

Information Bulletin

December 2, 2022

Attention: MARP Providers

Subject: In-Person MARP Assessments and Reassessments; Adjustment to criteria for the timely referral to admit fee; Updated MARP Service Agreement and Reference Manual

In-Person MARP Assessments and Reassessments

Please be aware of the following requirements with regards to MARP Assessments and Reassessments:

1. All MARP Assessments and Reassessments must be performed in-person unless requested by WorkSafeBC, as indicated in the Medical Advisor referral letter.
2. If a provider feels that a telehealth MARP Assessment or Reassessment would be warranted, then the provider must provide a clinical rationale for requesting a telehealth Assessment or Reassessment and must contact the referring Medical Advisor to discuss.
3. If a worker is unable to attend a MARP Assessment or Reassessment due to illness, the Assessment or Reassessment should be rescheduled rather than conducted via telehealth. The original appointment date becomes 'Day 0', and the referral to admission timeframe restarts.

Adjustment to criteria for the timely referral to admit fee

Effective December 5, 2022, the timely referral to admit interval will be adjusted from 5 business days to 10 business days.

Updated MARP Service Agreement and Reference Manual

A MARP Service contract amendment which is effective December 5, 2022 has been sent to all MARP providers. An updated MARP Reference Manual has been sent together with this bulletin. Please ensure that you familiarize yourselves with the terms of the updated MARP Service Agreement and Reference Manual. Changes of note include the guidelines surrounding telehealth and the adjustment to the criteria for the timely referral to admit fee mentioned in this bulletin, as well as an adjustment to the timeline for declining referrals and an adjustment to the criteria for the complexity fee.

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

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)

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



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