

# Information Bulletin

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April 26, 2021

## **Attention: Occupational Therapy (OT) Services Provider Network**

### **Subject: Responses to Questions Submitted at Registration for April 27, 2021 Session**

Thank you to those of you who have registered and submitted questions in advance of our upcoming Post-Acute COVID-19 Provider Education Session Q & A. The intention of this bulletin is to address any contract-related questions that have been submitted to date in order to ensure that the session tomorrow focuses on clinical and claim-related subject matter, given we will have experts in these areas present.

#### **Question 1: Is there any difference in the type of Personal Protective Equipment (“PPE”) that OT’s must wear for client visits?**

No, there is no difference in the type of PPE that an OT must wear for an injured worker referred for Post-Acute COVID-19. The expectation regarding the type of PPE that is donned by a provider is the same as it would be for service provision to any injured worker at this time.

#### **Question 2: Will workers with post-acute COVID-19 fall under the PI Stream?**

Injured workers will be referred under whichever treatment stream is determined to be the *most* appropriate given the presenting symptoms and barriers to daily function. Notwithstanding the aforementioned, it should be noted that while a referral for Post-Acute COVID-19 could be issued under any of the three treatment streams (OT-MH, OT-PI, OT-BI) it would be expected – as with any other referral – that the OT address the presenting issues and consider the referral request. For example, if a referral is issued under OT-PI, it does not preclude the OT from addressing symptoms such as brain fog and/or low mood.

#### **Question 3: Are there guidelines for the length of treatment provision given the uncertain duration of symptoms or would this be decided case-by-case?**

The length of treatment provided under OT Services will be determined on a case-by-case basis. As with any other OT Services file, the OT is expected to submit Initial and Progress Reports per the OT Services Contract requirements and obtain Claim Owner approval for services, which would include approval for any extensions. Should there be exceptions requested (i.e. services that do not fall within the scope of the OT Services Contract) the provider would be expected to obtain approval from the Claim Owner and Health Care Programs, as with any other referral.

**Question 4: I provide service in the mental health stream exclusively. Will these workers be in this stream or PI?**

Please see response to Question 2.

**Question 5: Will there be ongoing support after OR2/PMMP/OT Services has finished (as there is a long recovery time, likely to be longer than the timelines of these programs)? And what would these supports look like?**

Please see response to Question 3. The rehabilitation trajectory for Post-Acute COVID-19 claims will be individualized and as such, the level/type of support available to each injured worker may differ. Additional information will be forthcoming from Health Care Programs as it is obtained.

**Question 6: Will there be a set program or structure expected from therapists? Or will it be individualized, community-based treatments?**

Please see response to Question 3.

Thank you for your continued support in progressing our injured workers along the course of their recovery. We look forward to having you join us at the session.

## Contact us

**For payment status, inquiries, issues:**

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](mailto: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>