

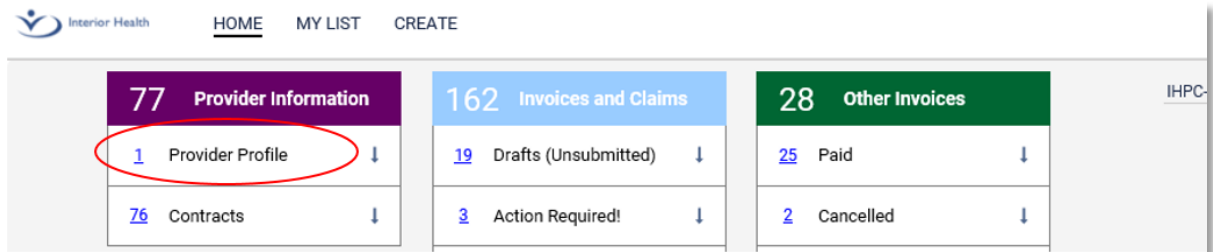
Medical Office Assistant (MOA) Set Up

Overview

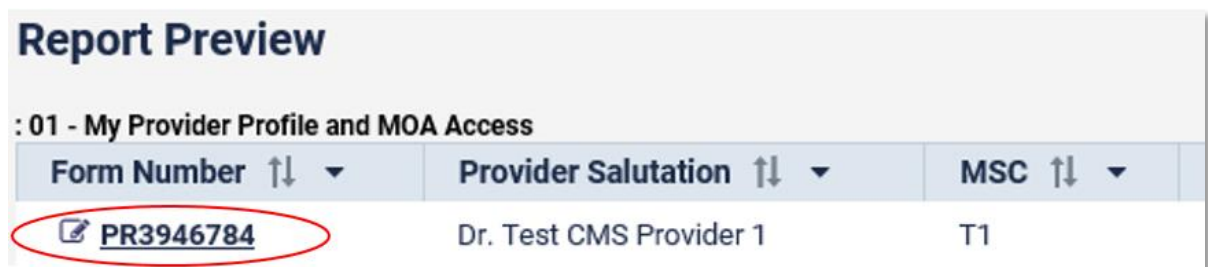
Once an MOA is set up in PIP under a provider's profile, they will have access to the provider's invoice and claim forms through their own PIP account. An MOA may prepare/complete required claim information and upload receipts/documents to a claim form on behalf of a provider. Once a provider's claim form has been completed by an MOA, the provider must sign on to their own PIP account, provide an electronic signature (by clicking "I Accept" on the Provider Declaration) and submit the completed claim. An MOA **does not** have access to submit a provider's claim from their MOA account.

How to Set up an MOA

1. Provider must sign on to PIP account.
2. From *Home Page*, select *Provider Profile*.



3. Click on link under *Form Number* column.



If your personal information needs updates (email address, physical address, etc.), or you need a GST number or corporation details added to your profile, please contact us at Claims@interiorhealth.ca

Add MOA access:

- From Provider Profile, scroll down to *Authorized Medical Office Assistants* section.
- Click **Add Row** to create a line for MOA access to your PIP account.
- Browse for MOA by last name:
 - Start typing MOA's last name, click **look up tool** (figure 1).
 - Select name from list provided using **select** button (figure 2).
 - Email claims@interiorhealth.ca if MOA's name is not listed.

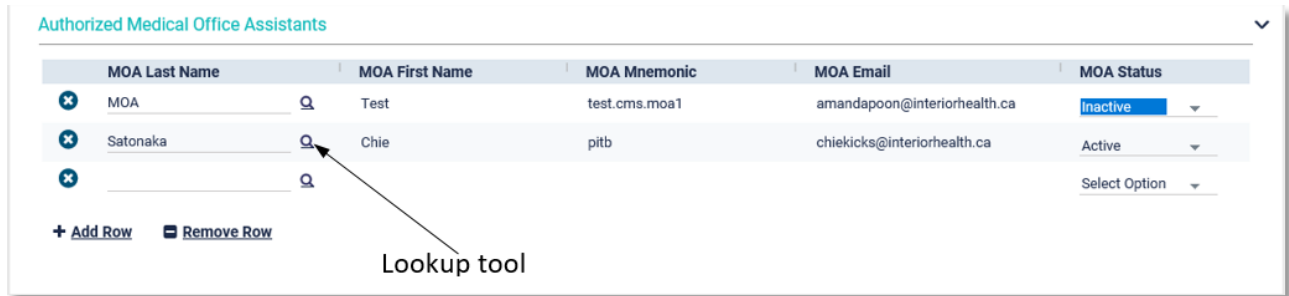


Figure 1: Authorized MOA section

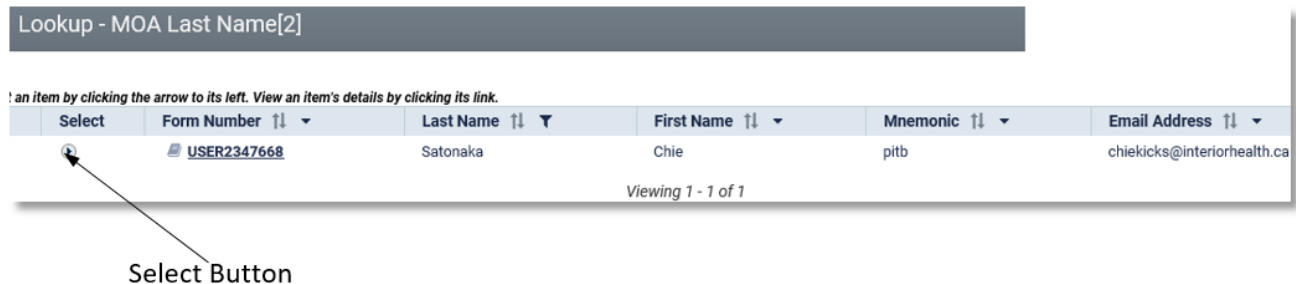



Figure 2: MOA names listed.

- Set MOA status to **Active** (figure 1).
- Click **Save** at bottom of screen.

Remove MOA access:

- From provider profile, scroll down to *Authorized Medical Office Assistants* section (figure 1).
- Change MOA status column to **Inactive** using drop down menu (select line MOA is listed on).
- Click **Save** at bottom of screen.
- Click  button left of MOA you have inactivated and want to remove.
- Click **OK** to confirm you want to delete MOA's access, and Save once more.