

## POLICY: COLLECTION OF OUTSTANDING EMR SUBSCRIPTION FEES

### POLICY STATEMENT

The collection of EMR subscription fees will follow a defined process with referral to collection services if NLCHI finance is unable to recover.

### INTENT

The intent of this policy is to communicate to EMR Subscribers the process whereby subscription fees are collected by NLCHI and the consequences of non-payment. EMR Subscribers are fee-for-service physicians and nurse practitioners in private practice.

### POLICY SPECIFICS

EMR Subscribers are required to pay the subscription fees as detailed in the “eDOCSNL Enrollment and Other User Fees” document which is posted to edocsnl.ca and distributed to new EMR Subscribers prior to implementation. The process for collecting these fees is as follows:

1. Subscriber contact information is provided to eDOCSNL at the time of implementation and at the time of any changes in contact information or three months in advance of leaving the EMR program.
2. Invoices are distributed from NLCHI finance annually by email and in paper mail to the provider’s practice address. The communication will include acceptable payment methods and request the provider reach out to NLCHI finance to make payment arrangements. This method of payment will be in place until the Subscriber notifies NLCHI Finance to change the payment method or to withdraw from eDOCSNL.
3. 30 days following invoicing, if there is no contact from the Subscriber to make payment arrangements, the program will reach out to the Subscriber to confirm the contact information and indicate that if no payment arrangements are made in 30 days the subscriber will be switched to view only in the EMR.
4. Finance will follow up with another invoice to new contact email and address if applicable. If the contact information has changed then this will reset the clock on the process
5. 30 days following second invoice (if no change to contact information), a letter is sent from the program indicating that the Subscriber has 30 days to make payment arrangements or the account will be sent to collections. eDOCSNL will not provide any additional support or training until arrangements are made to pay the outstanding balance. The subscriber’s account is switched to view only mode at this time.

6. If there is no response from the Subscriber within 90 days from first invoice, a registered letter is sent to the Subscriber indicating that collections will now pursue the outstanding balance on behalf of NLCHI finance.

The above process applies only to Providers who have made no attempt to address outstanding fees with eDOCSNL. Providers who are in active negotiations to settle their account are exempt from the above. If the Program receives communication from the Subscriber the Subscriber's account will be restored to previous access level. Otherwise, collections will continue to pursue until fees are paid.

## BACKGROUND

### Associated Resources:

eDOCSNL Enrollment and Other User Fees, <https://edocsnl.ca/site/uploads/2021/09/eDOCSNL-Enrolment-Cost-2020-v7.pdf>

## APPROVAL

**Approved by:** EMR Management Committee

### Revision History:

Initially Approved: October 25, 2021

Revised: