

INFORMATION BULLETIN

ASTD Providers

December 17, 2009

#2009 – 86

Happy Season to all. Please see the following updates for providers:

Health Care Services Contact Update

Due to recent staff changes and the review of our business needs, Health Care Services has recently gone through a reshuffling of its management structure. As a result, Craig Aspinall is now the Program Manager of the ASTD network while Brian Lane continues to be the Quality Assurance Supervisor.

Report Timeliness Fees

As per the bulletin sent to providers on December 8, 2009 (bulletin 2009-78: “Status – Outstanding Timely Report Fees”), WorkSafeBC is pulling internal records of instances of unpaid timely report fees – where they should have been paid – and will be processing them on a priority basis. The first payments should be incorporated in the cheque run starting December 24, 2009. Please contact WSBC Health Care Services (604-232-7787) if you have not received the Dec 8 bulletin.

Referral Volumes

Over the past 4 years the ASTD referrals have fluctuated between 380-443 referrals. Case managers have generally been happy with the quality of service from ASTD providers.

ASTD Provider Network Referrals (updated Dec 1, 2009)

	2005	2006	2007	2008	2009
YTD	404	358	416	361	296
TOTAL	424	380	443	387	296

Key Performance Indicators (KPI's)

This is a reminder that KPI's for Q2 2009 will not be made available, although WSBC is working on ensuring Q3 2009 KPI's will be distributed to providers.

Additional Network Provider

To meet an identified need on Vancouver Island, effective November 2009 Rehabilitation in Motion has been added to the network of ASTD providers.

Worker Portal

One of the changes to CMS includes increased ability for the worker to access the file through a worker portal. With this portal, the worker can see all documents that are on file. This means the worker will have access to your reports within 24 hours of being submitted, which may in fact mean that the worker will read the report before the Case Manager does. Keep this in mind when authoring reports – keep information factual, objective and defensible.

Reminders

When invoicing, please ensure:

- You use the correct date format (yyyy/mm/dd) on all invoices and forms.
- Date of service must be indicated on the invoice. The billing date cannot be earlier than the date of service.
- The **Discharge Date** on the **Discharge Invoice** must match the **Date of Service** on the Board Sponsored Rehabilitation Services (BSRS) Fax Cover Sheet (83D12);
- You check off the correct Report **Index Code** at the bottom of the BSRS Fax Cover Sheet (e.g. Discharge Report = BSRDR) when submitting a report;
- You do not fax the Discharge Invoice and the Discharge Report in the same transmission. Invoices often get scanned as part of a lengthy report;
- You do not put invoices under or with the BSRS Fax Cover Sheet. Invoices do not need a fax cover sheet;

Thank you for your continued services and support in providing quality rehabilitation to our Injured Workers. We also sincerely appreciate your continued patience as we work to resolve outstanding payment issues. We look forward to continuing our successful relationship in 2010.

We wish everyone all the best for the holiday season.



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