

July 28, 2009

Dear Physiotherapists/Clinics:

As you know, on May 11, 2009 WorkSafeBC implemented a new software system called Claims Management Solutions ('CMS'). WorkSafeBC recently communicated with the Physiotherapy/PABC Liaison group to discuss some of the recent challenges and resolutions. Please read the following for an update on this discussion.

1. What is the current status of the online claim status webpage?

WorkSafeBC is in the process of developing a new Health Care Provider Portal, which will provide greater customer service to providers. However, presently the online claim status webpage does not allow providers to see if physiotherapy is approved on a claim. Please visit worksafebc.com under health care providers / physiotherapists for a new method to determine if Stream 1 physiotherapy is approved.

2. How do I get paid for services that were reimbursed at the 2008 rate?

Please do not re-bill WorkSafeBC. WorkSafeBC has a list of affected providers and will be making payments in the very near future.

3. What is WorkSafeBC doing to ensure future payments are being made?

The Health Care Benefits Unit is assisting with resolving any payment issues. In general, newly created claims, once approved, are processing correctly.

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

Please do not resubmit invoices multiple times, as these may cause payment delays.

- 5. 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.

- 6. I billed on paper because the worker did not have a valid Personal Healthcare Number ('PHN'), and a \$4.50 fee deduction was applied. How can I get this money back?**

WorkSafeBC will contact you to provide you with instructions.

- 7. I tried billing for hydrotherapy (fee code 19199) and did not get paid for all the visits. What do I do now?**

WorkSafeBC will contact you to provide you with instructions.

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

Please ensure that you are using updated forms. Current forms are available on 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.

- 9. 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.