

Information Bulletin

October 12, 2021

Attention: Psychology Assessment Provider Network

Subject: New Assessment Referral and Assessment Referral Acceptance

New Assessment Referral

We are pleased to announce that the new Psychology/Neuropsychology Assessment referral form went live October 1, 2021 as scheduled. The revised referral questions on the new form highlight the importance of worker functioning and abilities. There is also a new area to promote the identification of important Psychosocial Factors. Central to the revised process is the adoption of a comprehensive and integrative approach to assessment to identify, weigh and formulate clinical information. Within WorkSafeBC, claim owners have been provided training, and a new “referral wizard” was created to afford claim owners an easy method to tailor assessment referrals. By now, all providers should have reviewed the webinar presentation on the new referral focus. For your convenience: [Psychological Assessment Provider Presentation 2021 - YouTube](#).

Assessment Referral Acceptance

At WorkSafeBC we have a range of workers across the province, who are in need of assessments at various times during a claim. Some assessments are required for a claim owner to make a determination on initial adjudication at the start of the claim, while others are required during an active claim to address questions about treatment direction or to help determine the best way to support workers, based on their progress and functioning.

Whether an assessment is sent out as a PFI or a regular (i.e., non-PFI) assessment, we would like to iterate that they are both equally important; not only in the management of claims, but also as clinical services to meet the rehabilitative needs of workers.

While we appreciate the need for providers to decline referrals due to specific circumstances (e.g., conflict of interest), it is important to us that all providers across the network receive a balanced selection of referrals (i.e., complex and straightforward, PFI and non-PFI etc.). We thus request that providers not “cherry pick” assessment types. We ask that you keep this expectation in mind while accepting referrals sent to you by the Portal.

We recognize that some complex referrals may take longer to complete than others, which is why we have a provision for billing for 2 additional hours when required – please refer to the instructions under ‘complex disclosure fee code’ in your fee schedule, and feel free to contact the undersigned should there be further questions in this regard.

Additionally, some of our workers require interpreters to participate in assessments. WorkSafeBC contracts with a number of vendors who provide professional interpreter services. When there is a need, interpreter services referrals are set up by claim owners in advance of the scheduled assessment appointment. Interpreter services may be arranged in-person, over the telephone on speaker, or to join a virtual/telehealth platform as a third party.

While we acknowledge that assessments for workers involving professional interpreters may have limitations (which we ask to be outlined in your report), these culturally and linguistically diverse workers still require equal access to service. If you are unfamiliar with conducting assessments (whether in-person or telehealth) with interpreters, we ask that you seek consultation from your colleagues and peers and consider accepting such referrals should they be sent to you by the Portal.

We thank you for your continued partnership.

Contact us

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)

For Portal help and troubleshooting:

Telus Health Solutions

1.855.284.5900

Provider.Mgmt5@telus.com

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