

Information Bulletin

January 7, 2019

Attention: Physiotherapy Providers

Subject: Quality Assurance Supervisor, Contract Amendments, and Invoicing

Quality Assurance Supervisor

Quality Assurance Supervisor for Physiotherapy Treatment Services, Kamla Hoekstra, has moved on from her role at WorkSafeBC. We thank her for her dedicated service, and wish her well in her future endeavors.

We will be introducing a new Quality Assurance Supervisor for Physiotherapy Treatment Services in the coming weeks. Until then, our other Health Care contacts for Physiotherapy Treatment Services remain as listed below.

For payment-related items, please continue to contact our Payment Services Department at 604.276.3085 or toll-free at 888.422.2228.

Contract Amendments - Reminder

This is an important reminder to those clinics/providers who have not yet returned a signed copy of the December 1, 2018 Amendment – please ensure that you review, sign and return a copy* of the Amendment immediately to CRCPurchasing@worksafebc.com (deadline to return was December 21, 2018).

*Please ensure to complete the signatory name and title (page 3) and return all 13 pages.

Invoicing for 2019

Now that we have started a new year, we would like to remind you to take extra care when completing the date of service on your reports prior to submitting them to WorkSafeBC. We often see an increase in rejections due to the incorrect date of service on reports submitted in the early part of the year. Please ensure that you enter the year as 2019 (not 2018) when completing the date of service for your January reports. If you enter the incorrect date of service by mistake and receive a rejection, you will need to submit the report with the correct date of service prior to resubmitting your invoice. Keep in mind that the date of service you are invoicing for must match the date of service written on the report that was submitted.

Please also be reminded that we must receive invoices within 90 days of the date of your service. If you bill us within this time period and you receive a rejection, you'll have up to 180 days from

the date of service, or 90 days from the date of the first rejection (whichever is longer), to rectify the billing error.

If you do not follow up in this time period, your invoices cannot be paid.

Save the Date: June 14, 2019 Health Care Professional Conference

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