

Information Bulletin

May 5, 2020

Attention: COT and CBIS Providers

Subject: Board Officer Communication upon Receipt of Referral (COT specific), Documentation of Telehealth Sessions, Invoicing for No-Shows and Change in Quality Assurance Supervisor

Board Officer Communication upon Receipt of Referral (COT specific)

- The COT Reference Manual and Referral Form states that an OT must contact the Board Officer (BO) within 24 hours of WorkSafeBC sending the referral to confirm service requirements. We would like to remind the network that the BO is not required to call back unless there is critical information not included in the referral form that the OT should be aware of prior to the assessment taking place.
- The referral itself authorizes the initial assessment and the OT does not require verbal approval to proceed.
- More specifically, if "No" is selected on the COT Provider Referral Form in the box wherein it reads: "Please call the Claim Owner for additional information" the OT should not expect a return call.

Documenting Telehealth Sessions

- We would like to remind clinicians to please follow all COTBC College guidelines regarding the documentation and charting of telehealth sessions; documentation should include the date, duration and general interventions that occurred during each session.
- It is expected that as with in person sessions, the frequency of intervention is clinically justified.

Invoicing for No-Shows

- For any telehealth session that results in a no-show, we would ask that providers please use the appropriate fee code as per Schedule B of the respective COT or CBIS agreement (e.g. OT Visit – Worker Not Available; SW Visit – Worker Not Available).
- As with in person services, a no-show is not billable for late or cancelled telehealth sessions.
- A no-show telehealth session is billable once per claim, per OT and SW (i.e. one each).
- Providers are reminded to contact the BO if there is a pattern of no shows, so that a plan to mitigate this can be implemented.

Finally, we would like to take this opportunity to welcome back Andrea McNeill, who will be resuming the role of Quality Assurance Supervisor for the COT and CBIS networks at this time.

Thank you for your ongoing service and support during this challenging period. We appreciate your efforts and collaboration.

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