

Date:	February 24, 2022
To:	Northern Health Physicians
From:	eScheduling Project Team
Re:	Medical On-Call Availability Program (MOCAP) – Call Back Payment Requirements

To ensure Northern Health (NH) is in compliance with the terms of the Physician Master Agreement (PMA) and to provide timely call back payment to physicians, the following Call Back Criteria, as defined by the PMA, will be enforced:

- *Within 30 days of the call back*, a fully completed [Call Back Invoice and Call Back Verification Form](#) must be submitted to Northern Health Physician Compensation by the physician claiming the call back payment, with approval (on the verification form) by the person who made the decision to initiate the call back

In order to facilitate payment of historical call back invoices, NH will accept all Call Back invoices and Call Back Verification Forms with a date of service between October 1 2021 and March 31 2022, **up to May 31, 2022**. Any forms received after May 31, 2022 with a service date outside of the above stated period may not be paid.

After May 31, 2022, all Call Back Invoices and Call Back Verification forms **must be** submitted within 30 days of date of service to ensure payment for the call back. Example: April 15, 2022 call back forms must be submitted no later than May 14, 2022.

Adherence to the above Call Back Criteria will ensure payment of call backs within 30 days of call back for all physicians in the MOCAP call back group. Any forms submitted after the 30 day period may not be paid, and will require verification of reasons for delay and additional Medical Director approval.

If you have any questions regarding the call back submission process or to submit fully completed forms, please contact Northern Health Physician Compensation by [email](#) or fax at 250-565-2833.

For additional information on call back criteria and what services qualify for compensation, please review Schedule 2 to Appendix G on pages 266-273 of the [Physician Master Agreement \(PMA\)](#).

The [Compensation section](#) of the [Northern Health Physicians webpage](#) contains valuable MOCAP information. For all MOCAP questions, please [email](#) NH Physician Compensation.