

WorkSafeBC Physiotherapy Agreement (July 1, 2011-June 30, 2013) Frequently Asked Questions

1. **Where can I get more information on the Physiotherapy Agreement?**
 - Information can be obtained on www.worksafefbc.com under Health Care Providers – Physiotherapists or contact Health Care Services at 604 232-7787 or toll free at 1 866 244-6404.
2. **Does Physiotherapy treatment require a Physician’s referral?**
 - A Physician’s referral is not required for treatment under Stream 1-Standard Treatment.
 - A Physician’s referral is required for transfers from Stream 1 to Stream 2, treatment under Stream 2-Exceptions to Standard Treatment, 3-Home Visits and 4-CNS Disorders Treatment.
3. **What happens if during treatment in Stream 1 it is discovered that the Injured Worker meets the criteria for Stream 2?**

In these situations, the physiotherapist should:

 - Identify the recommendation to the Board Officer by completing and submitting the Physiotherapy Report, and bill fee code 19185 with an explanation for the transfer recommendation.
 - Advise the worker to obtain a Physician’s referral and submit it to the Board Officer if no Physician’s referral was used to initiate Stream 1 treatment. Until this Physician’s referral is submitted to WorkSafeBC, the worker can only be treated under Stream 1.
 - If done within the first 6 visits of treatment, the Physical Therapist may proceed with treatment in accordance with Stream 2 unless the Board Officer advises the Physical Therapist otherwise.
 - If done after the first 6 visits of treatment, further treatment shall not continue without Board Officer approval, regardless of if a GP referral is obtained.
4. **Can Stream 1 Treatment be extended beyond 22 visits or 8 weeks?**
 - There are no extensions allowed in Stream 1. Treatment provided in excess of the 8 weeks or 22 visits will not be reimbursed by WorkSafeBC nor the treatment be invoiced to the Injured Worker.
 - The Physiotherapist must submit a Standard Treatment (Stream 1) Physiotherapy Report at least five (5) business days prior to the treatment end date, only if it is anticipated that the worker will not be returning to pre-injury hours and duties by the end of the treatment period. This will allow the Board Officer to review the worker’s care plan prior to the completion of treatment.
5. **How can I confirm the Treatment Stream prior to invoicing?**
 - You may confirm the Treatment Stream by either checking the claim status online at www.worksafefbc.com, or by calling the Call Centre at 604 231-8888 or toll free at 1 888 967-5377. Invoices using fee codes from the wrong Treatment Stream will be rejected.



WORKING TO MAKE A DIFFERENCE

Health Care Services

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Richmond BC

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- Please note, a Physiotherapy Notification form or a Physiotherapy Report must have been received by WorkSafeBC for this information to be updated.

6. How does the 'Initial Visit for Pending Claim' fee (19205) work?

- This fee code is be used to re-submit an invoice for an initial visit that was originally rejected because a claim that was "Pending" at the time of the initial visit was not later accepted. Please note, this fee code can only be used if the claim was pending on the date of the initial visit.
- This fee code may also be used if the initial visit (19178/19179/19181) has not been invoiced yet, and you have learned that the claim was not accepted. Please do not use this fee code for a claim that is still pending or has been accepted on the date of invoice submission.

7. Do the 8 weeks and 22 visits apply to all Treatment Streams (1, 2, 3, and 4)?

- No, the limit of 8 weeks and/or 22 visits only applies to Stream 1-Standard Treatment.
- For all other Streams (2, 3 and 4) the Physiotherapist will submit a Treatment Report following the initial visit with the proposed treatment duration and frequency.