

## IMPORTANT NOTICE



### Memorandum

**To:** All WCB Physiotherapy Providers

**Date:** 2001/02/19

**From:** Al Kozlowski, Manager, Physiotherapy Network, WCB

### Re: Strategy to Address High Physiotherapy Utilization

David Lowe's article in the January 2001 PABC Directions mentioned plans for a survey to be sent to physiotherapists who provided service on the top 40 claims with the highest utilization from each Quarter in 2000. Due to procedural concerns, we have decided not to pursue this strategy. We will, however, be contacting the providers who have consistently high utilization.

All payees in the top quartile for average number of subsequent visits for Quarters 1 - 3 of 2000 will be contacted by telephone, and provided with their profile. The therapist will be asked to provide an explanation of their utilization rate within the following weeks. A review the expectations of the Memorandum of Agreement between the WCB and PABC relative to utilization will also take place. Finally, a letter will be sent to the therapist summarizing the utilization profile and the discussion.

We recognize that high utilization on any individual claim requires not only recommendations from the physiotherapist to continue treatment, but also authorization from WCB Board Officers. In addition to informing therapists of their profiles, we will be implementing strategies to address our business processes with our staff.

Finally, aggregate findings will be presented and discussed at the next WCB/PABC Liaison Committee meeting, which is scheduled for March 16, 2001.

If you have any questions or comments on the issue of high physiotherapy utilization, please contact me by phone at (604) 244-6155 (toll free at 1 800 661-2112, local 6155) or email at [akozlows@wcb.bc.ca](mailto:akozlows@wcb.bc.ca).

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