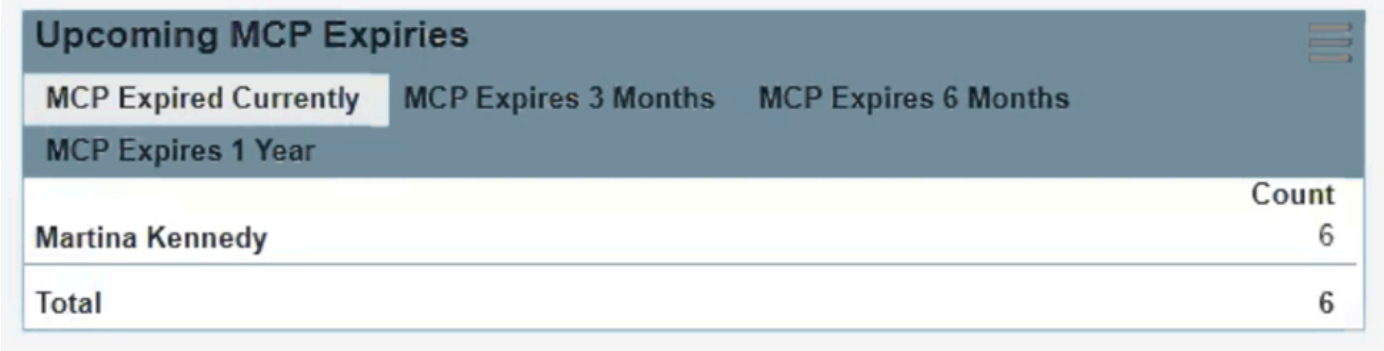
MANAGING THE ROSTERING PROCESS USING THE "UPCOMING MCP EXPIRIES" WIDGET

FAMILY PRACTICE RENEWAL PROGRAM

Based on feedback from Clinics participating in the Blended Capitation Model (BCM), eDOCSNL has developed the "Upcoming MCP Expiries" widget in the Telus Med Access EMR which can be used to:

1. Identify patients whose MCP registration has already expired and efficiently manage the de-rostering and re-rostering process;
2. Proactively manage patients whose MCP registration will expire in a specific timeframe.



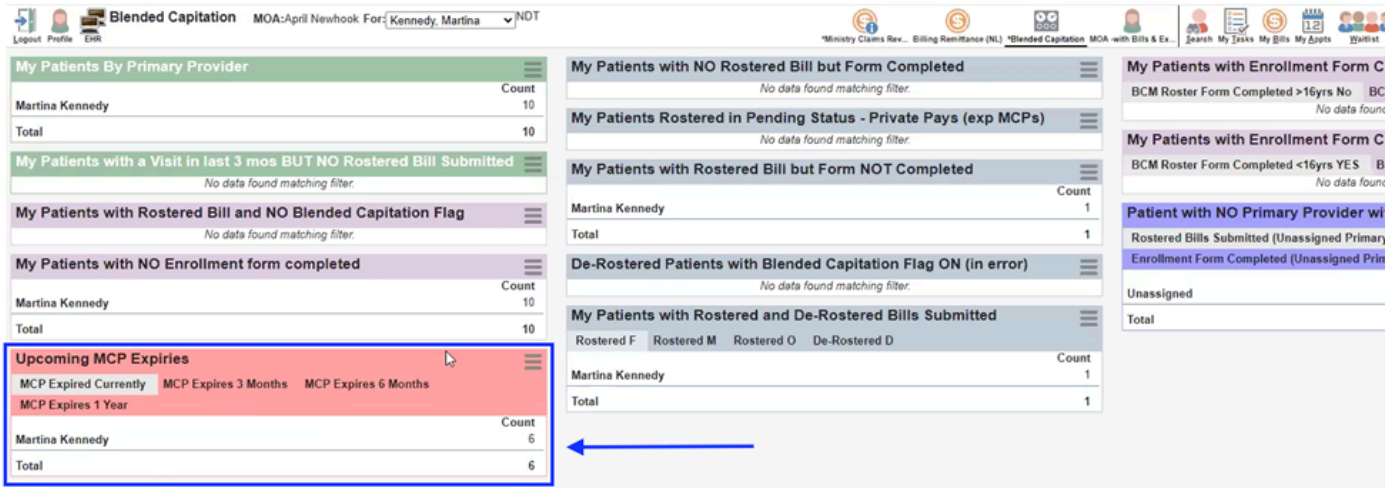
TIPS FROM CLINICS TO PROACTIVELY AND EFFICIENTLY MANAGE MCP EXPIRIES:

- Check the Ministry Billing Messages frequently to minimize the time that a patient might be de-rostered from Blended Capitation.
- Establish a weekly routine that works best for your clinic to check the "Upcoming MCP Expiries" widget (i.e. Mondays and Fridays).
- Check the patient's chart in the EMR to see if they already have an upcoming appointment booked prior to the MCP expiry date.
- Communicate clearly with patients that they have an upcoming MCP expiry and they need to renew as quickly as possible. The renewal can be done on-line using the MyGovNL at https://www.my.gov.nl.ca/en/sign_in.
- If the patient does not use MyGovNL, establish clinic processes to facilitate the renewal, such as the patient coming into the office (or at their appointment) to sign a completed MCP Renewal Form, which can then be faxed directly to MCP. There is a MCP Renewal Form in the EMR (under Tasks and category Forms) which can be printed with most information pre-filled.
- If the clinic is sure the patient has moved away and no longer has MCP coverage, but the patient is still showing up on the "Upcoming MCP Expiries" reports, the patient chart can be moved into an Inactive status which will remove them from the list(s). If the patient returns to the Province and reactivates their MCP, the chart can be returned to an Active status again.

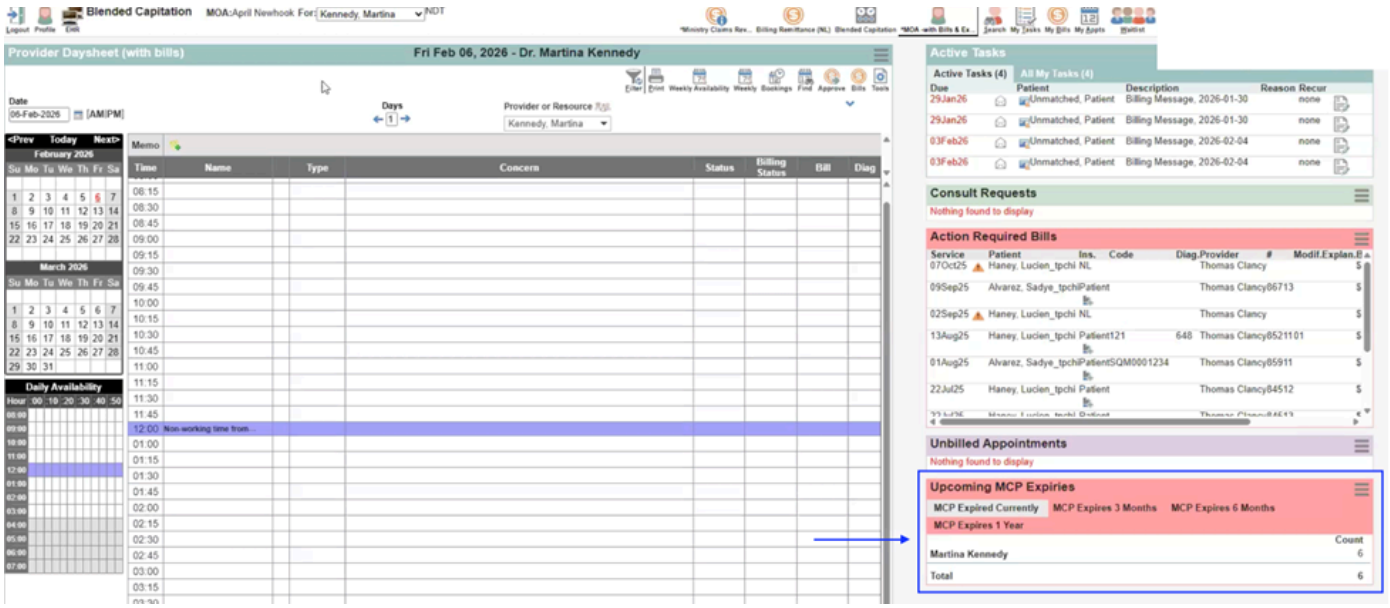
ACCESSING THE "UPCOMING MCP EXPIRIES" WIDGET IN THE EMR

The "Upcoming MCP Expiries" widget will appear by default on the Blended Capitation Model Dashboard for clinics new to the BCM. It can also be placed on a specific user's dashboard.

Blended Capitation Dashboard:

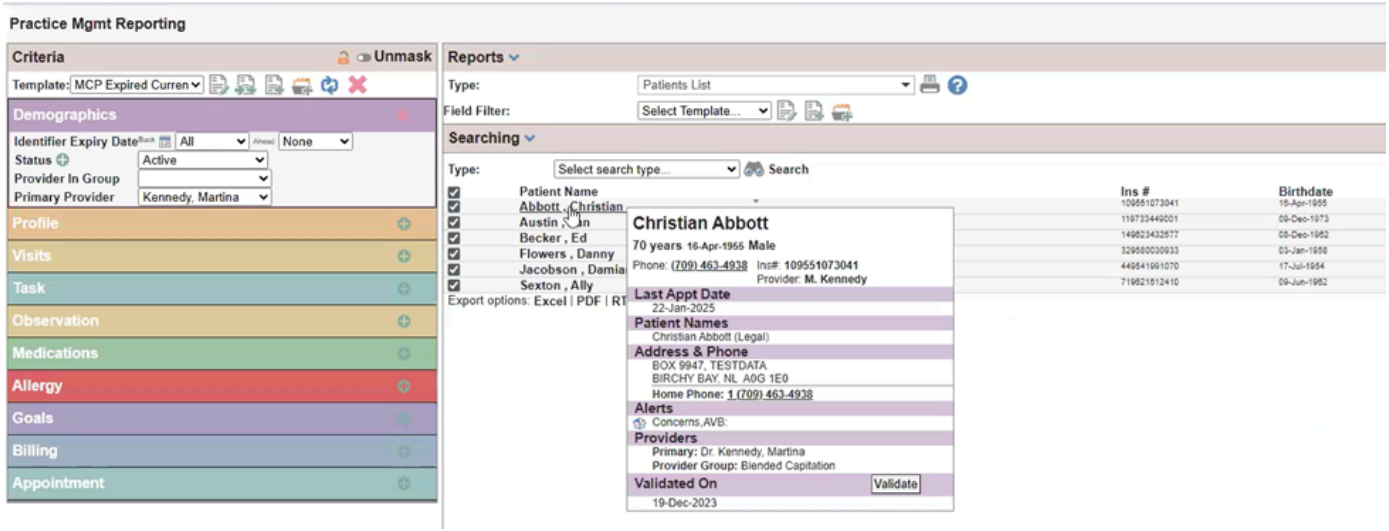


User Dashboard:



If the "Upcoming MCP Expiries" widget is not on the BCM dashboard or you would like to have it placed on a different/additional dashboard, reach out to info@edocsnl.ca or your eDOCSNL EMR Practice Advisor.

Clicking on one of the Tabs (Reports) in the "Upcoming MCP Expiries" widget opens a list of those patients whose MCP numbers are expired, or which will expire in the stated timeframe:



CUSTOMIZING THE "UPCOMING MCP EXPIRIES" WIDGET TO A SPECIFIC TIME FRAME

The "Upcoming MCP Expiries" widget comes with 4 default filters (reports) to identify patients whose MCP registration:

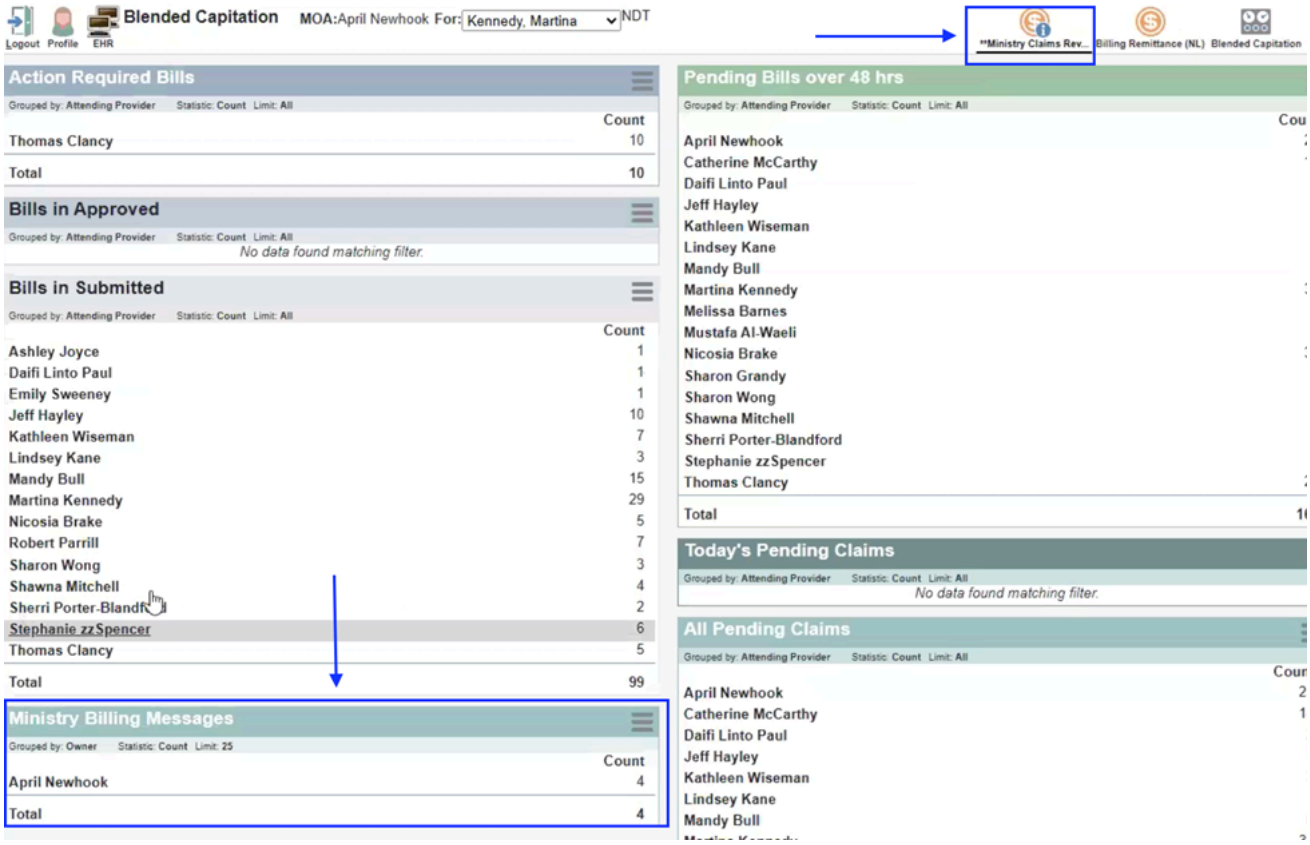
1. is currently expired, or
2. will expire in 3 months, 6 months, or 1 year.

These timeframes can be modified by eDOCSNL to meet a clinic's specific needs, such as expiries in 2 weeks, 1 month or any other more relevant period to the specific clinic. Reach out to info@edocsnl.ca or your eDOCSNL EMR Practice Advisor to make this request.

EFFICIENTLY MANAGING MCP BILLING MESSAGES FOR DE-ROSTERED PATIENTS

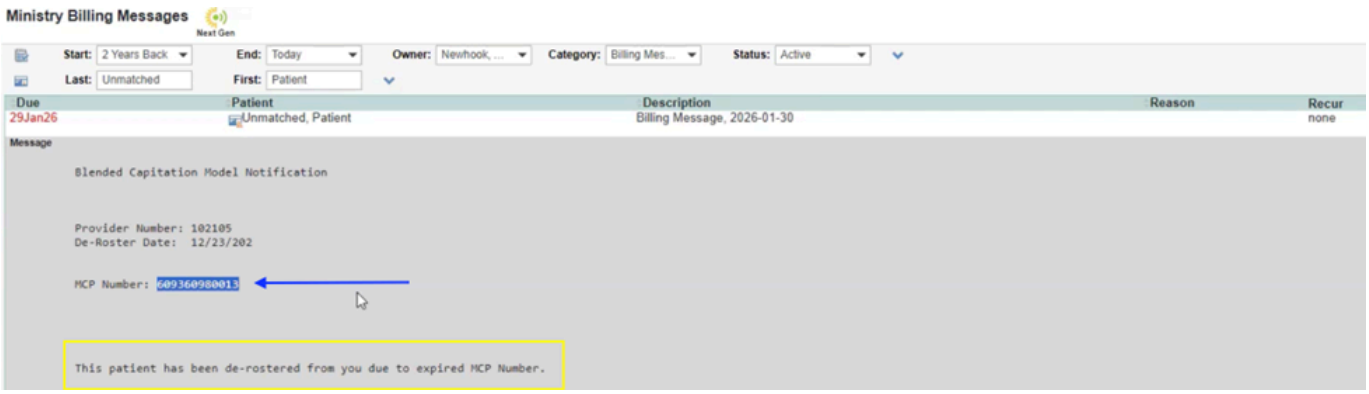
MCP sends a Ministry Billing Message when a patient's MCP has expired, and the patient has been de-rostered from BCM with MCP.These Messages are Tasks and can be reassigned to that patient's chart and kept in view as an Active Task for a specific user until the patient's MCP has been renewed and they can be re-rostered to BCM.

Billing Messages from MCP can typically be found on the *Ministry Claims Review dashboard:

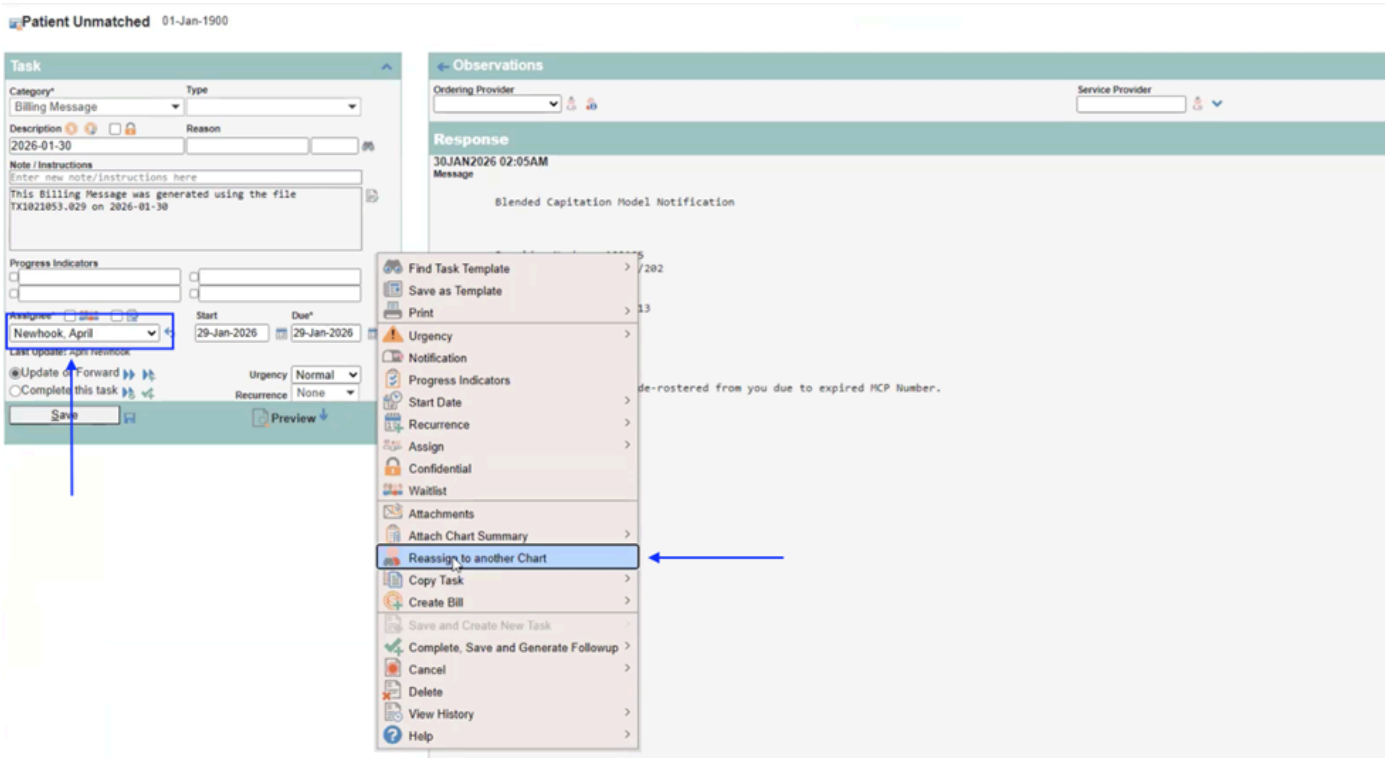


Note: the manner in which Ministry Billing Messages appear depends on specific settings in each EMR and determines who can see and/or access them. Please consult with your EMR Practice Advisor or eDOCSNL at info@edocsnl.ca about these specific settings.

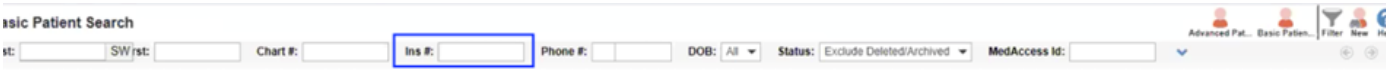
1. Open the Billing Message. It will be initially associated with an Unmatched, Patient. Copy (highlight with your mouse) the patient's MCP number to the clipboard:



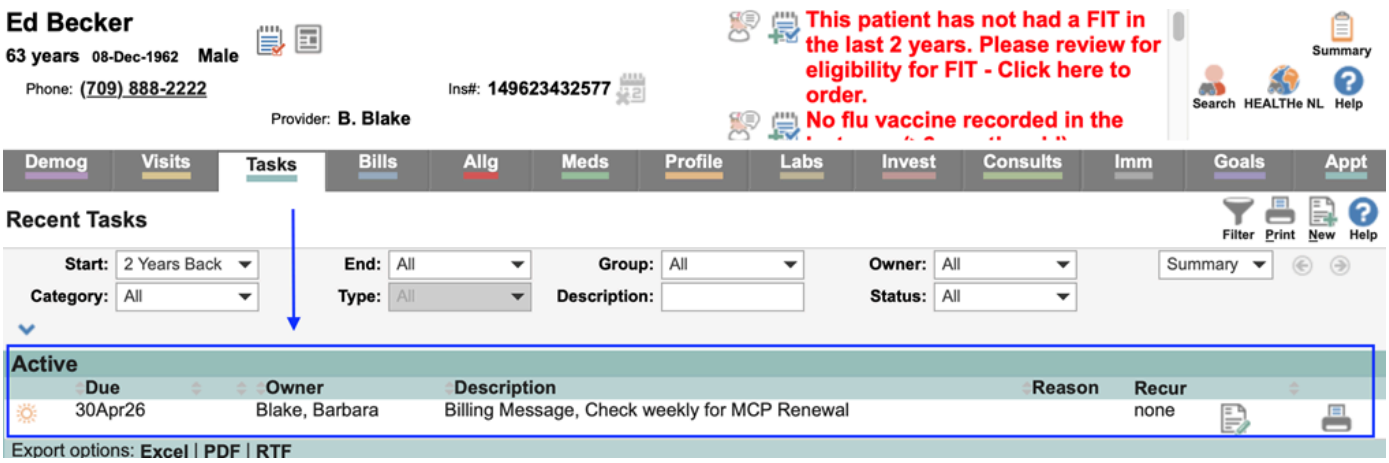
2. Open the Task associated with the Billing Message and hover and right click on the left side of the Task. Left click on "Reassign to another Chart". If you do not see this option when right clicking, please consult with eDOCSNL:



3. Paste the patient's MCP # from the clipboard into the Ins# field. Use the MCP # only to ensure the Billing Message is reassigned to the correct chart:

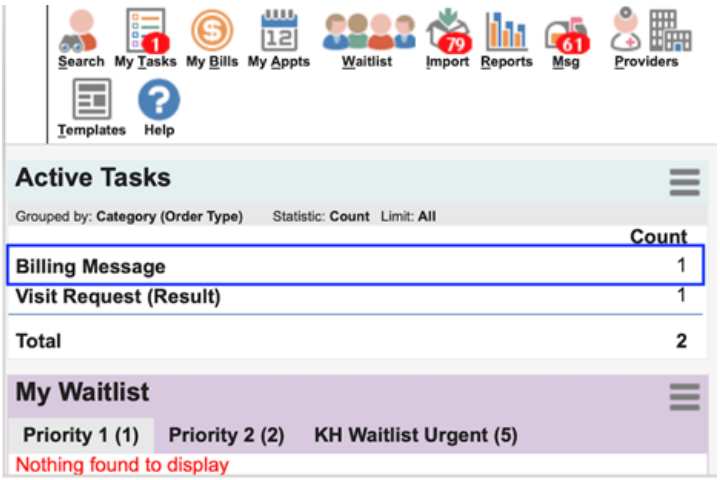


4. Open the patient's chart and from the Tasks Tab, ensure the Billing Message is in an Active status and is assigned to the user who will be monitoring the renewal of the MCP registration:



5. If the patient's MCP is expired, de-roster the patient in the EMR using the de-roster process. Refer to: https://edocsnl.ca/wp-content/uploads/2024/03/Blended-Capitation-De-Rostering.pdf for help on the de-rostering process in the EMR.

6. Using the Active Task list as a reminder, check regularly with the Client Registry to see if the MCP has been renewed. The patient may have also informed the clinic themselves:



7. When the patient's MCP has been renewed, update their chart in the EMR by selecting and accepting the new MCP Expiry Date in the Client Registry window:

	Local EMR Record	Client Registry Record
Primary Identifier (NL PHN)	149623432577	149623432577
Last Name (legal)	Becker	BECKER
First Name	Edwardo	EDWARDO
Middle Name		
Birth Date	08-Dec-1962	08-Dec-1962
Sex	Male	Male
Patient Status	Active	Active
Expiry Date	01-Jan-2026	☐ 01-Jan-2099
Address (home perm)		
Address (home mail)	12 MAIN STREET TWILLINGATE NL CAN A0G 4M0	☐ 12 MAIN STREET TWILLINGATE NL USA A0G 4M0
Phone (home)	(709) 888-2222	(709) 888-2222
Phone (home cell)	(709) 222-3333	(709) 222-3333
Phone (work)		

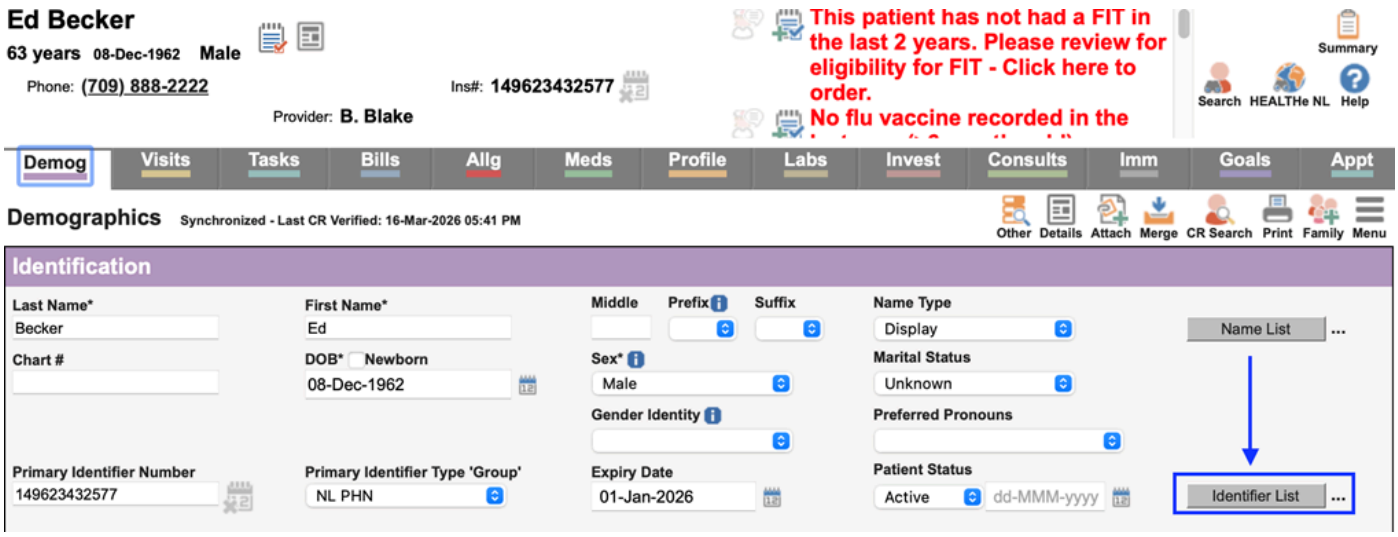
Back to Search | Accept Selected PCR Data

8. Re-roster the patient to Blended Capitation using the Rostering process in the Billing window.Refer to Step 2 When the patient's MCP has been renewed, update their chart in the EMR by selecting and accepting the new MCP Expiry Date in the Client Registry window: The Blended Capitation Enrollment Form does not need to be completed again if the patient has been de-rostered.

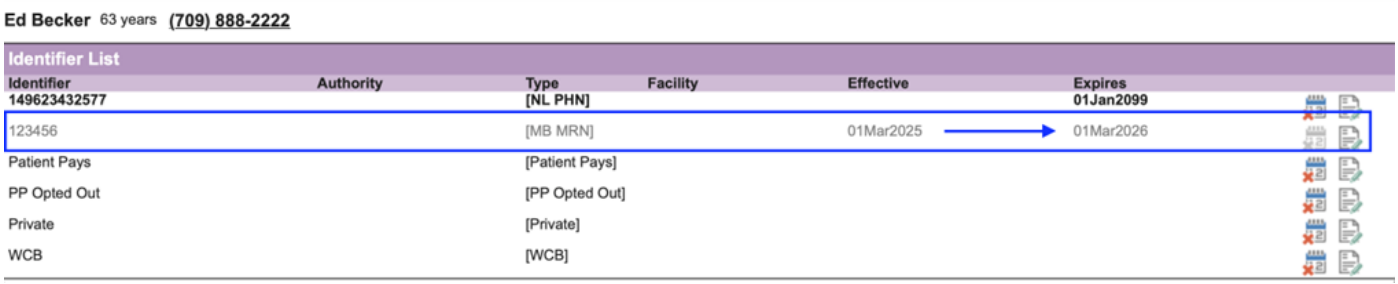
9. Don't forget to complete the Active Task related to the original Billing Message!

MCP HAS BEEN RENEWED/IS ACTIVE BUT PATIENT STILL APPEARS ON THE "MCP EXPIRED CURRENTLY LIST" IN THE "UPCOMING MCP EXPIRIES" WIDGET

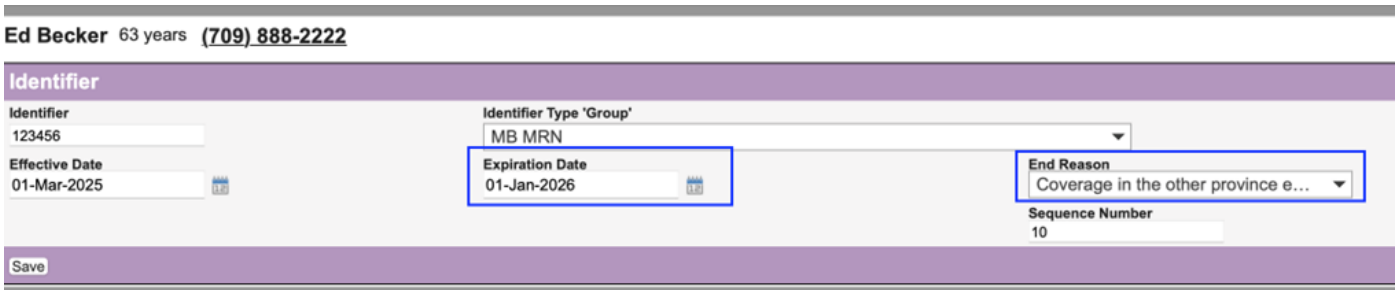
A patient with a valid MCP may still appear on the "MCP Expired Currently" List (Report/Filter) if they have a non-MCP insurance (Identifier) with an Expiry Date on their chart. This can be resolved by clicking on the Identifier List button on the Demographics tab in the patient chart:

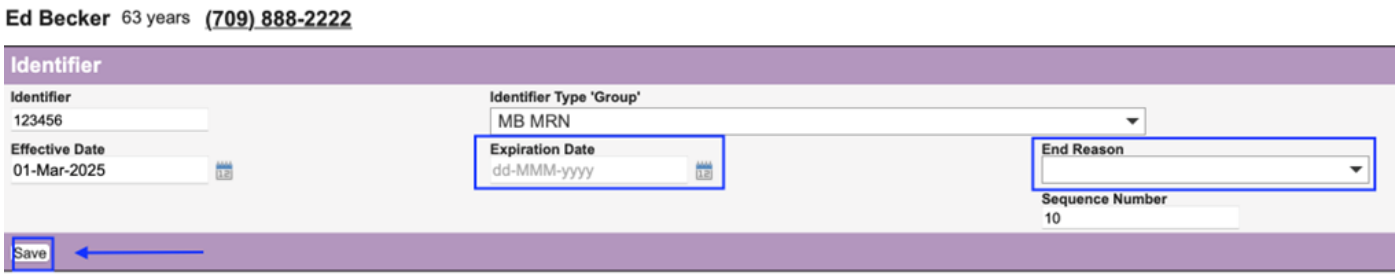


This opens an Identifier List window:



If there are other Insurances listed which have Expiration Date(s)s, open those Insurance(s) and remove the Expiration Date(s) and any End Reason(s) and Save:





This should remove that patient from the MCP Currently Expired report.

For additional assistance with any of the above, please reach out to eDOCSNL at info@edocsnl.ca, contact your eDOCSNL EMR Practice Advisor directly, or contact the Blended Capitation Program at bcp@nlma.nl.ca

A recording of a Webinar on this topic held on February 6, 2026, by the Blended Capitation Model Program can be accessed at:https://familypracticerenewalnl.ca/blended-capitation/tools-and-resources/#MOA