

INFORMATION BULLETIN

FCE Network September 23, 2009

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The purpose of this bulletin is to provide you with an update on issues resulting from the implementation of CMS.

First of all, we would like to acknowledge that the transition period has been difficult and continues to cause difficulties for many Providers. We appreciate your patience and your feedback regarding issues that are identified. We are working to resolve the issues as quickly as possible.

1. TIMELY REPORT FEES

The Difficulties:

With the implementation of CMS, the Provider process for invoicing for timely report fees and the WorkSafeBC payment process for these fees has changed. CMS was set up to pay these fees automatically when reports are submitted within the defined timelines. There were a number of issues with the system that resulted in timely report fees not being paid. One of these was with respect to the dates that were being used for measuring the timeliness of reports. As such a number of you did not receive the timely report fees, when in fact you should have.

One source of confusion occurred when Providers included the timely report fee on the invoice, either by writing it on manually, or generating it on the invoice. In these situations, the Remittance Statement showed that the invoiced report fee was rejected. However, as the automated uplifts were paid as designed by the system (in the situations where everything was working as planned), the actual paid amount for the service, did in fact, include the timely report fee.

The Future:

In order to simplify this process and ensure expedient payment of timely report fees, WorkSafeBC is moving towards a model where the fee code for the specific service would include the timely report fee for the relevant report. In situations where the report is submitted outside of the required timeline, then a deduction would be applied (the value of the timely report fee). This model would apply to most service fees where a timely report fee is relevant, that is the **1-Day and 2-Day FCE's**.

For example, if a worker participates in a 2-day FCE, but the FCE Report is submitted more than five (5) business days after the completion of the evaluation, then the Provider would invoice fee code 1100178 for the 2-day FCE and on the Remittance Statement the Provider would see a payment of \$1300, minus a deduction in the amount of \$200, to reflect a penalty for late submission of the report, with the total payment being \$1100.

For another worker participating in a 2-day FCE, if the report is submitted within the required timelines, the Provider would invoice the same fee code (1100178) and would receive the full payment of \$1300, which includes the timely report fee.

In both scenarios above, the Referral Fee (1100175) is invoiced as a separate line item.

The implementation of this change will be in line with the upcoming contract amendment, effective October 1, 2009. Contract amendment packages should arrive in the mail next week.

What do I do about outstanding timely report fees?

For those of you who have outstanding report fees, Health Care Services is in the process of determining the simplest way to address this issue. Please do not re-invoice for these amounts. We will communicate more about how the outstanding fees will be addressed as soon as possible.

2. THE GOOD NEWS

Providers have done an excellent job of using the most up to date forms, which is one key factor in facilitating the payment process. Thank you!

Forms are available on www.worksafefbc.com under "forms" / "health care providers".

3. REMINDERS

When invoicing, please ensure:

- You use the correct date format (yyyy/mm/dd) on all invoices and forms;
- The **Discharge Date** on the **Discharge Invoice** MUST match the **Date of Service** on the Board Sponsored Rehabilitation Services **Fax Cover Sheet (83D12)**
- You do not fax the Discharge Invoice and the FCE Report in the same transmission. Invoices often get scanned as part of a lengthy report.
- You do not put invoices under or with the BSRP Fax Cover Sheet. Invoices do not need a fax cover sheet.

Please contact us, if you have questions/concerns or additional issues not listed above.