

## CHIROPRACTORS

May 11, 2010

### *Payments and Forms*

#2010 - 29

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#### **RETRO PAYMENTS:**

In mid-April, two sets of retro payments were sent out to some chiropractors as manual payments. These payments were made to the associated claims with a unique fee code.

The first amounts were payments made as adjustments for on-time Form 8C's (F8C, Chiropractor's First Report) which had been electronically submitted between mid-April to mid-May, which is the time period when WorkSafeBC's old computer systems were shut down, but the new system, CMS, was not running, so reports could not be received properly and appeared to be received late.

The second set of retro payments was for electronically submitted, on-time Form 8C's from June 2, 2009 through the end of the month. This was when there was a contracted fee increase for the electronic, on-time F8C submission, which had not been correctly implemented with HIBC until later in June, so reports were not paid the correct rate.

#### **INJURED WORKERS WITH NO PHN:**

In circumstances when an injured worker attends chiropractic and does not have a PHN, you will not be able to electronically submit reports, and thus will need to fax the reports to WorkSafeBC. If you encounter Workers with no PHN, please fax in the reports within the required timeframes, and contact Michele Tedford with regards to billing.

#### **FORM 8C and 11C:**

Reminders:

- The Workers' Compensation Act (Section 56), which is mandated by legislation, requires that the Form 8C be submitted within three days following the injured worker's initial visit to the chiropractor.
- For the past two years, the Chiropractic Contract has required that the Form 8C and Form 11C be submitted electronically in order for the reports to be paid. If the reports are faxed in (with the exception of when there is no PHN), the reports will not be paid.
- The Form 8C must be submitted in all cases where an Injured Worker attends chiropractic. There may be times that a worker states that he/she isn't sure if he wants

to proceed with a claim, but the F8C is still required. The worker can later decide not to proceed with the claim, but the chiropractor is required to submit the F8C report.

- If the F8C is received within three business days following the initial visit, it will be paid at the rate of \$40. If the report is received after the three business days for any reason (e.g. worker didn't advise the injury as WorkSafeBC; late submission; etc.), the late report rate of \$25 will be paid.

#### **CHART NOTES:**

When a chiropractor is requested to send in chart notes, sometimes the request letter references the incorrect fee code and/or amount. Please note that the only fee codes and fees that are billable are 19142 (for the first 5 pages; \$22.34 flat fee) and 19143 (photocopies >5 pages; \$1.06 per page). These are the only fee codes and amounts payable to chiropractors for requested chart notes or medical records.

#### **PAYMENT ISSUES:**

Please note: if you are having problems with payments, please contact WorkSafeBC as soon as possible. We may not be able to assist with delayed contact for issues.

Payment Services phone number is: 604-276-3085 or 1-888-422-2228.

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