

RESIDENTIAL CARE SERVICE PROVIDERS

August 12, 2009

CMS Update

#2009 - 52

The purpose of this bulletin is to provide you with information related to WorkSafeBC's new computer system implementation.

1) Explanation of Benefits codes:

Please visit www.worksafebc.com – under “Health Care Providers” – “Invoice codes” – “WorkSafeBC Explanation Codes” for a list of codes.

2) Payment Delays

Please ensure WorkSafeBC receives the required monthly update report (83D34) in order to avoid payment delays. Please be aware that service payments cannot be made until this report is received. Please submit these reports immediately to facilitate payments. As per the Agreement:

14.6 Reimbursement for Residential Care Services delivered in the calendar month will not be made if monthly update reports are not received by WorkSafeBC.

3) Invoicing

Please note, WorkSafeBC does not prepay for services. As per the agreement:

3.4 Prepayment of Services: Invoices shall only be for Residential Care Services already provided. WorkSafeBC does not provide prepayment for Residential Care Services.

Invoices received prior to services being provided will not be paid. All invoices must have a service date of the last day of the month. For example, 2009/07/31 for services provided for the month of July 2009.

4) Forms

Please be reminded to update all your forms from www.worksafebc.com (under ‘forms’ – ‘health care providers’ – ‘Residential Care Services’).

Reminders:

- Ensure all mandatory fields are completed on the invoice;
- Do not submit multiple invoices for the same dates of services. Some providers are submitting the WorkSafeBC invoice and their own invoices at the same time;
- Do not submit invoices for services that have not yet been provided;
- Please only enter one line item including:
 - Date of Service: **last day of the month.** (for example for July enter “2009/07/31”)
 - Please note, the correct date format is (yyyy/mm/dd).
 - Fee item code: 1100501
 - Fee description: Per diem
 - Number of days: (for example in July enter “31”)
 - Per diem amount: enter amount of the daily rate;
 - Line item total: enter number of days multiplied by daily rate;

In closing, we thank you for your understanding as we implement this new system. As always, Health Care Services remains committed to helping you resolve any difficulties you may encounter in doing business with WorkSafeBC.

Please contact us if you have any questions.