

Community OT (COT) Providers

Invoice Update

June 8, 2010

#2010 - 35

The network has seen dramatic improvements in payment processing over the past year. Unfortunately, some COT providers continue to experience rejections for portions of their invoices. This is due to a combination of the varying nature of each referral, the multiple numbers of COT fee codes as well as provider invoicing errors.

Occupational Therapists have reported that services are sometimes not paid since they were not initially put on the service plan. Board officers have communicated that it is often unclear what they need to entitle on the Worker's service plan since it is not apparent in the reports what the Community OT has recommended for treatment. A formal mechanism is needed for the Occupational Therapist (OT) to communicate their anticipated care plans to Board Officers.

Please continue speaking with case managers on an ongoing basis; in addition, we ask that the OT complete a plan at the end of reports identifying which services are anticipated in future months (specifically in the "Occupational Therapy Plan" of reports as indicated in the Reference Manual). The fee codes, anticipated date ranges and total number of units recommended is important to identify to the Board Officer in the OT care plan for their approval. For example:

Occupational Therapy Plan:

(...complete clinical recommendations / plans / modifications / goals / barriers as indicated)

...In order to achieve these goals, I recommend the following:

OT Visit – Treatment (fee code 19590) to provide treatment for Worker in the community. 1 hour per session, 2 sessions per week for an 8 week period starting May 10, 2010. Total of 24 hours.

Support Worker Visit (fee code 19735) to provide support for Worker at home. 1 hour per session, 3 sessions per week for a 12 week period starting May 30, 2010. Total of 72 hours.

Telephone Consultation (fee code 19729) 1 hour per month for 3 months starting May 10, 2010. Total of 3 hours.

OT Travel Time (fee code 19738) 2 hours per session, 2 sessions per week for an 8 week period starting May 10, 2010. Total of 48 hours.

Support Worker Travel Time (fee code 19595) 1 hour per session, 3 sessions per week for a 12 week period starting May 30, 2010. Total of 36 hours.

By adding this detailed plan to reports, we expect to see an increase in both the accurate entitlement on the Service Plan, the accurate payment of invoices as well as an overall decrease in invoice rejections.

Please don't hesitate to contact us with any questions or concerns.

WorkSafeBC currently pays PST, but is exempt from GST. However, effective July 1st, WorkSafeBC will pay the 12% HST. As a service provider or vendor to WorkSafeBC, it is now your responsibility to determine if the services and/or goods you supply to WorkSafeBC are subject to the HST. If so, the HST amount must be indicated per each line item on your invoice. Also, if applicable to you, please indicate your GST/HST registration number in the invoice. If you are unable to indicate HST by line item, your invoice will be handled in an exception process which may result in additional time to process and generate your payment.

Should you have questions about the directions in this letter, please e-mail **HSTINQ@worksafebc.com** or contact Raveen Chung at (604) 276-3173. Please note that WorkSafeBC is not able to provide advice regarding the taxability of goods or services, or the application of the HST itself. For additional or specific information about the HST, please contact your accountant or the Canada Revenue Agency.