

Stream 1 Physiotherapy Claim Status Update (July 16, 2009)

Recently the WorkSafeBC online claim status webpage was changed due to the implementation of a new computer system ('CMS'). This resulted in no longer having the ability to view the approval and duration for physiotherapy treatment. While there have been a number of improvements to the webpage, further changes are not being undertaken because WorkSafeBC is in the process of developing a new "Health Care Provider Portal", which will have more functionality.

In order to assist Physiotherapists/Clinics in determining if Stream 1 physiotherapy will be approved, Health Care Services has developed the following decision matrix.

If **all** the following conditions are met and the claim/injury is NEW, Stream 1 physiotherapy will be approved. You can proceed with treatment and invoice WorkSafeBC following the initial visit.

1. The injury eligibility status is "accepted". Please check online claim status (www.worksafebc.com/ view claim information / view claim status) to confirm.
2. The claim effective date is within 3 weeks of the initial visit. Please check online claim status to confirm.
3. Worker is not receiving other types of treatment. Please check with the injured worker to confirm that he or she is not receiving treatment from another Physiotherapist, Massage Therapist or Chiropractor and document in the clinical record.
4. The worker has a condition/injury listed below (ICD-9 code between 840.0 to 848.9)

ICD-9 code	Stream 1 ICD-9 codes
8400	SPRAINS AND STRAINS OF SHOULDER AND UPPER ARM, ACROMIOCLAVICULAR (JOINT) (LIGAME
8401	SPRAINS AND STRAINS OF SHOULDER AND UPPER ARM, CORACOCALVICULAR (LIGAMENT)
8402	SPRAINS AND STRAINS OF SHOULDER AND UPPER ARM, CORACOHUMERAL (LIGAMENT)
8403	SPRAINS AND STRAINS OF SHOULDER AND UPPER ARM, INFRASPINATUS (MUSCLE) (TENDON)
8404	SPRAINS AND STRAINS OF SHOULDER AND UPPER ARM, ROTATOR CUFF (CAPSULE)
8405	SPRAINS AND STRAINS OF SHOULDER AND UPPER ARM, SUBSCAPULARIS (MUSCLE)
8406	SPRAINS AND STRAINS OF SHOULDER AND UPPER ARM, SUPRASPINATUS (MUSCLE) (TENDON)
8408	SPRAINS AND STRAINS OF SHOULDER AND UPPER ARM, OTHER
8409	SPRAINS AND STRAINS OF SHOULDER AND UPPER ARM, UNSPECIFIED
8418	SPRAINS AND STRAINS OF ELBOW AND FOREARM, OTHER
8419	SPRAINS AND STRAINS OF ELBOW AND FOREARM, UNSPECIFIED
8420	SPRAINS AND STRAINS OF WRIST AND HAND, WRIST
8421	SPRAINS AND STRAINS OF WRIST AND HAND, HAND
8438	SPRAINS AND STRAINS OF HIP AND THIGH, OTHER
8439	SPRAINS AND STRAINS OF HIP AND THIGH, UNSPECIFIED
8440	SPRAINS AND STRAINS OF KNEE AND LEG, LATERAL COLLATERAL LIGAMENT OF KNEE
8441	SPRAINS AND STRAINS OF KNEE AND LEG, MEDIAL COLLATERAL LIGAMENT OF KNEE
8442	SPRAINS AND STRAINS OF KNEE AND LEG, CRUCIATE LIGAMENT OF KNEE
8448	SPRAINS AND STRAINS OF KNEE AND LEG, OTHER
8449	SPRAINS AND STRAINS OF KNEE AND LEG, UNSPECIFIED
8450	SPRAINS AND STRAINS OF ANKLE AND FOOT, ANKLE
8451	SPRAINS AND STRAINS OF ANKLE AND FOOT, FOOT
8460	SPRAINS AND STRAINS OF SACROILIAC REGION, LUMBOSACRAL (JOINT) (LIGAMENT)
8461	SPRAINS AND STRAINS OF SACROILIAC REGION, SACROILIAC LIGAMENT
8470	SPRAINS AND STRAINS OF OTHER AND UNSPECIFIED PARTS OF BACK, NECK
8471	SPRAINS AND STRAINS OF OTHER AND UNSPECIFIED PARTS OF BACK, THORACIC
8472	SPRAINS AND STRAINS OF OTHER AND UNSPECIFIED PARTS OF BACK, LUMBAR
8473	SPRAINS AND STRAINS OF OTHER AND UNSPECIFIED PARTS OF BACK, LUMBAR
8479	SPRAINS AND STRAINS OF OTHER AND UNSPECIFIED PARTS OF BACK, UNSPECIFIED
8483	OTHER AND ILL-DEFINED SPRAINS AND STRAINS, RIBS
8484	OTHER AND ILL-DEFINED SPRAINS AND STRAINS, STERNUM
8485	OTHER AND ILL-DEFINED SPRAINS AND STRAINS, PELVIS
8488	OTHER AND ILL-DEFINED SPRAINS AND STRAINS, OTHER SPECIFIED SITES

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WORKING TO MAKE A DIFFERENCE

Claim Status

WorkSafeBC.com > provider centre > claim status

Search by

* Payee number: [Redacted]

* Patient claim number: [Redacted]

* Patient personal health number: [Redacted]

* Required fields

View status

✓ The health care provider may invoice for appropriate services in accordance with the Agreement or fee schedule for the service.

This claim meets all WorkSafeBC criteria for invoicing.

- The claim status must be Active.
- Claim eligibility must be Allowed.
- At least one injury must be Accepted.

Claim Details

Patient personal health number: [Redacted]

Claim status
Claim status: **Active**

Claim eligibility
Claim eligibility: **Allowed**

Injuries

Effective date	Area of body	Side of body	Diagnosis	Eligibility status
8/8/2008 12:00:00 AM	LUMBAR REGION	Not Applicable	8472-SPRAINS AND STRAINS OF OTHER AND UNSPECIFIED PARTS OF BACK, LUMBAR	Accepted
8/8/2008 12:00:00 AM	BACK, NOT ELSEWHERE CLASSIFIED	Not Applicable	C16-Chronic Pain Back	Accepted

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ICD-9 codes are assigned to each claim and the ones listed above are all associated with stream 1 physiotherapy.

If any of the above conditions (1 to 4) are not met, please contact the claims call centre (604 231 8888 or 1 888 967 5377) or the claim owner (i.e. case manager) to confirm that physiotherapy is approved.

Please be reminded, Stream 1 physiotherapy is covered for a maximum of 22 visits (including the initial visit) within an 8 weeks period, unless the Claim Owner communicates otherwise.

If you have questions or concerns, please call Health Care Services.

In closing, we thank you for your patience 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.

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