-11						
4		21 88	2015- 02-18	v	Yes	Yes. "Detailed eye measurement exam accuracy to 99%."	No	No	
5		21 88	2014- 11-28	v	yes	Yes. "Toric lens implant."	No	No	s.22 s.22 s.22 required post implant treatment - ongoing."
6		21 88	2014- 11-12						
7		21 88	2015- 01-05						
		21 88	2015- 01-05						
8		21 88	2015- 01-22	v	Yes	Yes. "A better lens."	No	Yes	
9		21 88	2014- 12-10						
10		21 88	2014- 11-26	v	No	No	No	No	"Very impressed with Dr. s.22 + his staff the surgery was a total success. I have my life back."
11		21 88	2015- 02-25						

1	s.22	21	2015-01-28					
2		21	2015-03-27					
1		21	2015-03-26					
3		21	2015-03-09					
1		21	2014-11-20					
4		21	2015-01-21					
1		21	2015-02-18	v	No	No	No	Yes
5		21	2015-04-09	v	Yes	Yes. "Astigmatism corrective lenses."	No	Yes
1								"I am not sure what no fee option means. I only paid for better lenses."
6		21	2015-01-09					
1		21	2014-12-01	v				
7		21	2015-02-27	v	Yes	Yes. "Toric Lenses."	No	No
1		21	2015-03-27	v				
8		21	2015-02-05	v	Yes	"Not sure"	No	No
1		21	2015-02-27					
2		21	2015-04-15					
0								
2								
1								
2								

2	s.22	21	2015-	v				
3		88	04-01					
2		21	2015-	v				
4		88	04-08					
2		21	2014-	v	No	No	No	
5		88	12-16					
2		21	2014-	v	Yes	No	No	
6		88	12-05					
2		21	2015-	v	Yes	Yes. "Chose an upgraded, superior replacement lens instead of the standard lens covered by MSP."	No	Yes
7		88	02-19					
2		21	2014-	v	Yes	Yes. "Astigmatism Correction. Toric Lens."	No	Yes. "See above." "
8		88	11-28					"Great job by a great surgeon. You should correct for a Astigmatism as a matter of course."
2		21	2015-	v	No	No	No	
9		88	02-18					
3		21	2014-					
0		88	12-19					
3		21	2015-					
1		88	01-22					
3		21	2015-	v	Yes	Yes. "Sepcial measurements for my IOL."	No	No
2		88	02-05					
3		21	2015-	v	Yes	Yes. "See attached receipt (copy)."	Yes	Yes
3		88	04-10					"Dr. s.22 office staff + Dr. s.22 explained that this service are not covered by PMP. Very happy with the operation with Dr.

	s.22							s.22
3 4		21 88	2015- 03-11	√				
3 5		21 88	2015- 01-07	√	Yes	Yes. "Lens that was over + above the free covered option - Toric lens that corrects Astigmatism. Toric Intravocular Lens Implant Diagnostic and Refractice Services."	No	Yes "New perscription glasses after cataract surgery but no additional services from Dr. s.22"
3 6		21 88	2014- 12-19	√	Yes	No	No	"I am happy with my cateract surgery I can see very well."
		21 88	2015- 01-07	√				
3 7		21 88	2015- 04-01	√	No	No	No	
3 8		21 88	2015- 03-27					
3 9		21 88	2015- 04-10	√				
4 0		21 88	2014- 12-05					
4 1		21 88	2015- 04-15	√	Yes	No	No	"Dr. s.22 is one fo the most compastionate and talented surgeons. I felt that he was very engaged in my

									<i>care and that gave me great confidence in his skill as a surgeon."</i>
4	s.22	21	2014-88						
2		21	2015-88						
4		21	2015-88						
3		21	2015-88						
4		21	2015-88						
4		21	2015-88						
4		21	2015-88						
4		21	2014-88						
5		21	2014-88						
4		21	2014-88	v					
6		21	2015-88						
4		21	2015-88						
7		21	2015-88						
4		21	2015-88	v	Yes	Yes. "A more accurate eye test doen with a special optical equipment."	No	No	
8		21	2015-88	v	Yes	Yes. "More accurate testing procedures."	No	Yes	
4		21	2015-88	v	Yes	Yes. "Corrective (astigmatism) lenses."	No	No	
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5									
0									

1	s.22	2188	2015-01-
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			28
		2188	2015-02-18
2	s.22	2188	2015-03-11
3		2188	2015-03-11
4		2188	2015-02-18
5		2188	2014-11-28
6		2188	2014-11-12
7		2188	2015-01-05
		2188	2015-01-05
8		2188	2015-01-22
9		2188	2014-12-10
10		2188	2014-11-26
11		2188	2015-02-25
12		2188	2015-01-28
		2188	2015-03-27
13		2188	2015-03-26
14		2188	2015-03-09

15	s.22	2188	2014-11-20
		2188	2015-01-21
16		2188	2015-02-18
17		2188	2015-04-09
18		2188	2015-01-09
19		2188	2014-12-01
20		2188	2015-02-27
		2188	2015-03-27
21		2188	2015-02-05
22		2188	2015-02-27
		2188	2015-04-15
23		2188	2015-04-01
24		2188	2015-04-08
25		2188	2014-12-16
26		2188	2014-12-05
27		2188	2015-02-19
28		2188	2014-11-28

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2188	2015-02-18
2188	2014-12-19
2188	2015-01-22
2188	2015-02-05
2188	2015-04-10
2188	2015-03-11
2188	2015-01-07
2188	2014-12-19
2188	2015-01-07
2188	2015-04-01
2188	2015-03-27
2188	2015-04-10
2188	2014-12-05
2188	2015-04-15
2188	2014-11-28
2188	2015-01-16
2188	2015-04-01

44	s.22	2188	2015-01-16
		2188	2015-04-15
45		2188	2014-12-03
46		2188	2014-11-21
47		2188	2015-01-07
48		2188	2015-01-05
49		2188	2015-03-05
50		2188	2015-03-27

s.22										
Audit Period: November 1, 2014 to April 30, 2015										
Question 1: Were you offered a no fee option? Yes/No										
Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?										
Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No										
Question 4: Did you purchase any extra services such as lens correction? Yes/No										
Log Table										
	PHN	Beneficiary	Fee Item	Date of Service	✓ or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this	Question 3 Yes/No	Question 4 Yes/No	Additional Comments

					payment cover?			
1	s.22	21 88	2015- 04-01	✓				
2		21 88	2014- 11-22	✓				
		21 88	2014- 12-12	✓				
3		21 88	2015- 03-25	✓	Yes	Yes. "Surgical fee? Don't remember."	No	No
4		21 88	2015- 01-06	✓	No	Yes. "Dr. s.22 surgery."	Yes	No
		21 88	2015- 02-03	✓				
5		21 88	2015- 03-25					
6		21 88	2015- 03-05	✓				
7		21 88	2015- 02-17					
8		21 88	2015- 02-24	✓	No	No	No	
		21 88	2015- 03-24	✓				
9		21 88	2015- 04-01					
10		21 88	2014- 12-12	✓	Yes	Yes	No	Yes
		21 88	2014- 12-20	✓				
								"Basic monofocal asphgpheric lens."

1 1	s.22	21 88	2015- 03-25	X	No	Yes. "Astigmatism lens \$502.60	No	No	"Lens 502.60 Dr. s.22 Fee 550.00 Chilliwack Hospital \$500.00
1 2		21 88	2015- 03-10	✓					
		21 88	2015- 03-31	✓					
1 3		21 88	2014- 11-01	✓	No	Yes. "I'm guessing it covered the surgery itself. I paid \$450.00 per eye."	No	Yes	s.22
		21 88	2014- 11-29	✓					
1 4		21 88	2015- 03-25	✓					
1 5		21 88	2015- 03-31						
1 6		21 88	2015- 03-25						
1 7		21 88	2014- 11-18	✓	No	Yes. "Non insured diagnostic tests + refractive analysis for cataract surgery with possible refractive laser surgery."	No	No	
1 8		21 88	2015- 04-01	✓	Yes	Yes. "One fee to the surgeon - DR + anesthetics."	No	Yes	
1 9		21 88	2015- 04-01	Undeliverable					

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21 88	2014- 11-22						
21 88	2014- 11-01	v					
21 88	2014- 11-22	v					
21 88	2015- 03-10						
21 88	2015- 03-31						
21 88	2014- 11-25	v					
21 88	2015- 02-17						
21 88	2015- 03-05	v					
21 88	2015- 04-14	v					
21 88	2015- 03-24						
21 88	2015- 03-14						
21 88	2015- 04-10						
21 88	2014- 11-04	v					
21 88	2014- 11-04	v					
21 88	2015- 02-21						
21 88	2014- 12-02	v					
21 88	2015- 03-31	v	Yes	Yes	No	No	

3	s.22	21	2014-						
3		88	11-01						
		21	2014-						
		88	12-12						
3		21	2015-						
4		88	01-27						
		21	2015-						
		88	03-31						
3		21	2015-						
5		88	03-10						
		21	2015-						
		88	04-14						
3		21	2015-	v	Yes	Yes. "Toric lens (which is for cataracts, but also corrects astigmatism)"	No	No	"Re: Question #4 - I did not have any other services, but the cataract lens I chose (& Paid for) did correct my vision, which the basic lens wouldn't have."
6		88	04-07						
3		21	2015-	v	Yes	Yes. "Non insured portion of the eye exam corneal topography."	No	"Please define services or goods & if it coners money paid to the doctor." "Torik lens purchase from Health Authortiy."	
7		88	01-13						
		21	2015-						
		88	03-25						
3		21	2015-						
8		88	03-25						

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3	21	2014-11-28						
9	88	11-28						
4	21	2014-11-18						
0	88	11-18						
4	21	2014-12-09						
1	88	12-09						
4	21	2015-03-05						
2	88	03-05						
4	21	2014-12-02						
3	88	12-02						
4	21	2014-11-28						
4	88	11-28						
	21	2014-12-20						
	88	12-20						
4	21	2015-02-24	√	Yes	Yes. "Special diagnostic test."	No	No	
5	88	02-24						
4	21	2015-04-14	√					
6	88	04-14						
4	21	2015-01-27						
7	88	01-27						
	21	2015-02-24						
	88	02-24						
4	21	2015-04-01	√	Yes	No	No	No	"I also got my right eye cataract surgery on May 5th/2015"
8	88	04-01						
4	21	2015-01-07	√	No	Yes. "Basic Lens (non insured testing fee) 150.00 Dr's fee. No hispital fee. Toric Astigmatism Lens Dr.'s fee 400.00 Hospital	No	Yes. "As above, Astigmatism Lens."	"I still don't understand the high cost of this hospital fees."
9	88	01-07						
	21	2015-02-03	√					
	88	02-03						

						fee 502.00."			
5 0	s.22		21 88	2014- 11-01					

1	9.02E+09	s.22	2188	2015-04-01
2	9.02E+09		2188	2014-11-22
	9.02E+09		2188	2014-12-12
3	9.02E+09		2188	2015-03-25
4	9.02E+09		2188	2015-01-06
	9.02E+09		2188	2015-02-03
5	9.02E+09		2188	2015-03-25
6	9.03E+09		2188	2015-03-05
7	9.03E+09		2188	2015-02-17
8	9.03E+09		2188	2015-02-24
	9.03E+09		2188	2015-03-24
9	9.03E+09		2188	2015-04-01
10	9.03E+09		2188	2014-12-12

	9.03E+09	s.22
11	9.04E+09	
12	9.05E+09	
	9.05E+09	
13	9.05E+09	
	9.05E+09	
14	9.06E+09	
15	9.06E+09	
16	9.07E+09	
17	9.07E+09	
18	9.07E+09	
19	9.07E+09	
20	9.07E+09	
21	9.07E+09	
	9.07E+09	
22	9.07E+09	
	9.07E+09	

2188	2014-12-20
2188	2015-03-25
2188	2015-03-10
2188	2015-03-31
2188	2014-11-01
2188	2014-11-29
2188	2015-03-25
2188	2015-03-31
2188	2015-03-25
2188	2014-11-18
2188	2015-04-01
2188	2015-04-01
2188	2014-11-22
2188	2014-11-01
2188	2014-11-22
2188	2015-03-10
2188	2015-03-31

<b>23</b>	9.08E+09	s.22
<b>24</b>	9.08E+09	
<b>25</b>	9.08E+09	
	9.08E+09	
<b>26</b>	9.08E+09	
<b>27</b>	9.09E+09	
	9.09E+09	
<b>28</b>	9.09E+09	
<b>29</b>	9.09E+09	
<b>30</b>	9.09E+09	
<b>31</b>	9.09E+09	
<b>32</b>	9.09E+09	
<b>33</b>	9.09E+09	
	9.09E+09	
<b>34</b>	9.09E+09	
	9.09E+09	
<b>35</b>	9.09E+09	

2188	2014-11-25
2188	2015-02-17
2188	2015-03-05
2188	2015-04-14
2188	2015-03-24
2188	2015-03-14
2188	2015-04-10
2188	2014-11-04
2188	2014-11-04
2188	2015-02-21
2188	2014-12-02
2188	2015-03-31
2188	2014-11-01
2188	2014-12-12
2188	2015-01-27
2188	2015-03-31
2188	2015-03-10

	9.09E+09	s.22
36	9.09E+09	
37	9.09E+09	
38	9.09E+09	
39	9.12E+09	
40	9.14E+09	
41	9.15E+09	
42	9.75E+09	
43	9.79E+09	
44	9.8E+09	
	9.8E+09	
45	9.83E+09	
46	9.84E+09	
47	9.85E+09	
	9.85E+09	
48	9.87E+09	
49	9.88E+09	

2188	2015-04-14
2188	2015-04-07
2188	2015-01-13
2188	2015-03-25
2188	2014-11-28
2188	2014-11-18
2188	2014-12-09
2188	2015-03-05
2188	2014-12-02
2188	2014-11-28
2188	2014-12-20
2188	2015-02-24
2188	2015-04-14
2188	2015-01-27
2188	2015-02-24
2188	2015-04-01
2188	2015-01-07

	9.88E+09	s.22	2188	2015-02-03
50	9.9E+09		2188	2014-11-01

s.22

Audit Period: January 1, 2015 to June 30, 2015

Question 1: Were you offered a no fee option? Yes/No

Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?

Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No

Question 4: Did you purchase any extra services such as lens correction? Yes/No

Log Table

	PHN	Beneficiary	Fee Item	Date of Service	V or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments
1	s.22		2188	2015-04-20						
			2188	2015-06-03						
2			2188	2015-02-11						
3			2188	2015-03-06	v	No	No	No	No	
4			2188	2015-02-11	v					

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218 8	2015-02-23						
218 8	2015-04-07						
218 8	2015-05-11						
218 8	2015-01-21						
218 8	2015-04-13	√	Yes	No	No	No	
218 8	2015-02-18						Undeliverable
218 8	2015-06-10						
218 8	2015-04-13						
218 8	2015-02-02	√	Yes	No	No	No	<i>"Very good, professional service by the Dr., his office &amp; VIHA &amp; Hospital. Well Done!"</i>
218 8	2015-04-27	√					
218 8	2015-01-26	√					
218 8	2015-01-21						
218 8	2015-04-08	√	Yes	No	No	No	

			218 8	2015-05- 11	v					
1 7	s.22		218 8	2015-03- 09	v	not sure	No	No	No	
1 8			218 8	2015-06- 01	v	No	No	No	No	
1 9			218 8	2015-01- 12	v					
2 0			218 8	2015-01- 12	v			No	No	
2 1			218 8	2015-02- 04		Yes	No	No	No	
2 2			218 8	2015-01- 12						
2 3			218 8	2015-02- 16	v	Yes	No	No	No	
2 4			218 8	2015-06- 17	v		No	No	No	
2 5			218 8	2015-03- 18	v	No	No	No	No	"Dr. s.22 is a excellent surgeon."
			218 8	2015-05- 27	v					
2 6			218 8	2015-04- 07	v	No	No	No	No	"Dr. s.22 is very professional in his field. A very good doctor."
2 7			218 8	2015-05- 04						

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218 8	2015-03-16	v	No	No	No	No	
218 8	2015-03-16						
218 8	2015-06-08						
218 8	2015-04-09	v					
218 8	2015-04-20						
218 8	2015-05-20	v					
218 8	2015-02-25	v					
218 8	2015-06-10	v		No	No	No	"Further lazer follow-up needed (related to June 10th procedure) unknown whether there will be fee attached."
218 8	2015-01-19						
218 8	2015-04-15	v	Yes	No	No	No	"Excellent service! Thank-you!"
218 8	2015-04-15						
218 8	2015-04-20		Yes	No	No	No	

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218 8	2015-04-20						
218 8	2015-05-11	v		No	No	No	"Excellent care. Thank you for funding these services."
218 8	2015-01-12	v					
218 8	2015-02-04	v	No	No	No	No	
218 8	2015-01-19	v	Yes	No	No	No	
218 8	2015-03-18	v					
218 8	2015-02-04	v	See comment	No	No	No	"(There way no fee that would activate any offer of a no fee option)"
218 8	2015-03-02	v					
218 8	2015-04-27	v					
218 8	2015-03-09						
218 8	2015-06-10						
218 8	2015-02-02						

s.22

Audit Period: November 1, 2014 to April 30, 2015

Question 1: Were you offered a no fee option? Yes/No

Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?

Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No

Question 4: Did you purchase any extra services such as lens correction? Yes/No

## Log Table

	PHN	Beneficiary	Fee Item	Date of Service	✓ or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments
1	s.22		2188	2014-11-05						
			2188	2014-12-03						
2			2188	2015-03-11	✓	Yes	No	No	No	
3			2188	2015-04-15						
4			2188	2015-02-04	✓					
			2188	2015-03-04	✓					
5			2188	2014-11-05						
			2188	2015-01-						

			28						
			2188	2015-02-25					
6	s.22		2188	2015-02-11	√	Yes	No	No	No
			2188	2015-03-11	√				
7			2188	2015-02-18	√	Yes	No	No	No
			2188	2015-03-04	√				
8			2188	2014-12-10					
			2188	2015-01-14					
9			2188	2014-11-12					
10			2188	2014-11-05					
11			2188	2015-02-04					
			2188	2015-03-04					
12			2188	2015-01-28					
			2188	2015-02-25					
13			2188	2015-02-11					UNDELIVERABLE
			2188	2015-03-11					
1			2188	2014-12-					

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2188	2014-12-10						
2188	2015-04-15						
2188	2015-02-25						
2188	2015-02-04	v	No	No	No	No	
2188	2015-02-18	v					
2188	2015-02-13		Yes	No	No	No	
2188	2015-02-04	v					
2188	2015-03-04	v					
2188	2015-01-28	v	Yes	No	No	No	
2188	2015-02-25	v					
2188	2014-11-26						
2188	2014-11-05						
2188	2015-02-25	v	Yes	No	No	No	
2188	2014-11-19	v	No	No	No	No	

2 5	s.22	2188	2015-01-21	✓	Yes	No	Yes	No	s.22
		2188	2015-01-28	✓					
2 6		2188	2015-04-15	✓	Yes	No	No	No	
2 7		2188	2015-03-04	✓	Yes	No	No	No	<i>"It was not for cataract but essentially the same surgery for my ailment."</i>
		2188	2015-03-11	✓					
2 8		2188	2015-01-21						
		2188	2015-02-18						
2 9		2188	2014-12-03	✓	Yes	No	No	No	
3 0		2188	2015-01-21	✓	Yes	No	No	No	
		2188	2015-02-18	✓					
3 1		2188	2015-01-21	✓	Yes	No - "Two cataract surgeries and follow-ups"	No	No	<i>"Dr. s.22 and his staff are very professional and courteous, thank you."</i>
		2188	2015-01-28	✓					
3 2		2188	2015-01-14						

3 3	s.22	2188	2014-11-12	v	Yes	No	No	No	"For Question 4 I am unsure how to answer as I did have to purchase new glasses to cover my new prescription. So should I have answered Yes to question #4? I don't think so as I did not ask for lenses in my eyes permanatly."
3 4		2188	2014-11-19	v					
		2188	2014-12-10	v					
3 5		2188	2015-01-28						
		2188	2015-02-25						
3 6		2188	2014-12-03	v	Yes	No	No	No	
3 7		2188	2014-11-26	v	Yes	No - "20/20 vision with no glasses."	Yes	No	s.22
3 8		2188	2015-04-15						
3 9		2188	2015-01-14	v	Yes	No	No	No	

4 0	s.22	2188	2015-01-28	√	Yes	Yes - "Refractive evaluation test \$200.00 Sept 26.2014"	No	No	
		2188	2015-02-25	√					
4 1		2188	2014-11-12	√	Yes	No	No	No	
4 2		2188	2014-11-26						
4 3		2188	2014-11-26						
4 4		2188	2015-02-11	√	Yes	No	No	No	
		2188	2015-02-25	√					
4 5		2188	2015-01-14	√					
		2188	2015-01-28	√					
4 6		2188	2014-11-05	√	Yes	No	No	No	
		2188	2014-12-03	√					
4 7		2188	2015-01-14	√					
		2188	2015-01-28	√					
4 8		2188	2015-04-15						
4 9		2188	2015-04-15						

5 0	s.22	2188	2015-01-28	✓		No	No	No	"Cataract surgery done by Dr. s.22 s.22
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s.22

Audit Period: November 1, 2014 to April 30, 2015

Question 1: Were you offered a no fee option? Yes/No

Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?

Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No

Question 4: Did you purchase any extra services such as lens correction? Yes/No

Log Table

	PHN	Beneficiary	Fee Item	Date of Service	✓ or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments
1	s.22		2188	2015-04-09	✓	No	Yes. "\$250 for each eye had to be paid prior to surgery total pd \$500."	No	No	
2			2188	2015-03-05						
			2188	2015-03-30						
3			2188	2015-01-08	✓	Yes	No	No	No	
			2188	2015-02-24	✓					
4			2188	2015-02-19		Yes	No	No	No	

		21 88	2015- 02-26						
5	s.22	21 88	2014- 12-16	√	Yes	No. "Interocular lens."	No	No	
		21 88	2015- 01-06	√					
6		21 88	2015- 04-02						
7		21 88	2014- 11-24	√	Yes	Yes. "everything including pre ans post op appointment"	No	No	"He is an extremely fine surgeon. s.22 he handled it so well. I can't thank him enough."
8		21 88	2015- 02-26	√	No	Yes. "-Optical Coherence Testing \$150.00. - Preoperative Corneal Topography \$100.00."	No	No	
9		21 88	2015- 04-02	√	Yes	No	No	No	
1 0		21 88	2014- 12-01	√	"?"	Yes. "I paid for 2 lenses (\$2200) and that's all."	No	No	
		21 88	2014- 12-18	√					
1 1		21 88	2014- 12-09						
1 2		21 88	2015- 04-16	√	Yes	No	No	No	
1 3		21 88	2015- 02-26						
		21 88	2015- 03-05						

1	s.22	21	2015-88	04-02	v	No	No	No	No	
4		21	88	04-14	v					
1		21	88	04-14	v	Yes	Yes. "\$600 to Dr. s.22 for preoperative refractive services. \$502.60 payment of speciality lens paid directly to Mount St. Joseph's Hospital.	No	don't think so.	"I am very proud with the outcome of my cataract surgery. I only have one pair of eyes. I am very fortunate to be able to afford the surgery."
5		21	88	01-22	v	No	Yes. "Preoperative refractive services."	No	No	
1		21	88	02-17	v	No	Yes. "Multifocal lenses"	Yes	Yes	
6		21	88	02-26	v					
7		21	88	12-16	v					
1		21	88	02-20	v	Yes. "If we could not afford it/but very awkward to not pay."	Yes. "Service Fee."	No	No	
8		21	88	11-06	v					
9		21	88	11-06	v					
2		21	88	11-06	v					
0		21	88	11-06	v					

21 88	2014- 11-25	✓	Yes	Yes. "Specility lens \$502.60. Refractive services prep - \$600.00."	No	Yes	"Was told I required a specialty lens and had astigmatism. Refractive services were done pre-op but only used for surgery + paid \$600/eye."
21 88	2015- 02-24	✓					
21 88	2014- 12-01						
21 88	2014- 12-09						
21 88	2015- 01-15	✓					
21 88	2015- 01-22	✓					
21 88	2014- 12-01						
21 88	2015- 03-30	✓	No	No	No	No	
21 88	2014- 12-09	✓	No	Yes. "I paid Dr. s.22 \$600 for each eye surgery. I also paid Mt. St. Joseph's Hospital \$ 1,005.20 for the intraocular lens."	No	Yes. "See above for intraocular lens."	
21 88	2014- 12-16	✓					
21 88	2015- 03-30	✓	Yes	Yes. "Surgeon's fee + torric lens."	Yes	Yes	

2	s.22	21	2014-88	11-18								
9		21	2015-88	01-27								
3		21	2015-88	02-19	✓	Yes	Yes. "It covered artificial lens & Refractive services."	No	No	"Paid \$ 1102.60 per eye - total \$ 2205.20."		
0		21	2015-88	03-05	✓							
3		21	2015-88	01-15								
1		21	2015-88	03-05								
3		21	2015-88	04-07								
2		21	2015-88	04-14								
3		21	2015-88	02-24	✓	No	Yes. "Optical coherence testing \$150. Pre-operative corneal topography pachymetry \$100. Total \$250."	No	No			
3		21	2015-88	01-22								
3		21	2015-88	01-06								
5		21	2015-88	01-13								
3		21	2014-88	11-18	✓	Yes	Yes. "A Consultation + eye exam with Dr. s.22 assistance which cost \$250 per eye."	No	No			
6		21	2014-88	11-25	✓							
7												

3 8	s.22	21 88	2014- 12-09	✓	Yes. "But I was stroingl y suggest ed to use the specalit y lens because Jocelyn has Downs Syndro me."	Yes. "Please see enclosed forms from the Dr.'s office which indicates fee amounts paid. 1 for the R eye. 1 for the L eye."	No		
		21 88	2014- 12-16	✓					
3 9		21 88	2015- 04-02	✓	No	Yes. "Full surgery cost and purchase of I.O.L (speciality lens) for both eyes."	No	Yes	s.22
		21 88	2015- 04-09	✓					
4 0		21 88	2015- 01-27						

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21 88	2015- 03-03	v	Yes	No	Yes	No	s.22
21 88	2015- 04-16	v					
21 88	2015- 01-08						
21 88	2015- 01-15						
21 88	2015- 04-14						
21 88	2014- 12-18	Undeliverable					
21 88	2014- 12-11	v	Yes	No	No	Yes	<i>"I do need to pay extra \$2500 for my lens but the process is free. Thank you T9SP."</i>
21 88	2014- 12-18	v					
21 88	2015- 04-02	v	No	Yes. "We paid \$500.00 for 2 contact lens + catarac surgery."	No	No	
21 88	2015- 04-09	v					
21 88	2014- 11-18						
21 88	2014- 11-25						
21 88	2015-						

8	s.22	88	02-24						
		21	2015-						
4	9	88	03-03						
		21	2014-						
5	0	88	12-09						
		21	2014-						
		88	12-16						
		21	2014-	v	Yes	Yes. "I pay \$250 for each lens cost - from my pocket."	No	No	"I pay \$250 for each lens cost - from my pocket. I am full satisfied with Cataract Surgery. I throw away the eye glasses."
		88	11-27						
		21	2015-	v					
		88	03-30						

s.22

Audit Period: January 1, 2015 to June 31, 2015

Question 1: Were you offered a no fee option? Yes/No

Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?

Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No

Question 4: Did you purchase any extra services such as lens correction? Yes/No

Log Table

	PHN	Beneficiary	Fee Item	Date of Service	V or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments
1	s.22		2188	2015-05-27						
2			2188	2015-01-21						
3			2188	2015-01-28	V	No	Yes	No	No	
4			2188	2015-03-18	V					
5			2188	2015-03-04	V					
6			2188	2015-04-01						
7			2188	2015-03-06	V	Yes	Yes. "#2 lens."	No	No	
8			2188	2015-02-25						
9			2188	2015-04-15	V	Yes	Yes. "Non insured testing payment to surgeon after post op appointment."	No	No	
10			2188	2015-03-30	V					
11			2188	2015-02-25						

1 2	s.22	2188	2015-04-29	√	Yes	No. "Gov't paid new lense."	No	No	
1 3		2188	2015-05-04						
1 4		2188	2015-01-22	X	Yes	Yes. "1. A fee to Dr. s.22 \$675.00. 2. Payment for intraocular lens - \$ 502.60."	No		"Dr. s.22 selected the lens that was appropriate for me and that gave me the result I wanted."
1 5		2188	2015-05-06						
1 6		2188	2015-03-30	√	Yes	Yes. "Advanced opitcal aspheric single vision."	No	No	
1 7		2188	2015-01-28						
1 8		2188	2015-05-20						
1 9		2188	2015-06-03	√	Yes	Yes. "Physician services."	No	No	
2 0		2188	2015-01-22						

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2188	2015-02-25	v	Yes	Yes. "Lens VMID MX60US2550 \$127.60. Single Vision Advanced Optics \$350.00."	No	No	
2188	2015-03-25						
2188	2015-03-06						
2188	2015-02-16	v	Yes	Yes. "Better quality lens."	No	No	
2188	2015-03-25	v	Yes	Yes. "Advanced Optics Aspheric Single Vision ENVISTA \$477.60."			
2188	2015-03-06	v					

2 7	s.22	2188	2015-04-29	X						"Aug 4: Called and spoke with Cabio to inform her that the wrong person had been billed. Person who had cataract surgery was s.22
2 8		2188	2015-01-28							
2 9		2188	2015-03-30	√						
3 0		2188	2015-03-06	√	Yes	Yes. "A lens above the basic lens."	No	Yes		
3 1		2188	2015-06-10							
3 2		2188	2015-02-25							
3 3		2188	2015-05-06	Undeliverable						
3		2188	2015-06-							

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2188	2015-05-20						
2188	2015-05-06	V	Yes	Yes. <i>"Advanced optic aspheric single vision, folding lens implant."</i>	No	No	
2188	2015-05-20	V	Yes	Yes. <i>"It was for the lens."</i>	No	Yes	
2188	2015-01-07	V	Yes	Yes. <i>"Multi focal lens/after care payment."</i>	No	Yes	
2188	2015-01-22	V					
2188	2015-03-18	V	Yes	Yes. <i>"I paid \$350 for non insured testing at the surgeon's office at first non-stop appointment."</i>	No	No	
2188	2015-02-16	V	Yes	Yes. <i>"A higher quality lens."</i>	No	No	

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2188	2015-03-25	v	No. "As it did not suit my eye."	Yes. "\$350. Non MSP insured testing + interpretation for single vision."	No	No	"Great job by a great doctor!!"
2188	2015-04-29	v	Yes	Yes. "\$350 for non-insured testing payments to surgeon at his office at first post-operation appointment."	No	No	
2188	2015-04-01	v	No	Yes. "\$675.00 for doctor's services?"	No	Yes	"\$502.00 for lens required for my eye. Basic lens paid for by B.C. Med is not suitable for many cataract patients."
2188	2015-03-18	v					
2188	2015-04-29	v	Yes	Yes. "After surgery appointments & visits (two-three times) I believe."	No		"There was soft lense cost that I paid to MSP about (127.00\$)."

4 7	s.22	2188	2015-05-06	v	Yes	Yes. "Covered for a better quality lens."	No	No	"Satisfied with lens replacement."
4 8		2188	2015-02-23						
4 9		2188	2015-01-26						
5 0		2188	2015-04-01	X	Yes	Yes. "Better lens."	No	No	

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Audit Period: January 1, 2015 to June 31, 2015										
Question 1: Were you offered a no fee option? Yes/No										
Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?										
Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No										
Question 4: Did you purchase any extra services such as lens correction? Yes/No										
Log Table										
	PHN	Beneficiary	Fee Item	Date of Service	v or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments
1	s.22		2188	2015-03-16						
2			2188	2015-06-10	v	No	No	No	No	

3	s.22	2188	2015-06-10						
4		2188	2015-02-02	✓	Yes	Yes. "A more accurate measure-IOL master measurement."	No	No	
		2188	2015-05-13	✓					
5		2188	2015-03-25	Undeliverable					
6		2188	2015-05-13						
7		2188	2015-03-25	✓	"?"	Yes. "I paid \$100. - for measurement taken."	No	No	
8		2188	2015-01-28						
9		2188	2015-02-04						
10		2188	2015-03-18						
11		2188	2015-02-18	✓	No	Yes. "Cataract lens."	No	No	
		2188	2015-05-20	✓					
12		2188	2015-03-25						
13		2188	2015-02-02	✓	Yes	Yes. "To have more accurate measurement taken for the lenses, is what I was told."	No	No	"Have never been told about lens correction?"

1	s.22	2188	2015-02-02	v	No	Yes. "I paid for the lens."	No	No	"I go by the name s.22 "
4		2188	2015-02-18	Undeliverable					
1		2188	2015-05-27	v	Yes	Yes. "A more accurate measurement of my eye for the replacement lens."	Yes	No	s.22
5									
1		2188	2015-02-23						
6		2188	2015-05-13	v					
		2188	2015-05-27						
1		2188	2015-01-28		No	Yes. "100.00 to measure eye for lense."	No	No	
7		2188	2015-06-03	v	Yes	Yes	No	No	
1		2188	2015-06-03	v	Yes	Yes	No	No	
8		2188	2015-05-20		No	Yes. "\$100.00. Pachymetry and segment OCT & IOPO for for advanced IOL calculation for right eye."	No	No	
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2		2188	2015-04-15	v					
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2188	2015-02-11	✓	No	Yes. "Lens."	No	No	
2188	2015-06-17	✓	Yes	Yes. "I paid \$100.00 to cover the cost of measuring my eye."	No	No	"Surgery went well and I would recomment Dr. s.22 for cataract srugery."
2188	2015-02-23						
2188	2015-06-10	✓	Yes	Yes. "More accurate measure."	No	No	
2188	2015-05-27	✓	Yes	No	No	No	
2188	2015-05-13	✓	No		No	No	"There was a \$100 fee for measurements - for my next eye. Think I also paid this for the one done in May (paid the year prior.) Don't know if we claimed this fee or not."
2188	2015-05-20	✓					
2188	2015-02-25	✓	No	Yes. "I am not sure what the fee was for."	No	No	
2188	2015-02-	✓	No	No	No	No	

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2188	2015-02-04	v	No	No	No	No	
2188	2015-06-10						
2188	2015-02-04	v					
2188	2015-06-03						
2188	2015-05-13						
2188	2015-03-18	v					
2188	2015-02-04	v	Yes	No. <i>"No fee for surgery. I did have to pay \$100 for measurement of my eye/calculation of lens needed, etc."</i>	No	No	s.22
2188	2015-01-28	v	Yes	Yes. <i>"Advanced IOL measurements."</i>	No	No	
2188	2015-03-25						
2188	2015-02-11						

4	s.22	2188	2015-03-18						
4		2188	2015-02-02	X	Yes	Yes. "A more accurate measurement for lens."	No	No	"Actual date of surgery Feb 25/15."
5		2188	2015-03-18	v	Yes	Yes. "IOL master measurements for lens implant."	No	No	
4		2188	2015-01-21	v					
6		2188	2015-03-18	v	No	Yes. "Measurement of the eye for lens."	No	No	
4		2188	2015-05-13	v	Yes	Yes. "Ultrasound pachmetry and segment optical coherence tomography for right eye."	No	No	
7		2188	2015-05-13	v					
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s.22

Audit Period: December 1, 2014 to May 31, 2015

Question 1: Were you offered a no fee option? Yes/No

Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?

Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No

Question 4: Did you purchase any extra services such as lens correction? Yes/No										
Log Table										
	PHN	Beneficiary	Fee Item	Date of Service	✓ or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments
1	s.22		2188	2015-05-07						
2			2188	2015-03-05	✓	No	No	No	No	"Dr. s.22 is a very very skilled surgeon - profocal befor an after has been excellent."
3			2188	2015-01-29	✓					
4			2188	2015-03-02						
5			2188	2015-02-05	✓	No	No	No	No	
6			2188	2015-02-05						UNDELIVERABLE
			2188	2015-04-30						
7			2188	2015-01-15						
8			2188	2014-12-11						
9			2188	2015-03-02	✓					

1 0	s.22	218 8	2015-01- 26	✓		Don't Know	No	No	
		218 8	2015-04- 02	✓					
1 1		218 8	2015-04- 16						
1 2		218 8	2015-01- 29						
1 3		218 8	2015-01- 22	✓					
		218 8	2015-04- 09	✓					
1 4		218 8	2014-12- 04	✓	No	Yes - "cost of lenes"	No	No	"Everything was very well organized no complications at all."
		218 8	2015-01- 15	✓					
1 5		218 8	2015-02- 05	✓	No	No	No	No	
1 6		218 8	2015-02- 12	✓	Yes	No	No	No	"Excellent service by all staff thanks for this opportunity to voice my followings"
1 7		218 8	2015-01- 15	✓	No	Yes - "\$100.00 per eye - computerized eye measurements."	No	No	
1 8		218 8	2015-01- 15	✓					
		218 8	2015-02- 26	✓					

1	s.22	218	2015-02-19	✓					
9		218	2015-02-19	✓	No	Yes - "copy included special IOL Calculations for cataract surgery"	No	No	Copy of invoice of \$100.00 enclosed with letter and the receipt was for "special IOL Calculations for cataract surgery" on Nov 4/14.
2		218	2014-12-04	✓					
0		218	2015-01-29	✓					
2		218	2014-12-11						
1		218	2015-02-16	✓					
2		218	2015-05-07	✓					
2		218	2015-02-05	✓		No	No	No	
2		218	2015-04-02	✓					
3		218	2015-02-19	✓	No	No	No	No	
4		218	2015-01-15						UNDELIVERABLE
5		218	2015-03-02	✓	Yes	Yes - "Measurements & eye drops"	No	No	"I am pleased with the results of Dr. s.22"
6									
7									
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								surgery."
29	s.22	2188	2015-03-12					
30		2188	2015-04-09	✓	No	Yes - "I paid \$100 for measuring my eye"	No	No
31		2188	2015-03-05	✓	No	Yes - "\$100.00 to get my lens made, before I came back to have my left eye done."	No	No
32		2188	2015-02-16					"Please notice I have a new address 'changed it on top."
33		2188	2015-01-26	✓	No	Yes - "\$100.00 Measurments"	No	No
34		2188	2015-05-14					
35		2188	2015-05-07					
36		2188	2015-02-05					
		2188	2015-04-30					
37		2188	2015-02-19	✓	No	Yes - "maping the cataract"	No	No
		2188	2015-04-02	✓				
38		2188	2014-12-04					

3	s.22	218	2015-02-16	✓	No	Yes - "IOL Calculations"	No	Yes	
9		218	2015-04-09						
4		218	2015-04-09	✓					"Dr. s.22 gave me my sight back. I have never been happier about any surgery."
0		218	2015-02-12	✓	No	Yes - "Lens \$100 per eye"	No	Yes	"I am very satisfied with service provided and subsequent results."
4		218	2015-04-23	✓					
1		218	2014-12-18	✓					
4		218	2015-01-08						
2		218	2014-12-11						
3		218	2015-03-05	✓	No	No	No	No	
4		218	2014-12-11	✓					
4		218	2015-02-26	✓	Yes	No - "We didn't pay anything. Not sure what no fee options is"	Yes	No	s.22
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8									

			218 8	2015-05- 14	√					s.22
4 9	s.22		218 8	2014-12- 04	√	No	No	No	No	
			218 8	2015-01- 29	√					
5 0			218 8	2015-04- 09						

s.22

Audit Period: December 1, 2014 to May 31, 2015

Question 1: Were you offered a no fee option? Yes/No

Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?

Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No

Question 4: Did you purchase any extra services such as lens correction? Yes/No

Log Table

	PHN	Beneficiary	Fee Item	Date of Service	√ or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Questi on 3 Yes/N o	Questi on 4 Yes/N o	Additional Comments
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2188	2014-12-09	√	No	No	No	No	
2188	2014-12-19	√	"Cant recall"	Yes. "Premium Diagnostic + Surgical management Premium Package. (Toric)"	No	Yes	
2188	2015-03-12	√	No	Yes. "I-Enhanced Diagnostic Services."	No	No	
2188	2015-02-03	√					
2188	2015-01-27						
2188	2015-03-31	√					
2188	2015-04-21	√	Yes	Yes. "Toric lenses \$750 per eye."	No	Yes	"Loving my new vision!"
2188	2014-12-19						
2188	2015-02-20	√	Yes	Yes. "Toric foldable lens including premium diagnostic testing."	Yes	No	
2188	2015-03-10	√					
2188	2014-12-16						

1	s.22	2188	2014-12-09	V	Yes	Yes. "better quality lens corecting rear distance sight."	No	Yes	"Excellent pre-surgery examinations, explanation, careful answering of questions, excellent video instruction re: post operative medication & post operation follow-up examination."
2									
1		2188	2014-12-09						
3									
1		2188	2015-02-20	V	No	Yes. "Prescription eye drops \$90. VIHA Hospital fees \$127. Office fees \$200."	No	No	
4									
1		2188	2015-01-23	V	Yes	Yes. "Different Lense."	No	No	
5									
1		2188	2015-03-03	V					
6									
1		2188	2015-03-17						
7									
1		2188	2015-03-20	V	No	Yes. "Intraocular lens implant X 2."	No	No	
8									
1		2188	2015-03-03						
9									
2		2188	2015-01-06						
0									
2		2188	2015-03-12	V					
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2	s.22	2188	2015-01-06	✓					
2		2188	2015-02-10	✓	Yes	No	No	No	"Concering the cataract extraction with lens implant: The Standard soft foldable intraocular lens was palced inside my right eye."
3		2188	2015-03-24	✓	Yes. "For IOL" No. "For diagnosti ce equipmen t."	Yes. "Fee for extra equipment (diagnostic?) in office. Fee for IOL."		"?"	"Don't know what you mean. If you mean extra fee for IOL not covered by MSP, then yes I did."
2		2188	2015-03-10	✓					
5		2188	2014-12-09	✓					
2		2188	2014-12-02						
6		2188	2015-02-20	✓	No	Yes. "Cataract Surgery."	No	No	
2		2188	2015-03-20	✓					
8		2188	2014-12-02						
2		2188	2015-03-10	✓	Yes	Yes. "Upgraded IOL."	No	Yes	
9		2188	2015-03-10	✓	Yes	Yes. "Enhanced diagnostic services	No	Yes	"Interocular specialty lens \$127.60."
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					\$200.00."			
3	s.22	2188	2015-01-20	✓				
3		2188	2015-04-21	✓				
3		2188	2015-03-17	✓	Yes	Yes. "Physician fee "\$750.00. Interocular lense : \$502.60."	No	Yes  "Corrected for distance vision and astigmatism."
4		2188	2014-12-02					
3		2188	2015-02-10	✓	Yes	Yes. "Lens correction."	No	Yes
5		2188	2015-03-10	✓				
3		2188	2015-03-20					
6		2188	2015-04-21					
3		2188	2015-02-10					
7		2188	2015-02-10					
8		2188	2015-03-12					
3		2188	2015-04-14	✓				
9		2188	2015-03-17		Yes	Yes. "Lens."	No	No
4		2188	2015-02-03	✓				
0		2188	2015-03-03	✓				
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4	s.22	2188	2015-03-10	v					
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4		2188	2015-02-10						
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4		2188	2015-02-10						
7									
4		2188	2015-02-17	v					
8									
4		2188	2015-03-12						
9									
5		2188	2015-03-20	v	No	Yes. "I paid \$ 750 for premium diagnostic and surgical management."	No	Yes	"Health services is not cheap! I'm having the other eye done in the fall."
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s.22										
Audit Period: January 1, 2015 to June 30, 2015										
Question 1: Were you offered a no fee option? Yes/No										
Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?										
Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No										
Question 4: Did you purchase any extra services such as lens correction? Yes/No										
Log Table										
PHN	Beneficiary	Fee Item	Date of Service	v or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments	

1	s.22	218 8	2015-01- 28	✓	Yes	No	No	No	
		218 8	2015-03- 03	✓					
2		218 8	2015-04- 07	✓					
3		218 8	2015-03- 10						
4		218 8	2015-04- 14	✓	Yes	Yes - "Eye drop Zymar Eye drop Nevanac"	No	No	
5		218 8	2015-04- 09						
		218 8	2015-04- 23						
6		218 8	2015-04- 09	✓	No	No	No	No	
7		218 8	2015-02- 10	✓					
		218 8	2015-03- 12	✓					
8		218 8	2015-04- 14	✓	Yes	No - "I did need to purchase the eye drops needed for before and after the surgery. That was all."	No	No	
		218 8	2015-04- 29	✓					
9		218 8	2015-06- 03	✓					
10		218 8	2015-02- 12						
		218 8	2015-03- 05						

1	s.22	218	2015-02-18						
1		218	2015-04-09						
1		218	2015-04-29	v	Yes	No	No	Yes	
3		218	2015-05-21	v					
1		218	2015-05-27	v	Yes	No	No	No	
4		218	2015-03-05						
1		218	2015-03-31						
5		218	2015-01-22	v	Yes	Yes - "Better lens for one eye: \$900.00"	No	Yes - (? Not sure if this means the better lens or not)	s.22
1		218	2015-02-04	v					
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1 7	s.22		218 8	2015-05- 19	v				
			218 8	2015-06- 03	v				
1 8			218 8	2015-01- 20					
			218 8	2015-04- 07					
1 9			218 8	2015-05- 05					
			218 8	2015-05- 19					
2 0			218 8	2015-04- 14	v	Yes	No	No	No
			218 8	2015-04- 29	v				
2 1			218 8	2015-03- 03	v				
			218 8	2015-03- 31	v				
2 2			218 8	2015-03- 10	v	No	No	No	No
2 3			218 8	2015-01- 08	v		No	No	No
2 4			218 8	2015-06- 16	v				

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218 8	2015-02- 12	✓	No	Yes - "special lens + hospital costs"	No	Yes	
218 8	2015-04- 07	✓					
218 8	2015-02- 04	✓	Yes	Yes - "Toric Lens"	No	Yes	"Toric lens purchased to correct astigmatism"
218 8	2015-03- 12						
218 8	2015-04- 02						
218 8	2015-05- 05	✓					
218 8	2015-01- 22						
218 8	2015-04- 14						
218 8	2015-05- 07						
218 8	2015-04- 14	✓					
218 8	2015-04- 29	✓					
218 8	2015-04- 29						
218 8	2015-04- 02	✓					
218 8	2015-01- 08	✓	Yes	No	No	No	

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218 8	2015-05-07						
218 8	2015-01-14	v	Yes	No	No	No	
218 8	2015-01-28	v					
218 8	2015-02-12						
218 8	2015-03-03						
218 8	2015-02-12						
218 8	2015-06-16	v	Yes	No	No	No	s.22
218 8	2015-01-14	v					
218 8	2015-01-28	v					
218 8	2015-05-19	v	Yes	No	No	No	
218 8	2015-06-03	v					
218 8	2015-02-10						
218 8	2015-03-03						
218 8	2015-04-14	v	Yes	No	No	No	
218 8	2015-05-05	v					

4	s.22	218	2015-02-12	v					
5		218	2015-03-12						
4		218	2015-01-14		Yes	Yes - "see attachment"	No	Yes	"None related to the eye surgery. We find this questionnaire to be vague and confusing." Beneficiary attached a typed notes as: "The cataract procedure was carried out in s.22 on January 14, 2015. On February 11, 2015 we were billed \$502.60 by Interior Health in regards the surgery. On November 27, 2014, we were billed \$400.00 by s.22"
6									

										have paid both amounts and have not been reimbursed by MSP for either."
4 7	s.22		218 8	2015-06- 16	v	Yes	Yes - "Toric Intraocular lens, two hospital operative room visits"	No	No	"For free Monofocal Intraocular lens hospital time is free, Why does Intraocular lens operations pay \$500 for each eye extra?"

4	s.22	218	2015-02-04	v	No	No	No	No	
8									
4		218	2015-04-23	v					
9									
5		218	2015-06-16	v					
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Audit Period: November 1, 2014 to April 30, 2015

Question 1: Were you offered a no fee option? Yes/No

Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?

Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No

Question 4: Did you purchase any extra services such as lens correction? Yes/No

Log Table

	PHN	Beneficiary	Fee Item	Date of Service	v or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments
1	s.22		2188	2015-02-27	v	No	Yes - "Cambie surgical facility fee - Fee for monofocal Toric lens"	No	No	
2			2188	2015-03-26						

3	s.22	2188	2014-11-21	v	Yes			Yes	"I paid \$250 for lens correction"
4		2188	2014-11-07	v	No	No	No	No	
		2188	2015-01-20	v					
5		2188	2015-03-23	v	Yes	No	No	No	
6		2188	2015-04-14	v	Yes	No	No	No	
7		2188	2015-01-20						
8		2188	2014-11-21	v					
		2188	2015-01-14	v					
9		2188	2014-12-18	v	Yes	Yes - "\$850.00 I paid for the operation (I was told that the lens was covered by my insurance (MSP))."	No	No	"This operation would not be available to me if I waited for MSP paid operation until August of this year - my eyesight was such that waiting was not an option s.22 s.22"

										waited). #My operation wait began in August 2014 - even with my paying for procedure I waited until December 18/14."
1 0	s.22		2188	2015-02-20	V	Yes	Yes - "Special Toric lens"	No	?	
1 1			2188	2015-03-06	V	Yes	No	No	No	"I got confused with question one. I think my answers should be No. I was told about the choices of lens which I declined because I don't have budget for it, or cannot afford to pay for the lens, but that's where my confusion set

									<i>in."</i>
1 2	s.22	2188	2014-12-11						
1 3		2188	2014-11-07	✓					
1 4		2188	2014-11-14						Beneficiary only signed letter with no response.
1 5		2188	2015-02-06						
		2188	2015-02-20						
1 6		2188	2014-11-03	✓	Yes	Yes - " Private surgery facility, etc at Cambie Centre, Vancouver"	No	No	s.22
1 7		2188	2015-03-24	✓	Yes	No	No	No	
1 8		2188	2014-12-17						UNDELIVERABLE
1 9		2188	2015-01-21	✓	Yes	No	No	No	

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2188	2014-12-16	√	Yes	Yes - All cataract operation and Toric lense installed in eye (left only)	No prior E.C.S. Yes	Yes - Toric lens?	s.22
2188	2015-03-27	√					
2188	2015-02-19	√	Yes	No	No	No	
2188	2015-03-24	√	does not apply	No	No	No	

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2 4	2188	2014-12-11	v	Yes	Yes - "We paid an extra \$800 (500 to hospital) and (\$300 to the doctor). He ensured us that this was a better quality lens which wasn't covered by medical."	No	No	
2 5	2188	2015-01-28						
2 6	2188	2015-02-11	v	No	No	No	No	
2 7	2188	2015-02-11	v					
2 8	2188	2015-03-05						
2 9	2188	2015-01-19	v	Yes	No	No	No	
3 0	2188	2014-12-12						
3 1	2188	2014-12-05	v	Yes	Yes - "Custom testing & calculations"	No	No	
3 2	2188	2014-11-21						
3 3	2188	2015-02-26						
3 4	2188	2015-01-16						
3 5	2188	2014-11-07	v	No	No	No	No	

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2188	2015-03-25	v	N/A	Yes - "Cataract surgery and lens. I paid \$950.00"	No	No	s.22
2188	2015-02-13						
2188	2015-03-16						
2188	2015-03-23	v					
2188	2015-01-29						
2188	2014-12-11						UNDELIVERABLE
2188	2015-03-26	v	Yes	No	No	No	
2188	2014-11-21						
2188	2015-03-23		No	No	Yes	Yes	"#3 have an s.22

										s.22
										Surgery was done on Feb. 12, 2014."
4	s.22	2188	2015-03-06	X						
4		2188	2015-03-24	X						
4		2188	2015-01-21							
5		2188	2014-11-14							
4		2188	2015-01-21							
6		2188	2015-01-20							
4		2188	2015-03-04							
7		2188	2015-03-26	v	Yes	No	No	No		
4		2188	2014-12-05	v						
8		2188	2015-03-06							
4										
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Audit Period: November 1, 2014 to April 30, 2015

Question 1: Were you offered a no fee option? Yes/No										
Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?										
Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No										
Question 4: Did you purchase any extra services such as lens correction? Yes/No										
Log Table										
	PHN	Beneficiary	Fee Item	Date of Service	✓ or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments
1	s.22		2188	2015-04-02	✓					
2			2188	2014-12-18						
3			2188	2015-01-13	✓		Yes - "Laser measurement of lens - more accurate than standard option"	No	No	
4			2188	2015-04-07	✓	Yes	No	No	No	
5			2188	2015-03-31	✓	No	No	No	No	"Fully Satisfied"
6			2188	2015-03-31	✓			No	No	
7			2188	2015-04-01	✓					
8			2188	2015-04-02						UNDELIVERABLE

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2188	2015-03-31						
2188	2014-12-16						
2188	2014-12-09	✓	Yes	No	No	No	
2188	2015-03-26						
2188	2015-01-06	✓	Yes	Yes - "Premium pre-operative diagnostic/refractive procedures"	No	No	
2188	2014-12-09	✓	No	Yes - "Enhanced lens"	No	Yes	
2188	2015-01-06	✓	Yes	Yes - "Eye special - Not sure"	No	No	"Very satisfied"
2188	2015-03-26	✓					
2188	2015-01-13	✓	Yes	Yes - "Corrective lense, astigmatism"	No	Yes	
2188	2015-04-07	✓	No	No	No	No	
2188	2014-11-24	✓					
2188	2015-04-01	✓					

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2188	2014-11-18	√	Yes	Yes - "Lens measurement"	No	No	"The Dr. office offered a no fee option, but they use pressure to paid for extra fee. I have done the left eye 2015 Apr same fee applied." Receipts of \$250 each on Mar 21/14 and Mar 12/15 attached.
2188	2015-01-10	√	Yes	Yes - "cadaract procedure"	No	Yes	
2188	2014-12-18	√	No	Yes - "It covered implants for cataract surgery"	No	No	"Had to pay \$500.00 for both eyes. \$250.00 per eye"
2188	2014-11-18						
2188	2014-12-18	√	No	No	No	Yes	"The doctors office offered me to have my eyes measured exactly to have a perfect fitting for my implant so I could have better vsion at \$250 - per eye"
2188	2015-04-01	√					
2188	2015-01-13	√					
2188	2015-01-13	√	Yes	No	No	Not at this time	"Dr. said to wait until second eye is done for new corrective"

										<i>lens."</i>
2 7	s.22	2188	2014-12-02	√	Yes/No	Yes - "\$250 for premium pre-operative diagnostic/refractive procedures."	No	No		<i>"Unless you couldn't afford it everyone would want the best possible cataract replacement."</i>
2 8		2188	2014-11-18							
2 9		2188	2015-04-07	√	No	No	No	No		
3 0		2188	2014-12-18	√	Yes	Yes - "For premium diagnostic procedures (PDP)"	No	No		
		2188	2015-04-02	√						
3 1		2188	2014-12-09	√						
		2188	2015-04-07	√						
3 2		2188	2015-01-10	√	Yes	Yes - "Vision enhancement fee #2"	No	No		
		2188	2015-04-11	√						
3 3		2188	2015-03-19	√	Yes	Yes - "Lens measurement"	No	No		
3 4		2188	2015-03-26	√	Yes	Yes - "Premium pre-operative diagnostic/refractive procedures"	No	No		
3 5		2188	2015-03-24	√						

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2188	2015-01-13						
2188	2015-03-24	v					
2188	2014-12-18						
2188	2015-04-02						
2188	2015-03-19						This beneficiary didn't mark anything, but just signed ltr.
2188	2014-12-09						
2188	2014-12-02	v	Yes	No	No	?	"Questions 4 - I did not purchase anything extra from Dr. Parkinson s.22 s.22
2188	2015-04-01	v					
2188	2014-12-02						
2188	2015-04-07	v					
2188	2014-12-09						
2188	2014-11-25						

4 7	s.22		2188	2015-01-13		Yes	Yes	Yes	Yes	This beneficiary attached copies of two "Receipts for Premium Pre-Operative Diagnostic/Refractive Procedures" of \$250.00 each along with returned service verification letter. s.22
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4 8	s.22	2188	2015-03-26	✓	Yes	Yes - "Laser axial length interpretations \$125.00, Pachymetry \$25.00, Pre-operative corneal topography \$100.00 making a grand total CAD 250.00"	No	No	"I'm satisfied with practitioner's expertise."
4 9		2188	2014-11-24		Yes	Yes - "For left eye, laser axial length *pachymetry interpretation, pre-operative corneal topography For right eye.....same as * \$250.00 \$25.00 \$125.00 \$100.00 total together \$500.00"	No	No	
5 0		2188	2015-01-06						

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Audit Period: January 1, 2015 to June 30, 2015

Question 1: Were you offered a no fee option? Yes/No

Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?

Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No										
Question 4: Did you purchase any extra services such as lens correction? Yes/No										
Log Table										
	PHN	Beneficiary	Fee Item	Date of Service	✓ or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments
1	s.22		2188	2015-03-31	✓	No	No	No	No	
2			2188	2015-03-16	✓	No	No	No	No	
3			2188	2015-04-21						
			2188	2015-05-26						
4			2188	2015-01-06						
5			2188	2015-04-21	✓	No	No	No	No	"Great surgeon"
6			2188	2015-01-09	✓	Yes	Yes - "Optional upgrade to multi focal lens"	No	No	
7			2188	2015-04-07	✓	No	No	No	No	
			2188	2015-05-06	✓					
8			2188	2015-02-17	✓	No - "what is this?"	No	No	No	

9	s.22	218 8	2015-04- 24	√					
		218 8	2015-06- 02	√					
1 0		218 8	2015-02- 03	√	Yes	No - "Not applicable"	No	No	"Excellent doctor - excellent results."
		218 8	2015-03- 03	√					
1 1		218 8	2015-03- 06	√	Yes	No	No	No	
1 2		218 8	2015-01- 20	√	Yes	No	No	No	"I was very happy with all preparations, options offered, surgery & follow up."
		218 8	2015-05- 12	√					
1 3		218 8	2015-02- 06	√					
		218 8	2015-03- 06	√					
1 4		218 8	2015-06- 16	√	Yes	No	No	No	s.22 did my right eye 2-3 years ago - left eye, this time - excellent work and no problems!"
1 5		218 8	2015-03- 04	√	Yes	Yes - "Cost of lenses"	No	No	
		218 8	2015-04- 07	√					
1 6		218 8	2015-06- 03	√					
1 7		218 8	2015-06- 05	√	Yes	No	No	No	

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218 8	2015-02-06	v		No	No	No	
218 8	2015-05-12	v					
218 8	2015-03-17	v	No	No	No	No	
218 8	2015-03-03	v	No	No	No	No	
218 8	2015-01-27	v	Yes	Yes - "Payment for upgrade in lens"	No	No	
218 8	2015-03-03	v					
218 8	2015-05-06						
218 8	2015-01-09	v					
218 8	2015-04-14	v	No	No	No	No	
218 8	2015-05-19						
218 8	2015-01-06						
218 8	2015-03-31						
218 8	2015-06-05	v	Yes	No	No	No	
218 8	2015-04-08	v	No	No	No	No	

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218 8	2015-03-17	✓	No	No	No	No	"Very satisfied with Dr s.22 and staff."
218 8	2015-01-13	✓		No	No	No	"Dr. s.22 dealt - I would say heroically - with unforeseen complications during the procedure s.22 s.22
218 8	2015-04-14	✓					
218 8	2015-02-04	✓					
218 8	2015-03-24						
218 8	2015-05-08	✓					
218 8	2015-01-27	✓					
218 8	2015-06-03						

38	s.22	2188	2015-06-05	v	No	No	No	No	
39		2188	2015-04-24	v		No	No	No	
		2188	2015-05-26	v					
40		2188	2015-01-13	v	No	No	Yes	Yes - s.22	"On July 13-2015 - I had 'Laser Capsulestomy done on both eyes by Dr. s.22 - no charge."
		2188	2015-02-17	v					
41		2188	2015-02-03	v					
42		2188	2015-03-10	v					
43		2188	2015-01-23	v	Yes	No	No	No	
44		2188	2015-03-24	v	No	No	No	No	
		2188	2015-04-28	v					
45		2188	2015-01-06						
46		2188	2015-03-06						UNDELIVERABLE
		2188	2015-04-10						
47		2188	2015-06-05	v	Yes	No - "I did not pay a fee nor was I requested to pay a fee."	No	No	

4 8	s.22	218 8	2015-03- 17	✓	Yes	Yes - "lens implant"	No	Yes	"Is lens correction cost tax deductible?"
		218 8	2015-04- 21	✓					
4 9		218 8	2015-01- 06	✓	No	No	No	No	
5 0		218 8	2015-06- 09	✓	Yes	No	No	No	

s.22										
Audit Period: November 1, 2014 to April 30, 2015										
Question 1: Were you offered a no fee option? Yes/No										
Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?										
Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No										
Question 4: Did you purchase any extra services such as lens correction? Yes/No										
Log Table										
	PHN	Beneficiary	Fee Item	Date of Service	✓ or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments
1	s.22		21 88	2015- 04-08	✓					
2			21 88	2015- 03-02	✓	Yes	No	No	Yes	
			21 88	2015- 03-23	✓					
3			21	2015-	✓					

	s.22	88	03-02						
		21 88	2015- 03-23	√					
4		21 88	2014- 11-10	√	Yes	No	No	No	
5		21 88	2015- 01-19	√					
		21 88	2015- 02-02	√					
6		21 88	2015- 02-13	√	Yes	No	No	No	"Both eyes done at same time."
7		21 88	2014- 12-15	√	Yes	Yes. "Digita Laiser Accuracy Measurement."	No	No	
		21 88	2015- 01-05	√					
8		21 88	2015- 02-23						
		21 88	2015- 03-09						
9		21 88	2015- 01-12	√	Yes	Yes. "\$300.00 Laser Measurement."	No	No	
		21 88	2015- 01-26	√					
10		21 88	2015- 04-08						
11		21 88	2014- 11-10	√	Yes	No	No	No	
12		21 88	2015- 04-13						
13		21 88	2014- 12-15	√	Yes	No	No	No	
		21 88	2015- 01-05	√					

1 4	s.22	21 88	2015- 04-08	✓	No	No	No	"Not sure how to answer # 3. s.22 s.22 s.22 I understand this is the typical procedure & covered by MSP."	
1 5		21 88	2014- 11-24	✓	Yes	Yes. "\$ 300.00 paid Aug 01 2014 for "Cash refractice analysis" which was to have "the measurement done on equipement which has a higher accuracy rate.""	No	No	
		21 88	2014- 12-08	✓					
1 6		21 88	2014- 12-15	✓		Yes. "\$300 for laser eye measurement."	No	No	
1 7		21 88	2015- 04-08	✓	No	Yes. "Laser measurement for both eyes before the procedure."	No	No	"I was pleased with every part of my procedures and highly recommend this office."
1 8		21 88	2015- 02-23	✓					
		21 88	2015- 03-09	✓					
1 9		21 88	2015- 04-08	✓	Yes	No	No	No	
2 0		21 88	2015- 03-30	✓	Yes	No	No	No	
2 1		21 88	2014- 11-03						
		21 88	2014- 11-17						

2 2	s.22	21 88	2015- 01-12	✓	Yes	Yes. "Laser imaging."	No	No	
		21 88	2015- 01-26	✓					
2 3		21 88	2015- 01-12	✓	Yes	Yes. "Laser Testing."	No	Yes	
		21 88	2015- 01-26	✓					
2 4		21 88	2014- 11-24	✓	Yes	Yes. "Laser eye measurement."	No	No	
2 5		21 88	2015- 04-08	✓	Yes	No	No	No	
2 6		21 88	2015- 01-05						
		21 88	2015- 01-19						
2 7		21 88	2014- 11-10	✓	Yes	No	No	No	
		21 88	2014- 11-24	✓					
2 8		21 88	2014- 12-08	✓					
		21 88	2015- 01-05	✓					
2 9		21 88	2015- 01-19	✓	Yes	Yes: "\$150.00 was not basic surgery. Do not remember name of procedure."	No	No	
3 0		21 88	2015- 03-02	✓	Yes	Yes. "Paid for multifocal lens in Rt eye. = \$1452 unable to do multifocal lens in Lt eye, therefore had regular lens & paid 0."	No	No	
		21 88	2015- 03-23	✓					

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21	2015- 88 02-23						
21	2015- 88 03-09						
21	2015- 88 03-30	√					
21	2015- 88 04-13	√					
21	2014- 88 11-24						
21	2014- 88 11-17	√	Yes	No	No	No	<i>"Great doctor! Excellent experience and results. Couldn't be ore pleased."</i>
21	2014- 88 12-08	√					
21	2014- 88 12-01						
21	2014- 88 12-15						
21	2015- 88 01-19						
21	2014- 88 12-01						
21	2014- 88 11-03						
21	2014- 88 11-17						
21	2015- 88 02-23	√/ X	Yes	Yes. <i>"For eyes measurement paid \$300."</i>	No	No	
21	2015- 88 03-09	√/ X					

4 0	s.22	21 88	2015- 03-30	✓	Yes	Yes	No	No	A receipt of "\$150.00 private payment" for "cash refractive analysis" attached along with the verification letter, but treatment date was August 21, 2014.
4 1		21 88	2014- 11-17	✓	Yes	No	No	No	
		21 88	2014- 12-01	✓					
4 2		21 88	2014- 12-08	✓	Yes	No	No	No	
4 3		21 88	2014- 12-08	X	No	No	No	No	
4 4		21 88	2015- 03-23						
		21 88	2015- 04-13						
4 5		21 88	2015- 04-08	✓	Yes	Yes. "The fee was for laser eye measurements vs. ultra sound measurements. The laser cost \$150.00 later paid by MSP and I was reimbursed by the doctor."	No	No	
4 6		21 88	2015- 02-02						
		21 88	2015- 02-16						
4 7		21 88	2014- 11-10	✓					

		21 88	2014- 11-24	√					
4	s.22	21 88	2014- 11-10	√					
8		21 88	2014- 11-24	√					
4		21 88	2014- 12-08						
9		21 88	2014- 12-15	√	No	Yes. "It covered lens."	No	No	
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1	s.22	2188	2015-04-08
2		2188	2015-03-02
		2188	2015-03-23
3		2188	2015-03-02
		2188	2015-03-23
4		2188	2014-11-10
5		2188	2015-01-19
		2188	2015-02-02
6		2188	2015-02-13
7		2188	2014-12-15
		2188	2015-01-05

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2188	2015-02-23
2188	2015-03-09
2188	2015-01-12
2188	2015-01-26
2188	2015-04-08
2188	2014-11-10
2188	2015-04-13
2188	2014-12-15
2188	2015-01-05
2188	2015-04-08
2188	2014-11-24
2188	2014-12-08
2188	2014-12-15
2188	2015-04-08
2188	2015-02-23
2188	2015-03-09
2188	2015-04-08

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2188	2015-03-30
2188	2014-11-03
2188	2014-11-17
2188	2015-01-12
2188	2015-01-26
2188	2015-01-12
2188	2015-01-26
2188	2014-11-24
2188	2015-04-08
2188	2015-01-05
2188	2015-01-19
2188	2014-11-10
2188	2014-11-24
2188	2014-12-08
2188	2015-01-05
2188	2015-01-19
2188	2015-03-02

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31	2188	2015-02-23
	2188	2015-03-09
32	2188	2015-03-30
	2188	2015-04-13
33	2188	2014-11-24
34	2188	2014-11-17
	2188	2014-12-08
35	2188	2014-12-01
	2188	2014-12-15
36	2188	2015-01-19
37	2188	2014-12-01
38	2188	2014-11-03
	2188	2014-11-17
39	2188	2015-02-23
	2188	2015-03-09
40	2188	2015-03-30

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41	2188	2014-11-17
42	2188	2014-12-01
43	2188	2014-12-08
44	2188	2014-12-08
45	2188	2015-03-23
46	2188	2015-04-13
47	2188	2015-04-08
48	2188	2015-02-02
49	2188	2015-02-16
50	2188	2014-11-10
	2188	2014-11-24
	2188	2014-11-10
	2188	2014-11-24
	2188	2014-12-08
	2188	2014-12-15

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Audit Period: January 1, 2015 to June 31, 2015										
Question 1: Were you offered a no fee option? Yes/No										
Question 2: Did you Pay a fee? Yes/No. If yes, what did this payment cover?										
Question 3: Did you have any surgical procedures in addition to cataract surgery? Yes/No										
Question 4: Did you purchase any extra services such as lens correction? Yes/No										
Log Table										
	PHN	Beneficiary	Fee Item	Date of Service	✓ or X	Question 1 Yes/No	Question 2 Yes/No If yes, what did this payment cover?	Question 3 Yes/No	Question 4 Yes/No	Additional Comments
1	s.22		2188	2015-03-23						
2			2188	2015-02-02	✓	Yes. "?"	Yes. "Level 3 cataract surgery."	No	"I think so not sure."	
3			2188	2015-03-23						
4			2188	2015-02-11	✓	No	Yes. "Cataract Surgery."	No	No	
5			2188	2015-02-02	✓					

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2188	2015-04-17	v	Yes	No	No	No	"The cataract surgery that was done was very successful. Thank you for the opportunity to receive this service."
2188	2015-01-14	v	Yes	Yes. "Toric Aspheric Single Vision Lens \$502.60. Testing payment to surgeon \$675.00."	No	Yes. "As above."	
2188	2015-04-20						
2188	2015-03-16	v	Yes	No	No	No	"I had both eyes done second surgery in July."
2188	2015-04-13	v	Yes	No	No	No	
2188	2015-05-11	v	No	Yes. "Cataract surgery for the lens!"	No	No	"Paid portion to MSP for lens. Paid portion to Dr. s.22 for the lens."
2188	2015-02-04	v					
2188	2015-02-04	v	Yes	Yes. "Single vision advanced	No	No	

						optics."				
1 4	s.22		2188	2015-03-23	v	Yes	Yes. "Toric lens which improved vision."	No	Yes	s.22 does great work and recommended but does not have a great bedside manner but he is all business."
1 5			2188	2015-03-02	v	Yes	Yes. "Non insured advanced optics toric. VMID: SNGAT5.21.0."	No	No	s.22

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2188	2015-03-23	v	No	Yes. "I paid a fee to Vancouver Coastal, \$502.60 and \$675.00 to Dr. s.22 for lens correction for distance vision and for correction of astigmatism."	No	Yes	"I was aware of a no fee option, but it was decided that a "no fee" choice was not considered to be an adequate correction for me."
2188	2015-04-17	v		No	No	No	"I don't understand 1) We were offered the procedure covered by MSP + offered other options if we paid an additional fee."
2188	2015-04-13	v					
2188	2015-03-02	v	Yes	Yes. "Single vision, advanced optics toric."	No	No	"Procedure crossly overpriced. It doesn't take any longer for surgery as far as I know."
2188	2015-04-22	v					
2188	2015-03-16	v	No	No	No	No	
2188	2015-						

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**Dr. <sup>s.22</sup>  
Practitioner <sup>s.22</sup>**

**General Practitioner**

**AUDIT REPORT**

**For the Period  
August 1, 2010 to March 31, 2014**

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**Billing Integrity Program  
Audit and Investigations Branch  
Ministry of Health**

**Audit Report**  
**For the period August 1, 2010 to March 31, 2014**

**A. INTRODUCTION**

**Practitioner Background**

Dr. s.22 is a general practitioner, practicing mainly at s.22 in Vancouver, BC. He also worked two months during the audit period at the s.22 in Vancouver, BC. Prior to working in Vancouver, Dr. s.22 practiced in s.22. The audit period was shortened from a five-year period to focus on his billing practices in Vancouver.

The Medical Services Plan (MSP) paid Dr. s.22 the following fee-for-service (FFS) billings during the three-year, eight month audit period, August 1, 2010 to March 31, 2014:

Audit Period Year	# of Service Units	Dollar Value
August 1, 2010 to July 31, 2011	3,853	\$128,489.89
August 1, 2011 to July 31, 2012	5,638	205,182.70
August 1, 2012 to July 31, 2013	5,912	229,795.26
August 1, 2013 to March 31, 2014	4,440	188,212.20
<b>Total:</b>	<b>19,843</b>	<b>\$751,680.05</b>

During the audit period there was only one day in which Dr. s.22 billed office-based fee items (visits, counselling and complete examinations) in excess of 50 service units under the Total Daily Relative Value Discounts.

The following is a breakdown of Dr. s.22 total MSP payments during the audit period by payee:

Payee#	Payee Name	Dollar Value
s.22		\$316,100.90
		435,160.33
		235.11
		183.71
	<b>Total:</b>	<b>\$751,680.05</b>

For the audit period, we did not find any evidence that Dr. s.22 received any other provincial funding.

**s.22 "Fast-Track Medical Visit"**

The s.22 are predominantly walk-in clinics, which mean when a patient arrives they are put on a waiting list to see a physician, which would typically be on a first come, first serve basis depending on the ailment. The s.22 also offers a "fast-track medical visit" option, where a patient pays \$40 to book a ten minute appointment online and then arrives at the clinic at a designated time. When booking an appointment online, the website specifies "this is not a MSP service. This is only a booking service." The website also requires the patient to confirm that they understand "this is only a booking service to reserve a time to see a doctor."

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**Practitioner Flags and Audit Decision**

Dr. s.22 came to the attention of the Billing Integrity Program (BIP) as a result of a project by the BIP Research Office. Dr. s.22 was in the top 20 physicians in the province billing Service Code 04 – Counselling. The Service Verification Group further reviewed Dr. s.22 MSP billings and were concerned regarding the high volume of Service Code 04 billings which tended to occur on Dr. s.22 first encounter with patients.

MSP prepares standard practitioner profiles that compare totals and ratios pertaining to patients, services, and costs, to peer group averages. In order to facilitate easier comparisons of individual practitioner statistics to peer group statistics, flags are raised when certain statistical parameters exceed specified values.

Dr. s.22 2012 practitioner profile flagged for fee items connected with prolonged counselling visits and General Practitioner Services Committee fee items.

Specifically Dr. s.22 ranked:

- 8 out of 3,907 general practitioners for Fee Item 00120 – Individual Counselling – in office (age 2-49) for services and costs and ranked 4 for number of patients receiving the service,
- 10 out for 183 physicians for Fee Item 15131 – Urinalysis – Microscopic Examination of Centrifuged Deposit, and;
- 29 out of 2,414 physicians for Fee Item 14043 – GP Mental Health Planning Fee.

The Medical Consultant also noted that Dr. s.22 billed for a prolonged counselling visit, along with Fee Item 14043, on his first encounter with the patient and did not have further visits by that patient. This was deemed as an unusual pattern because:

- the two fee items combined require a minimum of 50 minutes with the patient;
- physicians commonly get to know a patient after a few visits before proceeding with a mental health plan, and;
- walk-in clinics do not typically bill Fee Item 14043 as it assumes a continuity of care by the most responsible physician.

Based on the above flags, Dr. s.22 was referred by the Medical Consultant to the Audit and Inspection Committee (AIC) in March 2014.

As a result of that referral, the AIC directed that an on-site audit be undertaken of Dr. s.22 billing practices, to include, but not be limited to, the medical necessity, accuracy of billing, and frequency of:

- Service Code 04 – Counselling
- Fee Item 14043 – GP Mental Health Planning Fee
- Fee Item 15131 – Urinalysis – Microscopic Examination of Centrifuged Deposit

**Audit Report**  
**For the period August 1, 2010 to March 31, 2014**

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### **Audit Authority and Objectives**

The audit was performed under the authority of Section 36 of the *Medicare Protection Act (the Act)*.

The objectives of the audit were to determine whether:

1. Medical records existed to support that services were rendered for the dates of service that claims were paid;
2. Complete and legible medical records were maintained by the medical practitioner;
3. Services rendered were benefits under *the Act*;
4. Fee items claimed were consistent with the services described in the medical records;
5. Services claimed were provided by the practitioner;
6. Services claimed overlapped with alternate, provincially-funded payment arrangements;
7. Beneficiaries were billed for, or in relation to, benefits under *the Act*; and,
8. Patterns of practice or billing (including service frequency) were justifiable.

### **Audit Methodology and Scope**

#### Testing Procedures

In order to meet the objectives, the audit team:

- conducted an introduction and exit interview with Dr. s.22
- interviewed the Medical Office Assistant at the s.22
- requested and examined the available medical records for sample patients from the clinics where the services claimed by Dr. s.22 were indicated as rendered;
- requested and examined available private billing records for sample patients during the audit period; and,
- requested and examined private billing records for a non-sample patient during the audit period.

#### Random Dollar-Unit Sample

The audit was carried out in order to achieve the objectives outlined above and primarily employed a random, dollar-unit sampling methodology. Dollar-unit sampling is a standard method used in financial auditing in which individual dollars, rather than individual patients, family groups of patients, or dates of service, are the sampling unit. Samples that are based on dollar-unit sampling generally produce more precise results than samples in which patients are the sampling unit.

Under this methodology, a sampled dollar is traced back to the patient, family group or date of service to which it corresponds, and all claims arising from that trace are examined. Because there are usually many dollars corresponding to the trace, it is possible that different sampled dollars may repeat back to the same patient, family group or date of service. Sampling with replacement is applied and is mathematically dealt with using the appropriate statistical formula. Therefore, the fact that an individual may be selected more than once introduces no bias into the estimate of proportion of errors.

The sample was selected from a stratified billing population paid to Dr. s.22 by MSP during the audit period and each dollar-unit was traced back to a patient. The dollar-unit sample was comprised of 76 patients (zero repeats) and totalling 542 service units, valued at \$23,170.42.

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The table below provides a summary of the services included in the random sample by service code and paid fee item:

Service Code	Fee Item	Fee Item Description	Service Units	Value
04	00120	Individual Counselling - in office (age 2-49)	85	\$4,435.51
04	15320	Individual Counselling - in office (age 50-59)	5	287.56
04	16120	Individual Counselling - in office (age 60-69)	18	1,076.87
04	17120	Individual Counselling - in office (age 70-79)	2	136.01
<b>Service Code 04 - Counselling Subtotal:</b>			<b>110</b>	<b>\$5,935.95</b>
01	00100	Visit - in office (age 2 - 49)	192	5,612.01
01	15300	Visit - in office (age 50-59)	22	708.81
01	16100	Visit - in office (age 60-69)	74	2,545.77
01	17100	Visit - in office (age 70-79)	13	505.76
03	00101	Complete Examination - in office (age 2-49)	9	598.22
12	14043	<b>GP Mental Health Planning Fee</b>	<b>34</b>	<b>3,400.00</b>
12	14074	GP Unattached Complex/High Needs Patient Attachment Fee	8	1,600.00
93	15131	Urinalysis - Micro Exam of Centrifuged Deposit	11	44.00
<b>All Other Fee Items</b>			<b>54</b>	<b>1,452.75</b>
<b>Total:</b>			<b>542</b>	<b>\$23,170.42</b>

The fee items in bold above represent those flagged in the Medical Consultant's audit referral to the AIC and included in their decision to audit Dr. Burlin's billing practices. The use of bold is repeated in the tables that follow.

**Select Sample**

In addition to the random dollar-unit sample, we selected all billings for patients whom Dr. s.22 billed Fee Item 14053 - Incentive for GP Annual Chronic Care Bonus - COPD. This resulted in a sample comprised of 3 patients totalling 28 service units, valued at \$1,585.85.

The following table provides a summary of the services included in the select sample by service code and paid fee item.

Service Code	Fee Item	Fee Item Description	Service Units	Value
04	00120	Individual Counselling - in office (age 2-49)	3	\$157.04
04	15320	Individual Counselling - in office (age 50-59)	1	57.03
04	16120	Individual Counselling - in office (age 60-69)	3	180.28
<b>Service Code 04 - Counselling Subtotal:</b>			<b>7</b>	<b>\$394.35</b>
01	00100	Visit - in office (age 2 - 49)	1	29.64
01	15300	Visit - in office (age 50-59)	2	65.34
01	16100	Visit - in office (age 60-69)	10	344.70
12	14043	<b>GP Mental Health Planning Fee</b>	<b>1</b>	<b>100.00</b>
12	14066	Personal Health Risk Assessment	1	50.00
12	14074	GP Unattached Complex/High Needs Patient Attachment Fee	1	200.00
12	14053	Incentive for GP Annual Chronic Care Bonus - COPD	3	375.00

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Service Code	Fee Item	Fee Item Description	Service Units	Value
44	13610	Minor Laceration Or Foreign Body - No Anaesthesia	1	16.87
71	00080	Minor Tray	1	9.95
<b>Total:</b>			<b>28</b>	<b>\$1,585.85</b>

**Non-Sample Patient – “Fast-Track Medical Visit”**

We identified no private charges relating to booking a “fast-track medical visit” under either sample. As such, we requested an example of an invoice for a patient who used the “fast-track medical visit” service. We were provided with the invoice records for a non-sample patient who paid the \$40 fee and was seen by Dr. s.22

**Audit Team**

The audit team was comprised of three inspectors: s.22, a general practitioner and s.22 s.22 BIP Senior Auditors. s.22 was responsible for examining the medical records. s.22 was responsible for the overall planning, fieldwork, and conducting extra billing testing of the audit. s.22 was responsible for the reporting of the audit.

**B. FINDINGS**

**Audit Co-operation**

The on-site audit of Dr. s.22 billings was conducted on July 28 to 29, 2014. During the visit to Dr. s.22 practice we were given access to most records requested and Dr. s.22 provided the audit team with an overview of the practice. Dr. s.22 was also available at the end of the visit for an exit interview to discuss the preliminary findings.

On September 22, 2014, BIP provided Dr. s.22 with a list of possible billing errors and asked him to provide any additional medical records to address these matters within 30 days. On October 15, 2014, s.22 contacted the Audit Manager on Dr. s.22 behalf to advise that Dr. s.22 felt it was necessary to provide supporting explanations where he disagreed with the Medical Inspectors comments. On October 27, 2014, BIP received a response from Dr. s.22 through his legal counsel. The information submitted under that response was examined by s.22 and has been considered for the purpose of this audit report.

**OBJECTIVE 1: To determine whether medical records existed to support that services were rendered for the dates of service that claims were paid.**

**Random Dollar-Unit Sample**

We identified 16 service units, with a total value of \$1,024.60, where a medical record was not found to substantiate the service, summarized as follows by paid fee item:

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Fee Item	Fee Item Description	Service Units	Value
00100	Visit - in office (age 2-49)	4	\$119.04
00120	Individual Counselling - in office (age 2-49)	3	155.56
14043	GP Mental Health Planning Fee	5	500.00
14052	GP Annual Chronic Care Bonus - Hypertension	3	150.00
<b>Total:</b>		<b>15</b>	<b>\$924.60</b>

Of the 15 service units deemed to be in error under Objective 1:

- 5 service units were in error under Fee Item 14043 as there was no evidence of a depression flow sheet, PHQ9 or GAD7 score sheet in the patient's record for that year;
- 2 service units were in error under Fee Item 14052 as no flow sheet or program documentation was found; and,
- 8 service units did not have medical records to support the billing.

Select Sample

We identified 7 service units, with a total value of \$591.21, where a medical record was not found to substantiate the service, summarized as follows by paid fee item:

Fee Item	Fee Item Description	Service Units	Value
00100	Visit - in office (age 2-49)	1	\$29.64
00120	Individual Counselling - in office (age 2-49)	1	52.14
14043	GP Mental Health Planning Fee	1	100.00
14053	Incentive for GP Annual Chronic Care Bonus - COPD	3	375.00
16100	Visit - in office (age 60-69)	1	34.43
<b>Total:</b>		<b>7</b>	<b>\$591.21</b>

Of the 7 service units deemed to be in error under Objective 1:

- 3 service units were in error under Fee Item 14053 as there was no evidence of a flow sheet for COPD in the patient's record; and,
- 4 service units did not have medical records to support the billing.

**OBJECTIVE 2: To determine the extent to which complete and legible medical records were maintained by the medical practitioner.**

We determined that Dr. s.22 medical records were complete to substantiate a fee item billing under the requirements of the *Medical Services Commission (MSC) Payment Schedule*. Instances where Dr. s.22 medical records were not complete enough to support the fee item billed are discussed under Objective 4.

Some of Dr. s.22 medical records were difficult to interpret because the writing was sometimes difficult to decipher; however, we did not consider any services in error due to the illegibility.

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**OBJECTIVE 3: To determine whether the services were benefits under the Act.**

We determined that services billed to MSP by Dr. s.22 were benefits under the Act.

**OBJECTIVE 4: To determine whether fee items claimed were consistent with the services described in the medical records.**

Random Dollar-Unit Sample

We identified 132 service units where the fee items claimed were not consistent with the services described in the medical records. This resulted in a total error of \$6,021.46, before making any necessary adjustments to account for alternate fee items which should have been claimed instead. After such adjustments the total net error (dollars overpaid) was \$3,908.14. In all instances, the services recorded in the medical records did not meet the requirements of the *MSC Payment Schedule* for the fee items billed and paid.

The following table summarizes the claims in error by paid fee item:

Fee Item	Fee Item Description	Service Units	Value Before Adjustments	Adjustment Value	Net Error Value
00120	Individual Counselling - in office (age 2-49)	35	\$1,823.05	\$1,060.19	\$762.87
15320	Individual Counselling - in office (age 50-59)	3	172.12	98.83	73.29
16120	Individual Counselling - in office (age 60 - 69)	5	298.20	153.29	144.91
<b>Service Code 04 – Counselling Subtotal:</b>		<b>43</b>	<b>\$2,293.37</b>	<b>\$1,312.31</b>	<b>\$981.07</b>
00080	Minor Tray	4	39.75	0.00	39.75
00100	Visit - in office (age 2-49)	32	961.02	328.98	632.04
00110	Consultation - in office (age 2-49)	1	73.25	29.79	43.46
13610	Minor Laceration Or Foreign Body – No Anaesthesia	4	101.03	38.70	67.49
14044	GP Mental Health Management Fee (age 2-49)	3	157.35	90.45	66.90
14046	GP Mental Health Management Fee (age 60-69)	1	59.62	29.79	29.83
14074	GP Unattached Complex/High Needs Patient Attachment Fee	7	1,400.00	0.00	1,400.00
15131	Urinalysis - Micro Exam of Centrifuged Deposit	11	44.00	22.64	21.36
16100	Visit - in office (age 60-69)	26	892.07	265.83	626.24
<b>Total:</b>		<b>132</b>	<b>\$6,021.46</b>	<b>\$2,118.49</b>	<b>\$3,908.14</b>

We deemed 43 service units billed under counselling fee items to be in error as there was insufficient documentation to support the counselling requirements of the *MSC Payment Schedule*.

- An office visit fee item was deemed to be the more appropriate for 42 service units billed under a counselling fee item; and,

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- An office visit fee item along with 50 percent of a routine pelvic exam fee item were deemed to be more appropriate for 1 service unit that was billed under a counselling fee item.

We deemed 58 service units billed under office visit fee items to be in error as the records indicated an injection only. As such, Fee Item 00010 – Intramuscular Injection was deemed to be the more appropriate fee item.

All 11 service units billed under Fee Item 15131 were deemed to be in error as Dr. s.22 did not have a microscope, instead Fee Item 15130 – Urinalysis – Screening was deemed the more appropriate fee item.

Seven of the eight services units billed under Fee Item 14074 to be in error as the patients had visits to Dr. s.22 in previous years and were not considered orphan patients.

Select Sample

We identified six service units where the fee items claimed were not consistent with the services described in the medical records. This resulted in a total error of \$396.27, before making any necessary adjustments to account for alternate fee items which should have been claimed instead. After such adjustments the total net error (dollars overpaid) was \$298.94. In all instances, the services recorded in the medical records did not meet the requirements of the *MSC Payment Schedule* for the fee items billed and paid.

The following table summarizes the claims in error by paid fee item:

Fee Item	Fee Item Description	Service Units	Value Before Adjustments	Adjustment Value	Net Error Value
00120	Individual Counselling - in office (age 2-49)	1	\$52.45	\$30.15	\$22.30
15320	Individual Counselling - in office (age 50-59)	1	57.03	32.75	24.28
16120	Individual Counselling - in office (age 60 - 69)	1	59.97	34.43	25.54
<b>Service Code 04 – Counselling Subtotal:</b>		<b>3</b>	<b>\$169.45</b>	<b>\$97.33</b>	<b>\$72.12</b>
00080	Minor Tray	1	9.95	0.00	9.95
13610	Minor Laceration or Foreign Body – No Anaesthesia	1	16.87	0.00	16.87
14074	GP Unattached Complex/High Needs Patient Attachment Fee	1	200.00	0.00	200.00
<b>Total:</b>		<b>6</b>	<b>\$396.27</b>	<b>\$97.33</b>	<b>\$298.94</b>

Three service units billed under counselling fee items were deemed to be in error as there was insufficient documentation to support the counselling requirements of the *MSC Payment Schedule*. An office visit fee item was deemed to be the more appropriate.

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**OBJECTIVE 5: To determine whether the services claimed were provided by the practitioner making the claim.**

We determined that Dr. s.22 provided the services that were billed to MSP under his practitioner number.

**OBJECTIVE 6: To determine whether services claimed overlapped with alternate provincially-funded payment arrangements.**

We determined that Dr. s.22 received no alternate provincial funding payment arrangements through the Ministry of Health or other provincial agencies, according to various reporting sources.

**OBJECTIVE 7: To determine whether beneficiaries were billed for, or in relation to, benefits under the Act.**

Random Dollar-Unit Sample and Select Sample

We found no indications that beneficiaries under these samples were billed for or in relation to benefits under *the Act*.

Non-Sample Patient – “Fast-Track Medical Visit”

We determined that the one beneficiary was charged in relation to a benefit, contrary to *the Act*, under the “fast-track medical visit” appointment. As Dr. s.22 made a claim of MSP for the service he provided to the patient who booked an appointment under the “fast-track medical visit”, we deemed the visit to be a benefit.

As the patient was charged a fee in relation to a MSP benefit under *the Act* we have deemed the related office visit billed by Dr. s.22 of MSP to be in error.

We did not receive evidence as to who received compensation for this \$40 fee; however, the Medical Office Assistant advised that the clinic receives the money, not the physician.

Section 17(1) of *the Act* states:

*Except as specified in this Act or regulations or by the commission under this Act, a person must not charge a beneficiary*

- (a) For a benefit, or*
- (b) For materials, consultations, procedures, use of an office, clinic or other place or for any other matters that relate to the rendering of a benefit.*

**OBJECTIVE 8: To determine whether the pattern of practice or billing (including service frequency) were justifiable.**

We found Dr. Burlin's pattern of practice was not justifiable in regards to his billing of:

- Fee Item 15131 – Urinalysis – Micro Exam of Centrifuged Deposit; and,
- Service Code 04 – Counselling.

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The following table in Section C provides the combined sample error rates for the above mentioned fee items.

We determined that Dr. s.22 service frequency was not an issue.

**C. AIC SUMMARY**

As directed by the AIC, BIP conducted an on-site audit of Dr. s.22 billing practices, which included but was not limited to fee items:

- 14043 – GP Mental Health Planning Fee;
- 15131 – Urinalysis – Micro Exam of Centrifuged Deposit;
- under Service Code 04, including:
  - 00120 – Individual Counselling - in office (age 2-49);
  - 15320 – Individual Counselling - in office (age 50-59);
  - 16120 – Individual Counselling - in office (age 60-69); and,
  - 17120 – Individual Counselling - in office (age 70-79).

We found a significant number of errors with Fee Item 15131 and Service Code 04 fee items. Combining the two samples, these items represent 37.9 percent (61/161) of the total service units in error and 22.1 percent (\$1,282.25/\$5,792.74) of the total dollars in error. The following table is a breakdown of the inappropriate billings for the fee items referred by the AIC:

Fee Item	Fee Item Description	Service Units	Dollar Value (\$)	Service Units in Error	Dollar Value in Error (\$)	% Service Units in Error
00120	Individual Counselling - in office (age 2-49)	88	\$4,592.55	40	\$992.87	45.5
15320	Individual Counselling - in office (age 50-59)	6	344.59	4	97.57	66.7
16120	Individual Counselling - in office (age 60 – 69)	21	1,257.15	6	170.45	28.6
17120	Individual Counselling - in office (age 70-79)	2	136.01	0	0.00	0
<b>Service Code 04 – Counselling Subtotal:</b>		<b>117</b>	<b>\$6,330.30</b>	<b>50</b>	<b>\$1,260.89</b>	<b>42.7</b>
14043	GP Mental Health Planning Fee	35	3,500.00	7	700.00	20.0
15131	Urinalysis - Micro Exam of Centrifuged Deposit	11	44.00	11	21.36	100.0
<b>Total:</b>		<b>163</b>	<b>\$ 9,874.30</b>	<b>68</b>	<b>\$ 1,982.25</b>	<b>41.7</b>

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**D. CONCLUSIONS****Random Dollar-Unit Sample**

The examination of the medical records of 76 patients with 542 service units totaling \$23,170.42 resulted in the identification of inappropriate billings for 147 service units with a net error value of \$4,832.74.

The table below identifies the inappropriate billings by audit objective:

Objective	# of Service Units	Dollar Value
1 – Services Not Rendered	15	\$ 924.60
4 – Billed Inappropriately	132	3,908.14
<b>Total Sample Error</b>	<b>147</b>	<b>\$ 4,832.74</b>

The total error percentages based on service units is 27.1 percent (147/542) and on dollars is 20.9 percent (\$4,832.74/\$23,170.42).

**Select Sample**

The examination of the medical records of 3 patients with 28 service units totaling \$1,585.85 resulted in the identification of inappropriate billings for 13 service units with a net error value of \$890.15.

The table below identifies the inappropriate billings by audit objective:

Objective	# of Service Units	Dollar Value
1 – Services Not Rendered	7	\$ 591.21
4 – Billed Inappropriately	6	298.94
<b>Total Sample Error</b>	<b>13</b>	<b>\$ 890.15</b>

The total error percentages based on service units is 46.4 percent (13/28) and on dollars is 56.1 percent (\$890.15/\$1,585.85).

**“Fast-Track Medical Visit”**

The examination of the invoice for the patient who booked a “fast-track medical visit” with Dr. <sup>s.22</sup> resulted in the identification of inappropriate billings for one service unit with an error value of \$30.15.

Objective	# of Service Units	Dollar Value
7 – Billed a Beneficiary in Relation to a Benefit	1	\$ 30.15
<b>Total Sample Error</b>	<b>1</b>	<b>\$ 30.15</b>

s.22

s.22

Medical Inspector

Date:

Mar 23/15

Senior Auditor

Date:

Mar 11/15