

# Information Bulletin

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July 26, 2023

**Attention: Physiotherapy providers**

**Subject: One Physiotherapy Treatment Visit per day, Treatment Period timelines, and new email address**

## **One Physiotherapy Treatment Visit per day**

We would like to remind you that only one Physiotherapy Treatment Visit is billable per day, per WorkSafeBC approved claim, regardless of the number of areas being treated in that claim. For reference, this is outlined in sections 31 and 36 in Schedule A of the [Physiotherapy Services Agreement](#).

Additionally, please be aware that WorkSafeBC Board Officers, including Case Managers, RTW Specialist, Adjudicators, and other claim owners, do not have the authority to deviate from the contract or fee schedule. For reference, this is outlined in Section 4.2 of the [Physiotherapy Services Agreement](#).

If you have any questions regarding service expectations and/or the fee schedule, please contact the Quality Assurance Supervisor or Program Manager within Health Care Programs.

## **Treatment Period timelines**

Please ensure that you have read and understand the requirements of the Treatment Period in the Physiotherapy Services Agreement. As a reminder, the Treatment Period includes up to a maximum of 15 visits or 6 weeks, whichever occurs first. You cannot provide services beyond this without submitting an Extension Request Report and receiving approval from the claim owner. If you provide services beyond the allowed Treatment Period without prior approval, your invoices will not be processed.

## **New email address**

We are pleased to let you know that we have a new email address dedicated to Physiotherapy Services. Any email communications to Health Care Programs regarding physiotherapy should now go to our new email address, [physiotherapy@worksafebc.com](mailto:physiotherapy@worksafebc.com).

Thank you for your continued care of injured workers, and please contact us if you have any questions or concerns.

## Contact us

**Email:** [physiotherapy@worksafebc.com](mailto:physiotherapy@worksafebc.com)

Lara Mazur  
Quality Assurance Supervisor  
Health Care Services  
604.214.5449  
1.866.244.6404 press 2

Linda Calvert  
Program Manager  
Health Care Services  
604.231.8522  
1.866.244.6404 press 2

### For Payment Status, Inquiries, and Issues:

Check out our online [View Payment Invoice Status](#) service.

If you are a My Provider Services user, [log in](#) for a more robust online Invoice Status and History service.

WorkSafeBC Payment Services  
604.276.3085 extension 2  
1.888.422.2228 (toll free)

### Is everyone who needs this information receiving it?

To add additional team members, change a recipient email address, or be removed from the Information Bulletins distribution list for your program, please email [hcsinqu@worksafebc.com](mailto:hcsinqu@worksafebc.com).

For more information about other health care programs at WorkSafeBC, visit us online at <https://www.worksafebc.com/en/health-care-providers>.