

Information Bulletin

August 13, 2020

Attention: Home Care Services Providers

Subject: Change in Health Care Assistant Service Visit Minimum

In acknowledgement of current staffing challenges, WorkSafeBC has amended the Health Care Assistant (HCA) service visit minimum from 1 hour to 2 hours, **effective August 15, 2020**.

The service visit minimum for RNs and LPNs remains unchanged at 1 hour.

Please be reminded that nurses are assessing for clinically essential care only. All care services shall be billed to the nearest 15 minute increment following the service visit minimums (i.e. 1 hour for RN and LPN Services and 2 hours for HCA Services); there is no rounding of hours thereafter.

Billing:

From Dates of Service of August 15, 2020 onwards, to bill for HCA Services (up to 16 hours per day inclusive), the Contractor shall enter "2" units for the 2 hour minimum service time, plus any additional fractional number of hours provided to the nearest ¼ hr (15 min) increment, in the '# Units' column and the hourly rate (as per Schedule B) in the 'Price' column.

Examples

- An HCA is scheduled for 3 hours to provide personal care assistance for an injured worker; however, the actual service time was only 2 hours and 40 minutes. The HCA Services shall be billed as 2.75 hours;
- An HCA is scheduled for 2 hours to provide shower assistance and the Services only took 1 hour and 35 minutes: the HCA Services shall be billed as the minimum 2 hour charge.
- An RN is scheduled for 2 hours to provide Home IV Services; however, the actual service time was only 1 hour and 25 minutes: the RN Services shall be billed as 1.5 hours;
- An LPN is scheduled for 1 hour to provide a dressing change, however the actual service time was 35 minutes: the LPN Services shall be billed as the minimum 1 hour charge.

Please refer to the contract amendment that will be sent to all Home Care Services providers that includes a revised Schedule B as well as the attached updated Reference Manual for more details.

The Information Bulletin serves as a communication channel between Health Care Services and the program providers. If you would like to be added to the email list, change your email address or be removed from the list, please send an email to hcsinqu@worksafebc.com requesting the change.