

Information Bulletin

January 20, 2017

Attention: Prosthetic Services Providers

Subject: Prosthetic Services Contract – Key Highlights

As a qualified Prosthetic Provider, WorkSafeBC is looking forward to working with you. We understand that it may be daunting to review all the information that you have received so far regarding the contract. Below, for your reference only, is a summary of key highlights of the Prosthetic Agreement that you've been awarded, effective **February 1, 2017**.

1. New Provisions

- a) Pre-approval is no longer required for:
 - a. Consumables up to \$750 per limb per year, and
 - b. Minor repairs and maintenance for Injured Workers who are existing clients, as follow:
 - Anatomical cover
 - Custom end pad
 - Labour (that is not already included in procedure fees)
 - Minor components / materials
 - Optimize fit
 - Suspension strap/belt
 - Loaner
 - Shipping (costs)

All other items and services require pre-approval (Forms 83D17 and 83D19) before proceeding.

See Section 3.2, Schedule A; Reference Manual ("Notification for Prosthetic Maintenance and Repair (83D18)" – pp.3-4) for further details.

2. New Process for Pre-Approval

The primary change in practice will be the work flow/process of obtaining WorkSafeBC pre-approval for service, depending on the scenario. In summary:

- Before any new or major service is provided or requested, WorkSafeBC asks that we first be 'given a heads up' before you submit a Request for Pre-Authorization for Prosthetic Services.
- Exception: For the provision of minor repairs, maintenance, and consumables to injured workers you've already been servicing, no pre-approval is required.

Any injured worker seeking your service will fit in one of the following three Scenarios:

a. New or Existing Client (Injured Worker) calls for a new/change in prosthesis, a major service, or a liner

- 1) Obtain Claim Number and reason for visit.
- 2) Submit **Notification for Prosthetic Services form (83D17)**.
- 3) Once approval is received from WorkSafeBC, proceed with the assessment.
- 4) Submit **Request for Pre-authorization for Prosthetic Services form (83D19)** within three (3) days of the assessment.
- 5) After pre-approval is received, you may:
 - Commence manufacturing of the Prosthesis, and/or
 - Complete the major service, and/or
 - Supply the liner.
- 6) Once the service is completed and after the final fitting, invoice using the *Invoice for Prosthetic Services form (83D13)*.

b. Existing Client calls for minor repairs, maintenance or consumables

- 1) Proceed with repair or maintenance or provision of consumables. As long as they are within the contract terms, pre-approval is not required.
- 2) Submit the **Notification for Prosthetic Maintenance and Repair form (83D18)** within three (3) business days of the date of service.
- 3) Once the service is completed, invoice using the *Invoice for Prosthetic Services form (83D13)*.

c. New Client calls for minor repair, maintenance or consumables

- 1) Obtain Claim Number and reason for visit.
- 2) Submit **Notification for Prosthetic Services form (83D17)**.
- 3) After approval is received from WorkSafeBC, proceed with repair or maintenance or provision of consumables.
- 4) Submit the **Notification for Prosthetic Maintenance and Repair form (83D18)** within three (3) business days of the date of service.
- 5) Once the service is completed, invoice using the *Invoice for Prosthetic Services form (83D13)*.

We have included in this bulletin a flow chart diagram of these 3 scenarios for your reference.

See also 4.2, Schedule A; Prosthetic Reference Manual ("Pre-Authorization Process" – pp.4-5) for further details.

3. Communication

To help facilitate and maintain a positive relationship amongst all members involved in the Worker's claim and care, we ask that you please refrain from communicating detailed recommendations to the Injured Worker until after you have received pre-authorization for Services from WorkSafeBC, as not to set up false expectations of Services to be provided for the Worker.

See Sections 5.2.2 and 5.2.3, Schedule A; Reference Manual ("Communications Regarding Recommendations" – p.6 for further details.

4. Photographs

Photographs are now required where there is a visible change before and after the repair/service. They are considered part of the client's file, and must be made available to WorkSafeBC if requested for audit verification.

See Section 8.1, Contract; Section 3.2.2, Schedule A for further details.

As with any contract implementation, the early days may take some adjustment. Once we all have a better idea of any recurrent issues that may come up, we will continue to communicate across the provider network as needed.

Again, we look forward to working with you. If you have any questions about this information, please contact us.

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

13th Annual
Health Care Professional
Conference

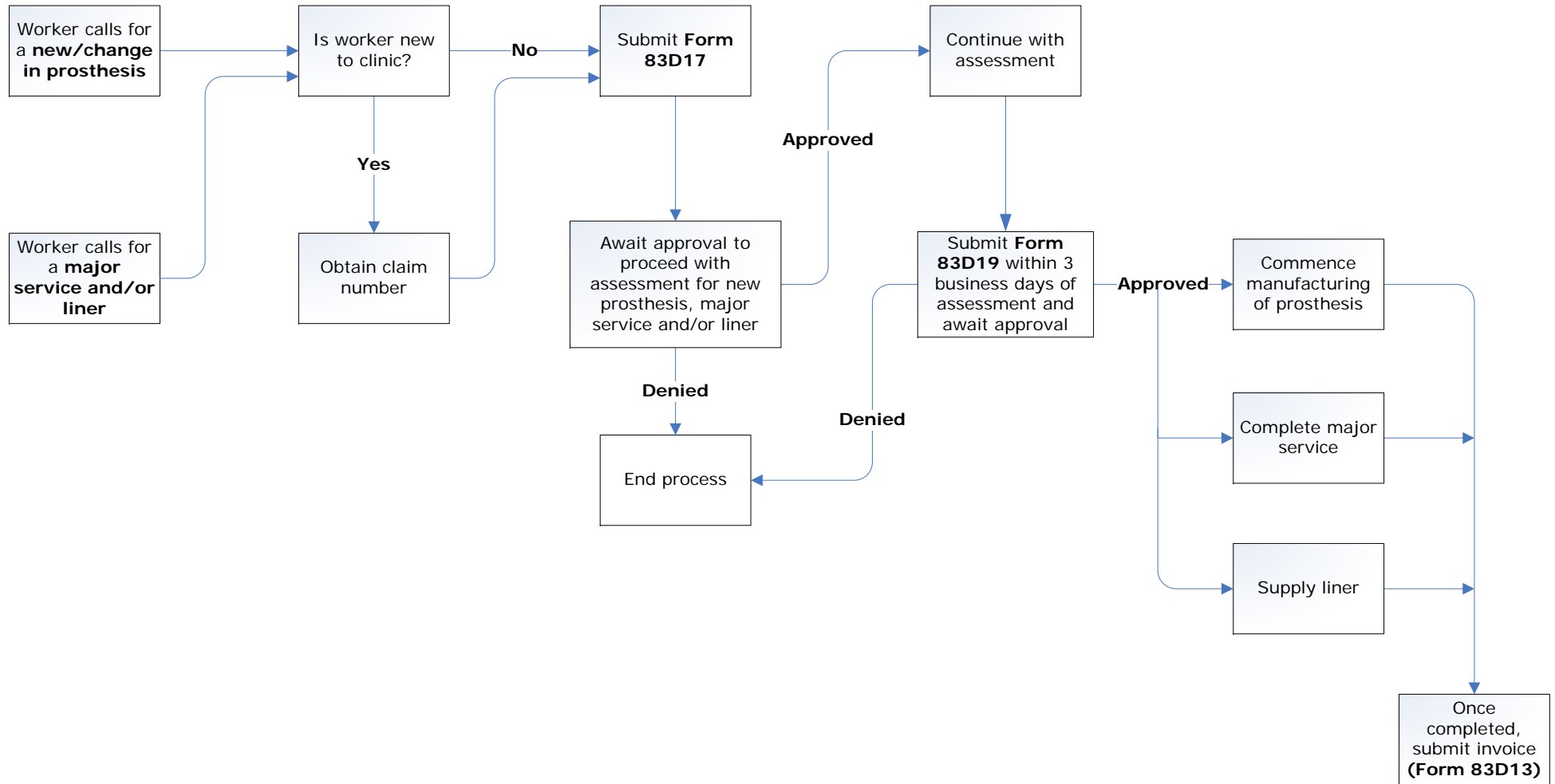
Fairmont Pacific Rim | June 16, 2017



PROSTHETIC SERVICES PROCESS FLOWCHART

NEW PROSTHESIS, MAJOR SERVICE AND/OR LINER

ALL CLIENTS



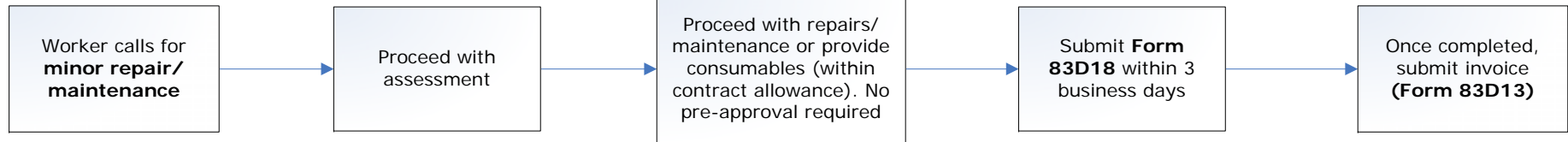
LEGEND

FORMS:
 83D13 – Invoice for Prosthetic Services
 83D17 – Notification for Prosthetic Services
 83D19 – Request for Preauthorization for Prosthetic Services

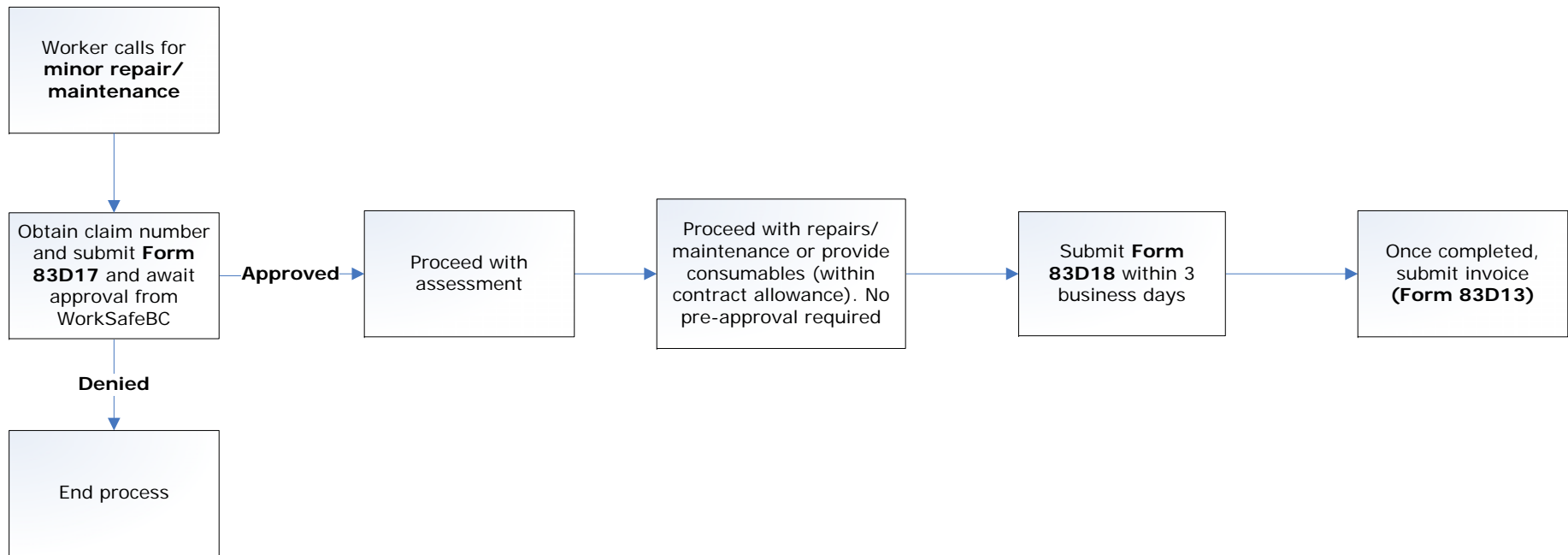
PROSTHETIC SERVICES PROCESS FLOWCHART

MINOR REPAIRS, MAINTENANCE AND/OR CONSUMABLES

EXISTING CLIENT



NEW CLIENT



LEGEND

DEFINITIONS:

EXISTING CLIENT – A worker who has previously received approved services at your clinic
NEW CLIENT – A worker who has not received services from your clinic before

FORMS:

83D13 – Invoice for Prosthetic Services
83D17 – Notification for Prosthetic Services
83D18 – Notification for Prosthetic Maintenance and Repair