



WORKING TO MAKE A DIFFERENCE

August 24, 2009

Dear Physiotherapists/Clinics:

Please read the following update on WorkSafeBC's progress on resolving some recent challenges.

**1. I have received a letter asking me to add information to a paper invoice. How do I do this?**

These letters highlight invoices that require additional information from you to be processed. Please go to [www.worksafebc.com/health\\_care\\_providers](http://www.worksafebc.com/health_care_providers). On the right hand side there is a link called "payee invoice corrections" Select this link. You will be asked for your payee # and password. The password required is found on the letter. This link is time sensitive so please complete within 30 days of receiving the letter.

**2. Why am I being deducted \$4.50 per line item when I bill on paper?**

The Physiotherapy Agreement states that invoices submitted on paper will be subject to a \$4.50 line item deduction, with the exception of those for workers that do not have a valid personal health number.

Currently, all invoices submitted on paper are having the \$4.50 line item deduction. We are currently working to resolve this issue and will contact those affected by this problem to provide instructions.

**3. I still have some invoices where the 2008 rates were applied, how can I get this resolved?**

We are currently identifying those affected and will be sending out a lump sum cheque shortly.

**4. I was not paid the correct amount when I invoiced WorkSafeBC for hydrotherapy (fee item code 19199). How can I get this resolved?**

The issue has been resolved and we will be contacting those affected by this problem to provide instructions. Please do not rebill at this time.

**5. I was not paid when I invoiced the pending claim report fee (19205). How can I get this resolved?**

The issue has been resolved and we will be contacting those affected by this problem to provide instructions.

Please note, this fee can only be invoiced if the claim was pending on the date of the initial visit and subsequently not accepted. If you invoiced it on an accepted claim it will not be reimbursed.

**6. I am worried that the claim owner will not approve the correct duration of physiotherapy (i.e. 8 weeks or 22 visits) for 'Stream 1 - Physiotherapy' on the workers claim file and I can no longer confirm the approved dates on [www.worksafebc.com](http://www.worksafebc.com) under claim status. What can I do?**

Please use the tool posted on [www.worksafebc.com](http://www.worksafebc.com) under health care providers – physiotherapists, to confirm that the ICD-9 (injury) code of the worker matches those associated with Stream 1 Physiotherapy. If it does and unless you hear otherwise from the claim owner, physiotherapy will be approved for up to 8 weeks or 22 visits.

WorkSafeBC is in the process of developing a 'Health Care Provider Portal', which is intended to contain the functionality noted above. In the interim, you may also contact the claim owner to confirm the approved dates or the call centre at Toll-free 1 888 967-5377 or 604 231-8888

**7. I resubmitted invoices recently because I was not paid and I still have not received payment. What can I do?**

Resubmitted invoices are currently being processed. If you have not done so already, please re-submit your invoice to WorkSafeBC if you have received an "explanation of benefits" ('EOB'), which indicates a non-payment due to the following:

- WB, XT, VV, – missing information;
- WS – date of service prior to injury date; and,
- HW – duplicate service.

Please do not resubmit invoices more than once, as these will cause payment delays.

**8. I know that invoices cannot be submitted over 90 days from the date of service; however, my initial invoice was not paid. Can I resubmit this invoice?**

Yes, resubmissions will be accepted.

**9. I am using older physiotherapy forms. Is this a problem?**

Yes, it is a problem as the old forms are not compatible with CMS. Please ensure that you are using updated forms. Current forms are available on [www.worksafebc.com](http://www.worksafebc.com) under "forms" / "health care providers" / "physiotherapy". In particular, ensure you are using the most up to date version of the Form 267.

**10. Who can I contact if I have other questions?**

Please contact us, if you have questions/concerns or additional issues not listed above:

Thor Butler: 604 233 5309

Brian Lane: 604 233 5313

Sara Gilbert: 604 276 3168

In closing, we thank you for your understanding as we implement this new system. As always, Health Care Services remains committed to helping you resolve any difficulties you may encounter in doing business with WorkSafeBC.