



“Achieving a quality, equitable and sustainable health system”

Professional Registration Fees

BHeC’s website now includes information on registration fees for Nurses, Medical Practitioners, Allied Health Professionals, Dental Practitioners, Optometrists and Opticians, Midwives, Pharmacists, and Psychologists. These details, as well as contact details and registers for the statutory bodies and associations are on our website.

Complaints and Queries

In fiscal year 2013-14, BHeC received 43 Complaints. These were about:

- 18 (42%) Employers’ Insurance
- 12 (28 %) Costs/fees/billing
- 10 (24%) Quality of Care
- 3 (6%) Other issues

Visit our web site at www.bhec.bm for all our publications and updates.

Do you copy?

In walkie talkie lingo, this means, Can you hear me?”. We’d love the response to be “Roger”, but apparently what we’re getting is “Negatory”. Effective communication with a small group is an art form, but with a large, disparate mass it can be an enigma. Such is our dilemma at BHeC when reaching out to 660+ health system stakeholders. We make phone calls, have meetings, hold discussions, send emails & letters, liaise with professional bodies, post stuff on our web site and run media articles, only to be told, dishearteningly often, “I never heard that”. Some examples are our online Healthcare Directory, which is an easy recourse to find health professionals on Island; and the Home Medical Services benefit (story opposite), which remains unknown to some providers. We’d welcome your feedback on what we can do to reach you more effectively.

Claims Regulations and Standard Hospital Benefit

Starting 1st April this year, BHB and some Approved Facilities will be asking for diagnostic codes (ICD) on requisition forms for Standard Hospital Benefit (SHB) procedures. While this is a transition,

Service Providers and Insurance (Claims) Regulations 2012 not only ended the practice of upfront charges, but they also provided details on the specific information that must be exchanged between providers

and diagnostic imaging procedures originate from a health professional that is not submitting the claim for the service. This is left to the facility, which will not have the patients’ information unless provided by the health

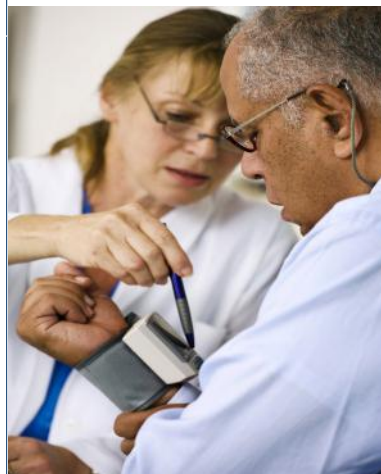


the amended requisition forms and the need to receive the diagnostic code is to ensure BHB and Approved Facilities can be reimbursed for the procedures they perform. As you may be aware, the Health Insurance (Health

and insurers for claims to be processed. This information is specified in Schedules 1 and 2 of the Regulations and are intended to improve accuracy and efficiency in claims processing and reimbursement. Most claims from laboratory

professional. Without this information BHB and the Approved Facilities will not be reimbursed. The new requirement for diagnostic codes will enable facilities to be reimbursed without inconveniencing patients.

Home Medical Services



Do you know that some medical procedures can be performed in the home and be covered by all insurance policies with no co-payments? Physicians can now refer their patients for this Home Medical Services (HMS) benefit. The HMS benefit includes procedures such as infusions, blood level monitoring and wound care. To make a referral, the physi-

cian will confirm the procedure required is included on the HMS Fee Schedule; determine which approved agency should deliver care; and then complete the referral form.

All documents are available on www.bhec.bm.

Contact us on 292-6420 or healthcouncil@bhec.bm