

Information Bulletin

February 06, 2020

Attention: Home Care Services Providers

Subjects: Addition of Telehealth Nursing Services

Background:

Telehealth Services have been increasingly employed by health care providers to increase accessibility to health care services, enhance quality of care, and decrease costs. In order to address geographical barriers, WorkSafeBC has agreed to the delivery of Telehealth Services (as defined in the Services Agreement), which allows the WorkSafeBC Health Care Providers to meet face-to-face virtually with injured workers.

The use of Telehealth Services is not mandatory or required by WorkSafeBC, and is at the election and discretion of the Contractor. Contractors who wish to use Telehealth Services are responsible for their own arrangements with a telehealth services provider, are solely responsible for any and all costs related to the set up and use of the telehealth services platform, and for complying with the terms and conditions of that agreement.

Telehealth Nursing Services for Home Care:

Telehealth Nursing Services may be used for RN or LPN Services provided via Telehealth with an injured worker in place of an in-person re-assessment visit (progress or discharge) where determined clinically appropriate by the RN and as approved by the board officer.

Telehealth Nursing Services shall not be used for the initial assessment, which must be completed in-person by an RN. In addition, an RN is required to conduct an in-person re-assessment of an injured worker and submit an updated care plan once annually at minimum, or more frequently at the discretion of the supervising RN or at any time upon request of the board officer.

In-person re-assessment visits are preferred whenever possible and the contractor shall restrict use of telehealth for injured workers who live in remote geographical locations. As such, Telehealth Nursing Services are not billable for the following location codes (broken up by service area):

- Vancouver Coastal: A & B
- Fraser: F, G, H, I, J & K

Where a progress or discharge visit is completed via Telehealth, please be sure to indicate this within the report.

Attached is an updated version of the **Home Care Services Reference Manual** which accounts for the addition of Telehealth Nursing Services.

Clinical Guidelines:

The contractor and its personnel are responsible for complying with the applicable standards of practice in regards to the services and the use of technology in their practice and for maintaining the same level of professional and ethical discipline as in-person care in the delivery of care via telehealth, as well as additional telehealth related concerns such as consent processes, patient autonomy, and privacy.

Please refer to the **Telehealth Treatment Guidelines** in Appendix I of the Reference Manual.

Billing:

With the addition of Telehealth Nursing Services, we have added three new fee codes, as follows:

- Telehealth Nursing Services – RN or LPN (RN: 1236480; LPN: 1236481):
 - Billable for time spent for actual and direct RN or LPN services provided via Telehealth with an injured worker.
 - Hourly rate or portion thereof to the nearest ¼ hr (15 min) increments up to a maximum of 1.5 hours per date of service.
 - Fee may be invoiced for progress re-assessments where the injured worker lives in a remote geographical location and if approved by the board officer.
 - Not billable for the initial assessment and care plan.
 - Not billable for supervision and training.
- Progress Report Fee – RN or LPN - Without Visit (1236225):
 - Flat Fee.
 - Fee includes all services required for an RN or LPN to complete and submit the progress report (83M379) where at the direction of WorkSafeBC there is no in-person visit with the injured worker, and is eligible to be invoiced when the progress report is received by WorkSafeBC.

In cases where the progress or discharge visit takes place via Telehealth and a progress or discharge report is submitted, the above two fee codes are billable concurrently.

*Note: the “Progress Report Fee – RN or LPN - With Visit” is not billable concurrently with “Telehealth Nursing Services – RN or LPN”

Please refer to the amendment dated February 6 and revised Schedule B for more details.