

Information Bulletin

November 26, 2018

Attention: Home Care Services Providers

Subjects: Concurrent Services, Report Forms and Email Distribution List

Concurrent Services

Health Care Services has been advised of a number of payment issues resulting from erroneous billings and we wish to provide some clarification and direction regarding some of the billing issues that have been identified.

A few specific reminders:

- The "Foot Care – RN or LPN" service fee is only to be billed where a foot care **only** service is provided. Foot care services are not to be billed concurrently with any other nursing service, including assessments (i.e. Initial Assessment and Care Plan, Progress and/or Discharge reports). Kindly refer to the Fee Schedule, as well as pages 13 and 14 of the Reference Manual, for more information.
- Only the "Expedited or Concurrent Nursing Services – RN or LPN" fee codes (RN – fee code 1170432 and LPN – fee code 1211904) are billable on the same date of service as an assessment (i.e. Initial Assessment and Care Plan, Progress and/or Discharge reports).

Billing concurrent services inappropriately will result in failure to pay for one or both of the invoice line items in question. It is important to note that we cannot control which one of the erroneously billed concurrent items gets rejected and which one gets paid as our system will process the first one entered; this may result in the wrong service being rejected or paid. Such scenarios require follow-up with our Payment Services department who must manually correct the errors.

To ensure smooth invoice processing for services you have provided, the contract and fee schedule must be consulted and followed diligently. Care must be taken to confirm whether the services can be billed together, otherwise invoice processing could result in much work for you and for us to rectify accounts.

Report Forms: Initial Assessment and Care Plan

Please be reminded that **both** the Home Care Services Initial Assessment (form 83M378) **and** the Home Care Services Care Plan (form 83M375) forms must be submitted to WorkSafeBC to be eligible for the "Initial Assessment and Care Plan" flat fee (fee code 1136645). In addition, both

report forms must be received within the required timelines to be eligible for the timely report completion bonus.

It is best practice to submit these two forms at the same time.

Email Distribution List

Kindly ensure that all information bulletins are forwarded to all appropriate staff members within your organization.

Health Care Services maintains a distribution list of email addresses of the contractor representatives, as well as any other email addresses that have been specifically requested to be on our distribution list, since the effective date of the contract, September 1, 2018. Successful incumbents please note that this email distribution list was refreshed with the new contract, so do not assume that your staff who previously received bulletins are still on this distribution list unless you requested they be added since September 1, 2018. If you wish to be removed from this distribution list or to add someone in your organization, please email us the business location name, first & last name of the contact person and their email address, and add a note it is for Home Care, to hcsingu@worksafebc.com.

Please do not hesitate to contact us if you have any questions.

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

The Program 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 hcsingu@worksafebc.com requesting the change.