

FREQUENTLY ASKED QUESTIONS

- [I received a bill from Interior Health](#)
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I received a bill from Interior Health.

Why did I receive a bill for crutches, casts, splints, medication package or other medical supply?

Supply or misc charges – including but not limited to – crutches casts, and medication packages (medications given are to be taken at home; the charge for medication packages (\$10) is a dispensing fee, not a fee for the medications themselves)

These items are not covered by BC provincial health care and are items that are billable to the patient. For a complete list of charges not covered by [provincial health care](#).

We do not bill extended benefits plans for medications, supplies etc.

I received a bill for my emergency department visit – why?

In order for your visit to be covered you must have valid [Provincial medical coverage](#).

- If you have MSP, please provide us with your MSP number.
- If you are from another Province, please provide us with your health care number (and expiry date if issued by your home province).
- Coverage applies to eligible services under the patient's home provincial plan.

Why did I receive a bill for a PSA, Cholesterol or [other lab test](#)?

These tests are not MSP billable unless your physician has indicated otherwise.

-if you feel this test was medically required; have your doctor contact this office.

- contact your employer or insurance company if they should be paying this bill

- contact this office if you were an inpatient at the time; or for any other reason

My tests were ordered by a midwife, Nurse Practitioner or Naturopath. Why did I get a bill?

Tests ordered by a Naturopath are not covered by BC Medical Services Plan as are some tests ordered by a midwife or Nurse Practitioner. The patient must pay for those tests.

I received a bill for an item that I did not receive. What should I do?

Please call the person at the number listed on your bill for further investigation.

I received a bill for an item that I returned to the hospital. What should I do?

Most items that are sent home with you and that you are billed for are not returnable. If the hospital has accepted an item back they must call Accounts Receivable to say that the item has been returned.

I have extended medical which covers charges for private or semi-private rooms. Why did I get a bill?

If you supplied complete extended health insurance information at the time of admission i.e.: name of primary insurance company, group/contract number and the member ID number we will direct bill your insurance company. Once they have made payment any portion left unpaid will be billed to you.

I got billed from a hospital lab that I didn't go to. Why did I get this bill?

Do you have valid health care coverage? If yes, please call us.

If you do not have provincial health care coverage, you will be responsible for this bill. Some labs are required to send specimens to another facility for resulting.

I had an immigration/emigration x-ray and I have valid MSP. Why did I get a bill?

Tests that are not medically required are not covered by Medical Services Plan. However, because you have MSP coverage you have been charged a preferred rate.

I have paid Interior Health for my hospital visit but I received a bill from the physician. Why?

You have paid Interior Health for your visit which covers the facility costs,(i.e. nursing care etc.). The physician fees are separate from hospital fees and are charged for the physician's services.

The payment should be made to the billing address shown on the statement.

I received a bill for PATIENT TRANSPORT. Why?

Medivan is an alternate transportation service provider for non-emergency patient transfers. [More information.](#)

- *There are some instances where Medivan will bill directly for the trip to an Interior Health site and Interior Health will bill for the return trip. The bills will be payable to the 2 different companies.*
- *For patients without valid MSP the fee will vary.*

I got a bill from BC Ambulance. Who do I call to talk about this?

Please contact [BCAS directly](#) at 250-356-0052 or Toll Free 1-800-665-7199.

BC Ambulance Service Billing Representatives are available to assist you Monday to Friday, 9:00 am to 4:00 pm excluding statutory holidays.

[More information](#)

I have not yet paid my bill from Interior Health.

My medical insurance will be backdated. Do I have to pay my bill?

Yes, your bill is due and payable at the time of receipt.

I have been contacted by a collection agency. What should I do?

Pay your bill as soon as possible. However, if you believe this should be paid by a third party or other provincial plan, contact Accounts Receivable.

****Please note that if considerable time has elapsed since the date of the service and Interior Health is unable to obtain payment from the provincial plan or third party, you are still responsible for settling the debt. You should make payment as soon as possible so that your credit record is unaffected.**

I have already paid my bill from Interior Health.

I paid the doctor. Why am I getting this bill?

You have received a bill from Interior Health for your visit which covers the facility costs,(i.e. nursing care etc.). The physician fees are separate from hospital fees and are charged for the physician's services.

I paid my bill at the hospital. Why did I receive a bill in the mail?

Payments made at an Interior Health site may take a few days to be posted to your account. If you are unsure if we have received payment, contact our office.

1-866-314-2806

I am from another province in Canada.

I recently moved to BC and have coverage from another province. Why did I get a bill?

You received a bill as we do not have sufficient information to enable us to bill the other Province on your behalf.

Please call us with your Healthcare number and expiry date (if applicable) etc. If you have moved here permanently, please [apply for MSP coverage](#).

My medical coverage is from Québec, why did I receive a bill for Physician Services?

Québec does not allow direct billing for physician services. Residents must pay the bill and seek reimbursement from RAMQ with a paid receipt.

How do I find my coverage information from another province?

Locate your [province's health website](#).

I am from another country

I have travel/private insurance and a copy of that information was taken at the hospital. Why am I getting a bill?

Claims are patient-led and must be started by the patient. Copies of the insurance documents are taken in order to confirm information with the insurance company.

Most insurance companies require patients to pay their bills upfront and seek reimbursement.

I do not have a Care Card but I married a Canadian with valid BC medical. Why am I getting a bill?

Each eligible BC resident is required to be enrolled in MSP and have their own BC Care Card. To see if you are eligible for a Care Card, [click here \(MSP link\)](#).

I have a valid student/work visa, why am I getting a bill?

MSP coverage is not automatic and you need to apply for MSP. Only some work or study visas allow the visitor to obtain coverage for MSP. To see if you qualify, [click here \(MSP link\)](#).

I had a recent hospital visit and I cannot pay my bill all at once; am I able to set up a payment plan?

Please contact us immediately to discuss payment options.

I paid a doctor's fee at the hospital on the date I was there. I need a detailed statement so that I can submit it to my insurance company for reimbursement. Can you help?

*Contact us for instructions on how you can obtain the information that you need.
1-866-314-2806*

Other billing inquiries

Can I pay my bill online?

Not at this time.

Can I pay my bill at the bank?

Not at this time

If I pay by credit card do you store my information?

We do not store your credit card information. We follow the Payment Card Industry Security Standards Council guidelines regarding the handling of credit card information.

Can I get a DIN number?

We are unable to provide DIN numbers for medication package charges. The charge represents a dispensing/handling fee, rather than the cost of the drugs.

I have lived in BC for 10 years and I do not qualify for BC Medical. Why am I being charged Out of Country Rates instead of BC Resident without Coverage rates?

In order to qualify for [BC Resident without Coverage] rates you must be a resident as outlined below.

Under the BC Hospitals Act, a BC Resident is:

- a citizen of Canada or is lawfully admitted to Canada for permanent residence,*
- makes his or her home in British Columbia, and*
- physically present in British Columbia at least six months in a calendar year (this includes a person who is deemed to be a resident but does not include a tourist or visitor to British Columbia)*

If you are a legal BC resident and meet MSP criteria you are legally required to have MSP coverage.

I am a Canadian who lives in Australia. Why am I being charged Out of Country Rates?

See residency requirements in the previous answer.

I injured myself at work; why did I get a bill?

Did you report this injury to Worksafe BC [insert Worksafe link]? Call this office with the Claim # they issued to you for this injury.

I already provided the hospital or your office with the [Worksafe BC](#) claim information, but I am still getting a bill.

Contact Worksafe BC to determine if they have all the required information to make a decision on your claim. Until they do so, Interior Health is legally obligated to invoice you for the service. It is important to keep our office up-to-date on the

status of your claim to avoid having this Interior Health account become delinquent.

My visit to the hospital or doctor's office was due to a WCB injury, but my WCB claim is from another province.

Advise the doctor and/or the hospital each time you receive service for this injury so the correct province can be billed on a timely basis. Make sure the correct WCB claim-related information is provided each time as well. If you have received a bill, contact the service provider immediately to provide the claim information and have your account updated. Failure to do so may result in your continuing to be responsible for this debt.