

Pain Management Program Network

November 5, 2009

2009 – 71

The purpose of this bulletin is to provide you with an update on issues resulting from the implementation of CMS.

First of all, we would like to acknowledge that the transition period has been difficult and continues to cause difficulties for many Providers. We appreciate your patience and your feedback regarding issues that are identified. We are working to resolve the issues as quickly as possible.

The following changes have been made to the contract and business processes. They will be effective as of November 1, 2009

1. **TIMELY REPORT FEES**

In response to provider feedback looking for improved reconciliation for timely report fees, WorkSafeBC is moving towards a model where the fee code for the specific service would include the timely report fee for the relevant report. In situations where the report is submitted outside of the required timeline, then a deduction will be applied (the value of the timely report fee). This process will apply to the **Pain and Medication Management Assessment and Report (1100110)**, **Pain Management Job Site Visit Fee and Report (1100122)**, **Post Discharge Follow up One day and Report (1100128)** and **Post Discharge Follow up Two day and Report (1100129)**.

For example, the Provider should invoice \$320 for the **Post Discharge Follow up (One Day) and Report** which includes the service and the timely report fee when the reports are submitted within the timeframes as stated in the Agreement. If a worker participates in the **Post Discharge Follow up One Day** but the report is submitted more than three (3) business days from the follow up date, then the provider would see a payment of \$270 on the Remittance Statement resulting from a deduction of \$50.00 from the invoiced amount of \$320.

Due to the structure of the Pain Management Program, we are unable to include the timely discharge report fee with the flat or partial fees for the Pain Management Modules, Customized Services, CRPS Extension Blocks, or RTW Monitoring. The **Pain Management Program Discharge Report Fee (1120769)** will need to be added as a separate line item to the invoice for the last service provided in the Pain Management Program.

NB: Please note that the fee code for the Pain Management Discharge Report Fee (1120769) is not the same as on the last published fee schedule sent on October 18th.

What do I do about outstanding timely report fees?

For those of you who have outstanding report fees, Health Care Services is in the process of determining the simplest way to address this issue. Please do not re-invoice for these amounts. We will communicate more about how the outstanding fees will be addressed as soon as possible.

2. FEE CHANGES

Changes have been made to the fees for the JSV and RTW Monitoring to bring the Pain Management Program contract in line with recent changes to the OR2 and ASTD contracts.

Service	Previous Fee	New Fee as of Nov. 1, 2009
Job Site Visit	\$265 (\$210 for visit + \$55 for report fee)	\$280 (for the visit and the report fee)
RTW Monitoring Fee	\$650	\$725

Also note that **Pre Authorized Travel** (1100131) can be billed for the total travel time from the Contractor's facility to the worksite and back. Pre authorization for travel time is only required for travel time over 4 hours. The Case Manager must still be contacted for verbal approval of the Job Site Visit. An amended contract will be issued in the near future.

3. REMINDERS

When invoicing for **all** programs, please:

- Use the correct date format (yyyy/mm/dd) on all invoices and forms;
- Ensure that the **Discharge Date** on the **Discharge Invoice** MUST match the **Date of Service** on the Board Sponsored Rehabilitation Services (BSRS) **Fax Cover Sheet (83D12)**;
- Check off the correct Report **Index Code** at the bottom of the BSRS Fax Cover Sheet (e.g. Discharge Report = **BSRDR**; Job Site Visit Report = **BSRJSVR**) when submitting a report;
- Do not fax the Invoice and the Report in the same transmission. Invoices often get scanned as part of a lengthy report;
- Do not put invoices under or with the BSRS Fax Cover Sheet. Invoices do not need a fax cover sheet;
- Ensure that the invoice date is after the date of service.
- Use the date of creation of a RTW plan for the Date of Service on the fax cover sheet and invoice and not the start date of the GRTW,

For **PMP** specifically

- Remind the Case Manager to add the appropriate number of anticipated hours and dates when recommending Customized Services.

4. 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 as soon as the case manager files the incoming mail. This means that the worker may have access to your reports within a day from when they are sent.

Please contact us, if you have questions/concerns.