

INFORMATION BULLETIN

Occupational Rehabilitation II (OR2) Providers

December 16, 2009

#2009 – 85

Please see the following updates:

Health Care Services Contact Update

Due to recent staff changes and 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 OR2 network while Thor Butler 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

Although there was a brief period of decreased referrals during the implementation of WorkSafeBC's CMS, the OR2 network has seen a resumption of typical referral patterns over the past half year. As of December 2009, volumes have been higher than the previous five years and marginally higher than 2008, which was a prior record year for OR2 referrals.

OR2 network referrals

Year (Jan to Nov inclusive)	Number of Referrals
2008	3,001
2009	3,086

Olympics

Here come the 2010 Winter Olympics and Paralympics! Fortunately we believe the winter games will not have a significant impact to OR2 providers, except those few clinics in the Vancouver area who occasionally receive workers from out of town. During the Olympics workers from out of town will be temporarily redirected away from the Vancouver area to avoid the shortfall of flights and hotels.

Contract RFQ

The OR2 contract expiry date is July 31, **2010**. Due to provider concern that the RFQ process should not overlap with the Olympics, we will attempt to initiate the process in late winter / early spring.

Key Performance Indicators (KPI's)

This is a reminder that KPI's for Q2 2009 will not be made available. WSBC is working on ensuring Q3 2009 KPI's are distributed to providers, likely by March 2010.

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.
- The **Discharge Date** on the **Discharge Invoice** must match the **Date of Service** on the Board Sponsored Rehabilitation Services (BSRS) **Fax Cover Sheet (83D12)**;
- You check off the correct Report **Index Code** at the bottom of the BSRS Fax Cover Sheet (e.g. Discharge Report = BSRDR) when submitting a report;
- You do not fax the Discharge Invoice and the Discharge Report in the same transmission. Invoices often get scanned as part of a lengthy report;
- You do not put invoices under or with the BSRS Fax Cover Sheet. Invoices do not need a fax cover sheet;

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 <http://www.healthprofessionalconference.com/> for details.