



Batch invoice submission – everything a vendor needs to know

Saskatchewan Workers' Compensation Board

Technical notes for software vendors

The Extensible Markup Language (XML) files that are accepted by this application must conform to the published XML Schema Definition (XSD). It is expected that software on the care provider system generates these XML files in the proper format. Although time-consuming and error prone, it is possible to generate the XML files by hand. This is not recommended.

Care provider software should validate the XML generated against the XSD to ensure that it conforms. Adding this step to the process that care provider software goes through to produce compliant XML files will prevent the Saskatchewan Workers' Compensation Board (WCB) application from rejecting the submission because of non-compliant XML.

The XSDs are documented internally with details about the data required to populate the elements.

The Batch Invoice Submission Return XSD is an extension of the Batch Invoice Submission XSD. Both XSDs use the same XML namespace. Do not confuse the namespace with the location of the actual XSD for the purposes of XML validation.

The purpose of the Batch Invoice Submission Return XSD is so the care provider system is prepared for a XML to import into their system. A return XML exists because this WCB application has been designed with the concept of a partial successful submission.

For example, if ten invoices are in a batch and only one cannot be successfully received, the other nine can be considered to be successfully received by the WCB for further processing. The failure of one invoice in a batch should not prevent other invoices in a batch from being successfully received.

In a return XML, any invoice that contains an optional attribute defined by the return XSD has not been successfully received. An invoice that was successfully received will not have any optional attributes defined by the return XSD. Through this logic, the care provider system is responsible for determining which invoices have been successfully received and which ones haven't been successfully received. Those that were successfully received should not be resubmitted in a future batch, while those that weren't successfully received may be resubmitted in a future batch.

The purpose of the return XML is so the care provider system knows which invoices were successfully received, versus those that were not successfully received and, to a lesser degree, why an invoice was not successfully received. The purpose of the return XML is not to indicate whether payment is considered, approved, or rejected for a particular invoice.

When a care provider submits a batch of invoices, the XML file submitted is retained in the WCB system. The file is retained in its original state or a near original state. If the XML in the file is not formatted with the same format that the WCB uses, it will be reformatted so it does comply. Normally, the changes that result are minimal.

For example, more than one XML element on the same line or non-standard indentation of XML elements will result in changes to the XML content. It is recommended that care provider software generate pretty-print XML to minimize differences between that which is submitted and that which is retained by the WCB system. For example, ensure that following the root element, any subsequent nested element is indented two spaces more than the previous element. The purpose of this XML reformatting is to ensure that error reporting occurs accurately and that it is possible for a technician to review the XML file easier, if a technician's advice is necessary.

When a batch is submitted, it must pass schema validation to be retained in the system. If it passes schema validation, intensive system validation is performed to ensure rules that could not be caught by schema validation are enforced. A failure in system validation is indicated by the "Error" status on the "Review Submitted Uploads" page; a submission that passes system validation is indicated by the "Processed Successfully" status.

Batch invoice submission – care provider’s process

After a care provider securely logs into the online services account and navigates to the batch invoice submission application, they will see the screen below.

Batch Invoice Submission

Upload Invoices

This application is available for your use if you use one of the following compatible software vendors:

- Accuro/QHR Technologies
- CBS Navicent Software

Please contact your software vendor if their software is not compatible to upload invoices with the batch submission process.

Instructions:

1. Locate the XML file generated by your vendor's software that contains the invoices you would like to submit, using the **Browse** button.
2. Submit the XML file to WCB by clicking the **Upload** button.

[Browse](#)

Review Uploaded Invoices

+ Instructions

The following batches have been submitted under your user id.

(1 of 3) << < > >>					
Batch Number	Status	Status Update Date/Time	Invoices Processed	Return File	Upload Details
April134eb	Error	2019-04-22 10:38:11		Download	View
April114eb	Error	2019-04-22 10:36:18		Download	View

This is where the provider will upload the file generated by their software, to process the invoices and upload them into our system for payment. There are no special permissions required to get access to submit invoices through the batch upload process. As soon as your software has been developed and tested and is proven successful, care providers with an active online account with access to submit medical invoices for a provider are capable of submitting through this process.

To upload a file generated by their software, the provider will click the “Browse” button to locate the file they would like to upload. The name of the file will then show up next to the “Upload” button. To submit the file to the WCB they would click “Upload.”

Upload Invoices

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- CBS Navicert Software

Please contact your software vendor if their software is not compatible to upload invoices with the batch submission process.

Instructions:

1. Locate the XML file generated by your vendor's software that contains the invoices you would like to submit, using the **Browse** button.
2. Submit the XML file to WCB by clicking the **Upload** button.

Upload1.xml

If the file fails first level validation, an error message will appear on the screen.

Batch Invoice Submission

Error! ❌ Invalid XML syntax. The element type "invoice" must be terminated by the matching end-tag "</invoice>".

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Instructions:

1. Locate the XML file generated by your vendor's software that contains the invoices you would like to submit, using the **Browse** button.
2. Submit the XML file to WCB by clicking the **Upload** button.

This type of error is one that you, as the vendor, will need to assist the care provider with to correct the problem. When the file passes the first level validation, the file can be seen in the “Uploaded Invoices” section, as well as the current status of the batch. Processing time depends on the size of the file, but generally the time ranges between seconds and minutes.

Review Uploaded Invoices

+ Instructions

The following batches have been submitted under your user id:

(1 of 3) 1 << >> 3					
Batch Number	Status	Status Update Date/Time	Invoices Processed	Return File	Upload Details
April134eb	Error	2019-04-22 10:38:11		Download	View
April114eb	Error	2019-04-22 10:36:18		Download	View
April121eb	Error	2019-04-18 14:07:23		Download	View

Review batch submissions

This screen allows providers to review the status of the batch jobs that have been uploaded, view any errors generated and to download the return files back to their system.

The “Error Details” report will give the provider an overview of the errors found during processing.

Review Uploaded Invoices

+ Instructions

The following batches have been submitted under your user id:

(1 of 3) 1 << >> 3					
Batch Number	Status	Status Update Date/Time	Invoices Processed	Return File	Upload Details
April134eb	Error	2019-04-22 10:38:11		Download	View
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April121eb	Error	2019-04-18 14:07:23		Download	View

Example of the error details from the upload file “April132eb”:

Batch Invoice Submission

Batch Number : April134eb
 Status Update Date/Time : 2019-04-22 10:38:11

Error: Invalid clinic/care provider Line: 5
 Error: Invalid claim number Line: 4

← Return

These errors will then correspond to the error codes listed in the return file of the batch.

Review Uploaded Invoices

+ Instructions					
The following batches have been submitted under your user id:					
(1 of 3) [1] [2] [3] [Next] [Previous]					
Batch Number	Status	Status Update Date/Time	Invoices Processed	Return File	Upload Details
April134eb	Error	2019-04-22 10:38:11		Download	View
April114eb	Error	2019-04-22 10:36:18		Download	View
April121eb	Error	2019-04-18 14:07:23		Download	View

Example of the return file for upload file “April132eb”:

```
<claim errorCode="C1" number="99884423">
  <caregiver clinicNumber="0000" clinicType="SK" errorCode="S1" number="201203" type="DOC">
```

The return file is a XML file that can be downloaded by the provider and then uploaded into your software, to assist the provider in retrieving the errored invoices and cleaning up the data for resubmission.

Within the batch invoice submission application, we include a list of error codes for the providers to reference that correspond to the error details report mentioned above.

Message code	Message text
A1	Part of body is required
A2	Diagnosis is required
A3	Attending physician is required
A4	Billing start date is required
A5	At least one of the primary, secondary, or tertiary care dates is required
A6	Primary care date is required
A7	Billing end date is required
A8	Secondary care date is required
A9	Tertiary care date is required
AP	PHN is invalid
BA	A payment for the given clinic/care provider, service date, and fee code was already received
BU	Surcharge fee code cannot be billed with 73B/85B
C1	Invalid claim number

C2	The first invoice for a patient should be submitted without a claim number.
	Resubmit the invoice without a claim number.
C3	Claim number / PHN mismatch
D1	Service date must be between the effective and expiry dates for the clinic/care provider
D2	Service date must be after or equal to injury date
D3	Service date must be within the billing period
D4	Invalid billing period
D5	Date of service exceeds one year
DB	Comments are required due to multiple visits
F1	Invalid fee code
F2	Alternate fee amount is not allowed
F3	Alternate fee amount is required
F4	Drug name is required
F5	Prescribing physician is required
F6	Appliance name is required
MH	Mental health date is required
S1	Invalid clinic/care provider
S2	Unauthorized to invoice for care provider
T1	SIN is invalid
U1	Multiple units are not applicable for the fee code
W1	Worker information is missing
W2	Birth date is invalid
W3	Injury date is invalid
YL	Service date must be no later than the current date
Z1	Postal code is invalid
Z2	Zip code is invalid

This table can be used during the processing of the return file to identify the errors and cleaning up the data for resubmission.

The provider can view the contents of the submitted batch by clicking on the batch number.

Review Uploaded Invoices

[+ Instructions](#)

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