

Information Bulletin

June 3, 2021

Attention: Occupational Therapy (OT) Services Providers

Subject: Equipment 101 – Procedures and FAQs

Health Care Programs has received an abundance of procedural questions from the OT Services Providers regarding equipment selection, quotes, purchase, and billing of equipment and aids. Below is a compilation of answers to frequently asked questions, as well as procedural guidance for scenarios, further to the information included in the OT Services Reference Manual.

1. Use of OT Pre-Authorized Basic Aids/Equipment - Fee code: 1245980 (or 1246014 for VR referrals)

This fee code may be used once per referral, for basic aids or equipment that cannot be purchased through an [MSA vendor approved by WorkSafeBC \(the "MSA Vendor"\)](#) (e.g. workbook, agenda, etc.). The item must be pre-authorized by the Board Officer, and its justification included in an OT report. Original receipts supporting the expense must be submitted via the TELUS Provider Portal (the "Portal"). **This fee code has a maximum limit of \$50.00.** Invoicing for any amount over \$50.00 - even with Board Officer approval for the item - will be rejected.

2. Equipment from an MSA Approved Vendor

- a. Submitting quotes through the portal. All quotes for equipment or aids should be submitted through the Portal using the Vendor Quote Form 83D35, which is to be submitted separately from any report. The only exception is for time-sensitive referrals, for which equipment requests would be submitted using the form 83D357.

The purpose of the OT submitting the Vendor Quote Form 83D35 is to ensure that the OT has reviewed the vendor's quote, and to allow the Board Officer to confirm that the equipment the vendor is quoting meets the clinical recommendations made by the OT.

The Vendor Quote Form 83D35 can be submitted by the OT on its own with the details of the quote filled in on the form (e.g. equipment and costs included), or it can be submitted along with the vendor's original quote. The OT is not required to transcribe each item from the vendor's original quote to the form, rather, appending it to the document will suffice.

- b. Purchase of equipment. Once the quote is approved by the Board Officer, the MSA Vendor invoices WorkSafeBC directly. The OT should not purchase any equipment/aids from an MSA Vendor, and nor should the injured worker.
 - c. MSA Vendor versus other supplier (e.g. Non-MSA Vendor such as a retail store or online distributor). All equipment and aids should be purchased from an MSA Vendor where possible. We appreciate that OTs may search for similar products elsewhere in the interest of cost savings; however, priority is given to purchase from an MSA Vendor for assurance on various deliverables, warranty, etc.
3. **Equipment from a non-MSA Vendor.** We appreciate that from time to time, OTs are asked to explore equipment or aids that may not be available via an MSA Vendor (e.g. ergonomic equipment). In this scenario, Health Care Programs requests that OTs obtain the items from locations with retail sites, versus online-only platforms, for ease of trialing the equipment, refunds, exchanges, etc. Additional details are as follows:
- a. Submitting quotes through the portal. All quotes for equipment or aids – with the exception of the pre-authorized basic aids and/or equipment for up to \$50.00 - should be submitted through the portal using the Vendor Quote Form 83D35. Quotes should be submitted separately from reports, to ensure they are visible on the claim. The OT should ask the retailer whether they have a payee number registered with WorkSafeBC. If the retailer has a payee number, then this can be indicated on the Vendor Quote form. If the retailer does not have a payee number, then this should also be indicated on the form.

The form can be submitted through the portal with the retailer's original quote appended to the document.

- b. Purchase of equipment. Once approval from the Board Officer is obtained:
 - i. If the retailer has a payee number, then the retailer can bill WorkSafeBC directly.
 - ii. If the retailer does not have a payee number, the retailer can contact WorkSafeBC's Procurement department (procurement@worksafebc.com) to request a payee number.
 - iii. If option (i) and (ii) are not feasible, then worker reimbursement should be explored.
 - iv. As a last resort and exception, the OT may purchase the equipment/aid, only if the Board Officer approves of same and all other avenues have been explored. The OT must also contact Health Care Programs for approval prior to purchase (unless using the pre-authorized fee code as noted in #1, in which case Health Care Program approval is not required). In these exceptional circumstances, if the OT has approval as noted, invoicing for purchases of equipment and aids must be submitted manually to Payment Services using a Generic Healthcare Invoice (form 83D128) with attached receipts. Please do not include a fee code for the items.

Thank you for your continued efforts in supporting our injured workers.