

Status – Outstanding Timely Report Fees

December 8, 2009

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Health Care Services at WorkSafeBC has been working extremely hard to rectify ongoing payment issues associated with our Claims Management System, one of which is the inconsistent payment of timely report fees associated with these Board-Sponsored Rehabilitation Services:

- OR1
- OR2
- RTWSS
- ASTD Services
- FCE
- Hand Therapy Services
- Community OT Services
- MARP
- HIATS
- SPRS
- Pain Management Program
- Amputee Multidisciplinary Program

We are pleased to inform you that the fee model associated with your new contract amendment (with Dates of Service of October 1, 2009 and onward – ASTD & FCE; Dates of Service of November 1, 2009 – all other applicable contracts) has been verified to be working as designed: as contracted, the flat service fee and the applicable timely report fee will be paid upfront as invoiced, and the report fee deducted only if the report is received outside of the required timeframe.

Our task and priority at hand now is to identify, process, and pay all outstanding report fees to our providers since May 2009 up to the effective date of the new fee model. This initiative is already underway, with the goal of completion by year end at best, and the end of January 2010 latest, given the holiday season and its associated reduction in staffing resources.

What do I need to do?

At this time, nothing; 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.

What will I expect?

As payments are being processed and paid, you should see them reflected in your weekly cheques and associated Remittance Statements, just like regular invoice line items. Each timely report fee will be shown as a separate line item, with claim number reference to allow easier matching with your records.

When will this start?

The first payments should be incorporated in the cheque run starting in two weeks' time (December 24, 2009).

We regret the inconvenience you have been experiencing over the past months, but will continue to work such that your dealings with WorkSafeBC will continue to improve as time progresses.

Please contact Health Care Services if you have questions/concerns.

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