

## RESIDENTIAL CARE SERVICE PROVIDERS

June 18, 2009

### *CMS Update*

#2009 - 46

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The purpose of this bulletin is to provide you with more information on the WorkSafeBC's notification of payment statement. As some of you may have noticed, the payment statement contains a column called "explanation". Some common error codes that you may see include the following:

**1. (501)**

This code means that some information is missing on the invoice. Please check your invoice, complete the missing information and resubmit. ***Please ensure that you have included the fee code for the item.***

**2. (502)**

This code means that the date of service occurs after the invoice date or invoice received date. Please resubmit with the correct date. WorkSafeBC cannot prepay for services.

**3. (507)**

This code means that WorkSafeBC has already paid for this date of service. Please do not resubmit. ***WorkSafeBC found a paid invoice for this service on the same date, and for same claim.***

**4. (513)**

This code means that the service is not entitled on this claim. Contact Claim Owner for more information. ***To be paid the claim owner must add this service to the Service Plan.***

Please be reminded to update all your forms from [www.worksafebc.com](http://www.worksafebc.com) (under 'forms' – 'health care providers' – 'physicians and surgical facilities'). In addition, the list of all rejection codes can be found at [www.worksafebc.com](http://www.worksafebc.com) (under 'health care providers' – 'rejection codes').

Please be reminded:

- Complete all mandatory fields on the invoice (these are indicated by an "\*");
- Do not submit multiple invoices for the same dates of services. Some providers are submitting the WorkSafeBC invoice and their own invoices;
- Do not submit invoices for services that have not yet been provided;
- You only need to enter one line item including:
  - Date of Service: last day of the month. (for example for June enter "2009/06/30")
  - Fee item code: 1100501
  - Fee description: Per diem
  - Number of days: (for example in June enter "30")
  - Per diem amount: enter amount of the daily rate;
  - Line item total: enter number of days multiplied by daily rate;

If you have questions about payments or remittance statements please contact Payment Services at 604-276-3085 or 1-888-422-2228.

Please contact us if you have any questions.