

# INFORMATION BULLETIN

## Occupational Rehabilitation 1 (OR1) Providers

*September 20, 2010*

#2010 – 54

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**Referral Volumes:** Monthly referral trends across the province over the past year have remained reasonably stable at an average of 364 referrals per month in comparison to 382 per month for 2009.

**Key Performance Indicators (KPI's):** Due to various challenges with transitioning data to the Claims Management Solutions (CMS) system, we have unfortunately been unable to distribute the Q4, 2009 KPIs. The good news is that with CMS capability we are able to capture data previously unavailable and as a result we have been working on changing reporting to providers. We will be generating program metrics which will include most of the information previously provided. Enhancements are being made and additional data will be available including injury complexity and costs. You will be receiving a detailed communication regarding the new feedback format shortly. We are currently finalizing timelines and distribution plans with an anticipated distribution occurring in November. More news will be coming soon.

**General Information:** Communication between providers and the Case Managers continues to be strong though occasionally a Case Manager complains to Health Care Services that they have been caught off guard regarding the discharge status or discharge date or even not being aware of modified attendance hours. So please ensure that the Case Manager is apprised of any change to the treatment plan, duration or outcome immediately at the time the change occurs.

**Worker access to their file:** The injured worker now has access to their claim file online. Please be mindful of this as there is the potential that the worker has read the ERCS report before the Case Manager has read it.

**Threat Codes:** We used to include threat codes on the referral form, however we no longer follow this practice. Therefore to alert the provider that there is a threat, or some other unusual scenario, we have included a check box on the referral form which states: "Please call the Claim Owner for additional information." If this box is checked please ensure you call the Case Manager **prior** to the worker attending the initial assessment.

**Duration:** WorkSafeBC continues to be concerned with claims duration and our network providers can often influence duration. A few reminders:

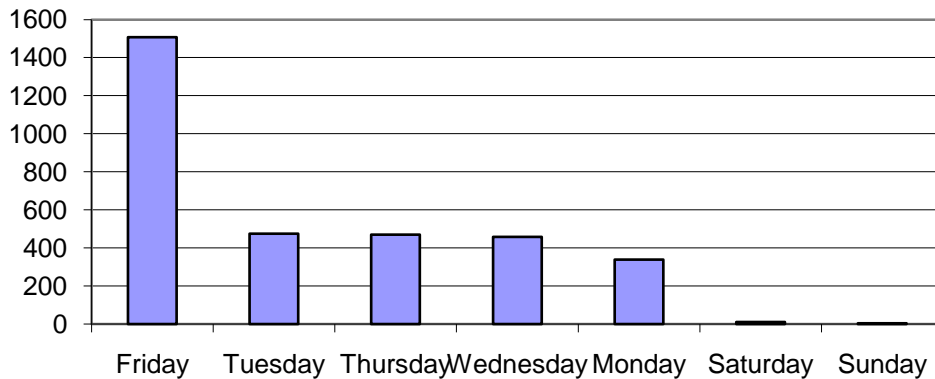
- Graduated Return to Work: Keep the GRTW as short as possible, if possible have the GRTW run concurrent with the program, and avoid defaulting to a six-week graduate return to work following program discharge.
- Discharge as soon as the worker meets their critical job demands.

- Don't plan all discharges for a Friday. Discharge as soon as it is appropriate. Often discharging mid week works well as it allows the worker a few days back at work and then the weekend to recover.

The following numbers illustrate the significant trend of providers choosing to discharge on a Friday.

Discharge Day of Week	Total	Percent
Monday	338	10%
Tuesday	475	15%
Wednesday	458	14%
Thursday	470	14%
<b>Friday</b>	<b>1507</b>	<b>46%</b>

OR1 Discharge Day of the Week Totals - OR1 Network (N=3263)

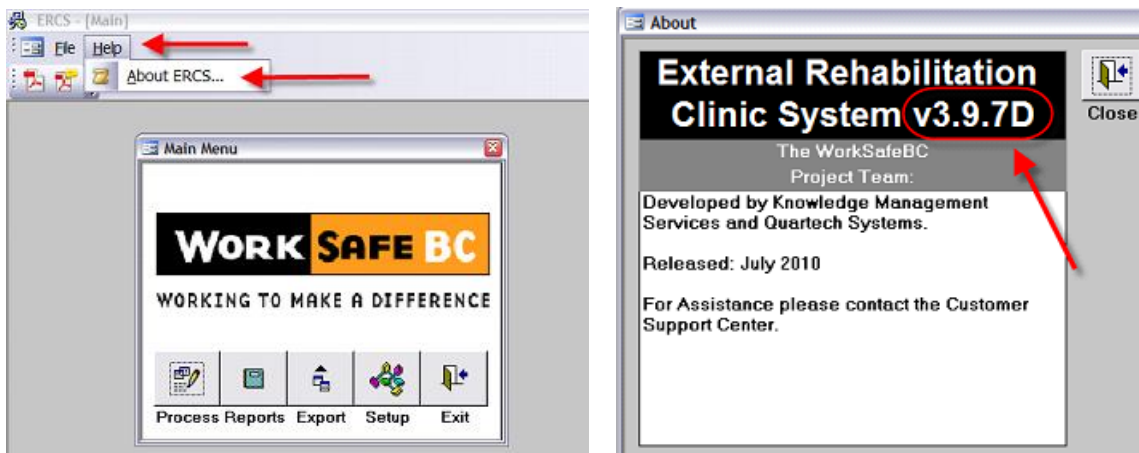


**ERCS update:** The ERCS enhancement for OR1 providers was completed last September. You should have received an email and application file at that time and have updated your ERCS program. If any providers have not received the update, please contact Health Care Services and provide your clinic name and the email address so that an update can be emailed to you.

The version you must be using now is as follows:

- Version **v3.9.7D** if you have OR1 **and** another ERCS program (OR2, MARP, or Hand)
- Version **v3.9.7B** if you have OR1 and **no** other ERCS program, **or** you are a Low Service Area Provider.

To verify you are operating with the correct version, open ERCS to the Main Menu -> Click Help -> About ERCS... (see illustrations).



**Bulletins on line:** Please note that we have posted all OR1 bulletins online from February 2009 onwards at:

[http://www.worksafebc.com/health\\_care\\_providers/programs\\_and\\_services/occupational\\_rehabilitation\\_2/Default.asp#bulletins](http://www.worksafebc.com/health_care_providers/programs_and_services/occupational_rehabilitation_2/Default.asp#bulletins)

**Fax Cover Sheet:** It is imperative to correctly complete the fax cover sheet, as if erroneously completed there will be a delay of payment. The most critical section of the cover sheet is the 'Date of Service' box, as this is used for providing the proof date and goes into CMS for cross referencing with the report to determine a timely report submission.

Other common errors are that some providers use a single fax cover sheet for multiple submissions i.e. a discharge report and a JSV report. This is incorrect. Also the invoice must be sent separately with a separate fax cover sheet.

**Invoicing Reminders:** Please ensure:

- You use the correct date format (yyyy/mm/dd) on all invoices and forms.
- Those items which are marked with an asterix (\*) must be fully completed (ex: invoice date, last name, first name, DOB, referral date, DOI, payee number, postal code)
- Use a separate cover sheet for each report or invoice.

Thank you for your continued services and support in providing quality rehabilitation to our Injured Workers. We look forward to continuing our successful relationship.