

INFORMATION BULLETIN

Hand Therapy Providers

December 15, 2009

#2009 – 84

Happy Season 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 Hand Therapy network while Patrick Wong 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 Health Care Services (604-232-7787 or toll free 1-866-244-6404) if you have not received this bulletin.

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.

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



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