



WORKING TO MAKE A DIFFERENCE

October 5, 2009

Dear Physiotherapists/Clinics:

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

- 1. I am calling the Claim Owner (case manager, entitlement officer etc) to get more information on the claim status and if treatment is approved. Is this the most effective method of getting information?**

The most effective method of getting information is to use the tool posted on 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.

You may also phone the WorkSafeBC Call Centre at Toll-free 1 888 967-5377 or 604 231-8888 to receive more claim information.

Please ensure the “Physiotherapy Report” or “PT Initial Notification” forms are sent to WorkSafeBC as soon as possible, in order to notify claim owners that the worker is attending physiotherapy treatment.

- 2. 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. We expect this to happen in the next few weeks. We apologize for any delays and are working hard to address the problem.

- 3. 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 WorkSafeBC staff 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.

- 4. I have submitted invoices and have not received anything back (i.e. remittance statement or cheque). What do I do now?**

If you have not received anything back, please contact either; Thor Butler (604) 233 5309 or Brian Lane (604) 233 5313 at Health Care Services and they we will work to address your problem.

- 5. I am not getting paid due to a SF code. What does this mean?**

With the introduction of CMS, changes were made to some “Explanation of Benefits” (EOBs) statements, which required your software vendor to update your system. Invoices cannot be processed through Teleplan until your system is updated with the new EOB codes and you may receive some mismatched explanation statements, for example:

The “SF” EOB: "WorkSafeBC refused submission. DOB does not match WSBC records"

The correct EOB: "INVOICE DATE IS GREATER THAN 90 DAYS FROM DATE OF SERVICE"

In order to resolve this issue, please do the following:

- Update your software with the latest EOB codes; and,
- Re-bill these items using the W resubmission code.

6. The claim owner stated that I am billing the wrong stream. Why is this?

If your clinic submitted a “Physiotherapy Initial Notification” form, it is expected that the worker is participating in stream 1 physiotherapy, as this report is associated with that stream. The claim owner will (if appropriate) approve stream 1 physiotherapy on the claim and stream 1 fee codes are expected to be invoiced. If any other stream is invoiced, they will be rejected with no payment.

All other streams (2, 3 and 4) require a full physiotherapy report (268) at the beginning of treatment.

7. What do I do if I am waiting to hear if an extension is approved?

Please note, the Physiotherapy Agreement is available on-line at www.worksafebc.com under Health Care Providers and Physiotherapists.

Where a treatment extension decision has not been communicated within five (5) business days of the request, then the Physical Therapist needs to contact the Board Officer. If the Physical Therapist does not receive a decision and/or response from the Board Officer within two (2) business days after contacting the Board Officer, the Physical Therapist will leave a message for the Board Officer at the WorkSafeBC Claims Call Centre. Only Board Officer approved extensions will be paid.

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

Yes, it is a problem, as the old forms are incompatible with our CMS system. 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.



Save the Date - June 4, 2010. See you all at the 6th Annual Health Care Provider Conference. Visit www.healthcareproviderconference.com for details.