

## Chiropractors

Sept 27, 2011

### *Payment Adjustments*

#2011 – 61

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On June 23, 2011, we sent out a Bulletin to the Chiropractic network to provide information with regards to adjustments for incorrect payments made during the months following Oct 11, 2010, effective date of the current contract.

To recap, when the current Chiropractic Agreement became effective, the old fee schedule had to remain active also for those claims whose initial visits had started prior to October 11, 2010. This double fee schedule system resulted in many incorrect invoices being billed and paid. These included underpayments and/or overpayments for the Form 11C (fee code 19135), as well as Chiropractic visits being paid with former fee codes 19130 and 19131, when they should not have been billed or paid.

As a result, WorkSafeBC has been working with HIBC to have them issue credits (i.e. reverse the payments) for all incorrectly paid amounts. To save our providers the hassle of rebilling the correct amounts under the proper fee codes through HIBC, WorkSafeBC will manually process these on your behalf through internal processes.

We anticipate that HIBC should be issuing the reversal of payments this week on behalf of WorkSafeBC. Once a credit is issued, it takes about 2-4 weeks to be reflected in WorkSafeBC's system, at which time, the correct payments can then be made where applicable. As such, you will see a delay from when the credits are applied to your accounts (i.e. payments reversed), to when any applicable repayments will be made.

We anticipate that all payment adjustments should be completed by the end of November.

Thank you for your patience as we work through this process. Please feel free to contact us if you have any questions.