

INFORMATION BULLETIN

Community OT Providers (COT)

December 18, 2009

#2009 – 87

Season's Greetings 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 COT network while Andrea McNeill 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 3 years the COT referrals have fluctuated between 182-770 referrals. This year has a typical number of YTD referrals to the network.

Community OT network referrals (updated Dec 1, 2009)

	2006	2007	2008	2009
YTD	182	617	770	608
TOTAL	241	677	863	608

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.
- Those items marked with an asterix (*) are fully completed (ex: invoice date, last name, first name, DOB, referral date, DOI, payee number, postal code)

Thank you for your continued service and support in providing quality rehabilitation to our Injured Workers. We 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.

As always, feel free to contact us with any questions or concerns.



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