

Hearing Aid Providers

June 5, 2009

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CMS Update:

As you know, WorkSafeBC's new computer system, called Claims Management Solutions ('CMS'), was implemented on May 11. The purpose of this bulletin is to provide you with an update on the implementation to date and some reminders.

Invoicing:

Unfortunately, there have been some initial delays in processing invoices. As such, many invoices are currently on hold in the system. Rest assured, all these invoices will be paid as quickly as possible, and solutions to address these delays are being implemented. We anticipate that large batches of backlogged invoices will be processed shortly.

If you have questions or concerns, please call Health Care Services to discuss your individual situation.

In addition, we have encountered some trends among hearing aid clinic invoices that can be resolved with your assistance.

As you may know, mandatory information is required on each invoice, including fee codes, payee number, and dates of service etc. This information facilitates the payment of invoices in a timely manner. Please note the following:

- 1) It is critical that the Date of Service and Date of Invoice are populated in the correct format.
 - For example, May 21, 2009 would be 2009-05-21, and not simply 09-05-21 or 9/5/21 or similar.
 - If the format is not correct, it will result in a rejection with the explanation of "Information missing, please resubmit with missing information".
- 2) The Date of Service must occur on or before the Date of Invoice.
 - For example, please note that for Hearing Aid Battery Invoices, it is important that the "Date of Invoice" occurs on or after the "Date of Service".

- If you are billing for an entire month, you can put the last day of the month as the Date of Invoice. Please do not put the first day of the month, as the invoice will be rejected.
 - If you notice a Date of Service as 1900/01/01, this is an indication that the Date of Service was not in the correct format or was missing entirely.
- 3) Please ensure that you are using the correct fee code, and that the fee code and type of service (fee description) matches what is in the *Hearing Aid Provider Services Agreement*.
- If you are using an Invoice Form (51W12) in which there is a choice of fee code (Photocopy for instance), please note that this is an old form and that the most up to date forms are available on www.worksafebc.com under “Forms” “Health Care Providers”.
 - Please do not put an “L” or “R” in the description. Instead put the “L” or “R” in the appropriate column to indicate which ear/hearing aid has been serviced.
 - Please also make sure that the fee code does not have any extra numbers or letters added to it, as that line item might be rejected.
- 4) If you have created your own version of the invoice form, it is important that it contains the mandatory fields, and that the fields are labeled the same as they are on the WorkSafeBC version.
- Please refer to the Hearing Aid Provision and Services Invoice (51W12) on worksafebc.com to ensure that all the mandatory fields noted by an asterisks (*) are on your own version.
 - Please check to ensure that the descriptions are the same. For example, rather than simply saying “Code”, please make sure that your invoice refers to a “Fee Item Code”. Invoices may be rejected if the descriptions are not labeled correctly.
- 5) Please do NOT enter \$0.00 for any items as this will delay payments.
- Some clinics enter \$0.00 for information purposes (to let WorkSafeBC know of serial number changes or for battery information, etc). Please discontinue this practice.
 - You can bill batteries on the 51W12 rather than the 51D3 if you prefer, but please use the battery fee code (19694).

Reminders:

Each page that gets mailed or faxed in must be identifiable, as they get separated once received by WorkSafeBC.

1. Please put the client's name and claim number on EVERY PAGE of faxes or mailed in forms.
2. Please also put your clinic name and payee number on EVERY PAGE of faxes or mailed in forms

Hearing aid replacement requests require that the name, claim number, clinic name and payee number are on the audiogram and on the real ear measurements, as well as the 51W6 and Cover Sheet.

Please do NOT attach WorkSafeBC standardized forms (51W6, 51W12, etc) to the Cover Sheet.

Fax Numbers:

Documents being sent to old fax numbers that are no longer in operation (specifically 604-279-7490) will not reach the claim file or WorkSafeBC staff.

- Please remember to only use the fax number provided on the forms.

Thank you for your continuing efforts in providing care for injured workers. If you have any questions, please feel free to contact us.