

Information Bulletin

December 21, 2017

Attention: Physiotherapy Providers

Subject: Invoicing Extension Request Reports and Blocks

Update for Non-Contracted providers regarding Extension Request Report and Extension Block invoicing

For those providers who no longer have a contract to treat injured workers, but are finishing treatment of workers who started at their clinic prior to December 1, 2017, there is a change to the invoicing recommendations that were communicated previously.

Due to limitations identified through the invoicing software systems it appears that not all Extension Blocks are being paid at the old rate and many are paying at the higher rate, which includes payment of the Extension Request Report fee. Furthermore, if the Extension Request Report is invoiced at the same time as the Extension Block, and it gets processed first, the Extension Block payment will be rejected.

To improve efficiency of invoicing and minimize rejections please invoice using the following guidelines

- Instead of invoicing the old rate, please invoice using the new rate for the Extension Block fee codes, which includes payment of the Extension Request Report.
 - Standard Extension Block \$305 (Fee Code 19294)
 - Post-Surgical Extension Block \$483 (Fee Code 19300)
 - Subsequent Post-Surgical Extension Block \$305 (Fee Code 19309)
- Do not invoice for the Extension Request Report separately when you invoice the treatment block fee as the Extension Block fee includes the fee for the Extension Request Report that initiated the Extension Block (the report submitted to request the Extension Block you are invoicing for).
 - The only time an Extension Request report should be invoiced as a separate fee code is when the worker did not attend the required 4 visits in order to trigger the Extension Block invoicing.
 - If the worker attended 3 or less visits in an Extension Block, you would invoice Daily Rates for the treatment provided, and then invoice for the Extension Request Report which initiated that treatment extension.

- If you have already received a rejection for either an Extension Request Report or an Extension Block please contact Payment Services (604.276.3085) to receive direction regarding how to resolve the rejection
 - Please note that if the Extension Block has already been paid at the higher amount (inclusive of the Extension Request Report fee), and you received a rejection for the Extension Request Report for that same Date of Service, that report will not be payable. The payment for the Extension Request Report will be included with the Extension Block Fee (at the higher rate) when invoiced at the end of the block.

Reminder for Contracted providers regarding Extension Request Report invoicing

The fee codes for all Extension Blocks include the fee for the Extension Request Reports. The Extension Request Report should not be invoiced separately when you submit your Extension Block invoicing, as it is not payable.

- If you invoice for the Extension Request Report and the Extension Block fee for the same Date of Service it may cause rejections for your Extension Block invoicing and delay payment of the Extension Block fee.
- Please ensure that you have reviewed the fee schedule attached to your Physiotherapy Services Agreement, as well as the invoicing guidelines previously circulated.
- WSBC is hosting invoicing webinars in January 2018 with a focus on invoicing changes as well as general invoicing guidelines, please use the following link if you wish to register:

<https://www.eply.com/2018WorkSafeBCNewPhysiotherapyContractWebinar>

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