

INFORMATION BULLETIN

HIATS Providers

October 18, 2011

Provider Portal – Business Process Changes

#2011 - 66

As you are aware, HIATS Services has now been rolled out to the Provider Portal, effective October 17, 2011. A Provider Portal Rollout Cycle 3 Update was sent out to you earlier last week; specific points of clarification for HIATS business processes are highlighted below.

- 1) All referrals for HIATS services will now be received through the Provider Portal. Please ensure you read the referral to ensure it was appropriately sent to you before accepting it. Once accepted, please contact the Claim Owner to confirm the services indicated on the referral form.
- 2) Once services are confirmed, and the initial appointment has been booked with the Worker, enter the appointment date and time into the Portal to schedule the appointment. You no longer need to fax a referral confirmation to WorkSafeBC to confirm services.
- 3) If the initial service leads to recommendations for subsequent HIATS services, please contact the Claim Owner to discuss these recommendations and obtain verbal approval for these services before communicating them to the Worker or scheduling the Worker for an appointment.
- 4) Once recommended HIATS services are verbally approved by the Claim Owner, please contact the Worker to schedule an appointment. Once scheduled, please contact the Claim Owner to verbally update them on the date and time of the scheduled appointment. You no longer need to fax a referral confirmation to WorkSafeBC to confirm subsequent HIATS services.
- 5) You may receive a referral for HIATS services where the initial assessment(s) was/were completed at LifeMark Kelowna, which currently only provides Concussion Clinic and Neuropsychology (and Neuro-OT) Assessment services. In this instance, please contact the Claim Owner to discuss and confirm the requested services prior to scheduling the Worker. Once services are confirmed with the Claim Owner, please follow the steps as outlined above under 4).
- 6) All HIATS reports and invoices should be submitted through the Provider Portal.

An updated Reference Manual will be distributed in the following week for your reference.

If you have any questions in regards to this, please feel free to contact us.