



WORKING TO MAKE A DIFFERENCE

June 3, 2009

Dear Physiotherapists/Clinics:

As you know, on May 11, 2009 WorkSafeBC implemented a new software system called Claims Management Solutions ('CMS'). Due to the implementation and subsequent transition to the new system there have been some payment delays/issues.

On a May 28, 2009 communication, WorkSafeBC advised that we were working on correcting the following issues:

- 2008 rates are being applied to some billings; and,
- Rejection code (515) "maximum service units entitled have already been invoiced or daily maximum for good/service has been reached" is being applied inappropriately.

These issues have been resolved, although you may still see some rejections on your upcoming remittance statement. If you received this rejection code (515), please re-bill at your earliest convenience.

Rejection codes can be found at:

http://www.worksafebc.com/health_care_providers/Assets/PDF/rejectioncodes.pdf

(www.WorkSafeBC.com > health care providers > rejection codes)

We will send another communication shortly on how we are proposing to reconcile payments made with 2008 rates. Please do not re-bill these at this time.

We apologize for these inconveniences and appreciate your patience.

Thank you,

Health Care Services