

Physiotherapy Providers September 7, 2010

Physiotherapy Update

#2010 - 49

Dear Physiotherapist,

Please see the following updates from WorkSafeBC,

1. Online Claim Status Check

Information provided on the Online Claim Status page is intended to assist with initial visit approvals and invoicing. Displayed start and end dates do not reflect approved date ranges or changes in Stream categorization. Please treat in accordance to the Physiotherapy Memorandum of Agreement for treatment durations and approval processes. Further details, including the Agreement, are found on the [physiotherapist page](#) of www.worksafebc.com.

2. Invoicing Updates

Off the Shelf Orthotics

Previous issues with the 19208- Off the Shelf Orthotics fee code have been resolved. Pre-approval from a board officer is required for this code. Once approved, invoice each item as 1 unit. The cost should be inclusive of all applicable taxes.

Duplicate Invoicing

A daily maximum of one subsequent visit per claim is payable. Invoicing multiple visits or both Stream1 and 2 subsequent visit fee codes for the same day will result in payment delays and rejections. The status of any invoice submitted through Teleplan can be checked at http://www.worksafebc.com/health_care_providers under the ["Check Invoice Payment Status"](#) link.

3. Health Care Services changes

Changes in Health Care Services have resulted in the following Physiotherapy Network portfolio assignments:

David Florkowski, Program Manager
Brian Lane, Quality Assurance Supervisor

4. Who can I contact if I have additional questions?

For issues related to payments:

Payment Services: (604) 276-3085

For issues related to the Agreement and quality assurance contact Health Care Services at 604 232-7787 or toll-free 1 888-967-5377 local 7787.