

Information Bulletin

August 11, 2022

Attention: Physiotherapy providers

Subject: Contract clarifications and updated reference manual

Contract Clarifications

Delegation of services to a physiotherapy support worker

A portion of a physiotherapy treatment visit may be delegated to a Physical Therapist Support Worker (this includes kinesiologists); however, a fully delegated visit is not billable under the Physiotherapy Services Agreement #89088. Invoicing for a physiotherapy treatment visit requires the physiotherapist to provide services in addition to oversight of any delegated tasks. Under the service agreement, each treatment visit is billed as a physiotherapy treatment visit, and there is no additional billing permitted if a portion of a visit is delegated to a Physical Therapist Support Worker.

Hydrotherapy services are the only services that allow invoicing for a fully delegated visit; the physiotherapist is still responsible for the treatment plan as with all delegated services.

Please refer to section 10(c) on page 22 of Schedule A of the Physiotherapy Services Agreement #89088 for details regarding use of a Physical Therapist Support Worker, and Schedule B for fee code descriptions.

The fee codes outlined in Schedule B of the service agreement are designed to ensure transparency of invoicing, as required by the College of Physical Therapists of British Columbia under Standards of Practice – Standard 10 Fees and Billing.

No additional billing

- a) **Treatment modalities** - providers are not permitted additional billing to WorkSafeBC or the Injured Worker for shockwave, IMS, spinal decompression, or other such physiotherapy treatment modalities.
- b) **Non-durable medical supplies** – providers are not permitted to invoice WorkSafeBC or the Injured Worker for basic clinic supplies, or non-durable medical supplies. This includes but is not limited to theraband, tape, ice packs, hot packs, gel, electrotherapy pads and other non-durable medical supplies.
- c) **No-shows** - providers cannot bill WorkSafeBC for missed visits or charge Injured Workers for no-show fees.
 - If attendance is an issue, then please contact the claim owner to discuss. Providers have the option to discharge Injured Workers for non-compliance with treatment, including poor attendance.

Removal of Secondary Assessment

Please be aware that there is no Secondary Assessment in the Physiotherapy Services Agreement #89088, effective June 1, 2022. Please refer to sections 40 and 41 on pages 28 and 29 of Schedule A of the Physiotherapy Services Agreement #89088 for information regarding which assessment to perform and which report to submit when an Injured Worker switches to a new provider.

Updated Reference Manual

Two sections of the Physiotherapy Reference Manual have been updated. A minor change in wording has been made for clarification in the section on changing providers, and a link has been updated in the section on invoices. The updated version of the reference manual can be found here: [Physiotherapy Services Reference Manual | WorkSafeBC](#).

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)

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