

# Information Bulletin

October 1, 2018

## Attention: Home Care Services Providers

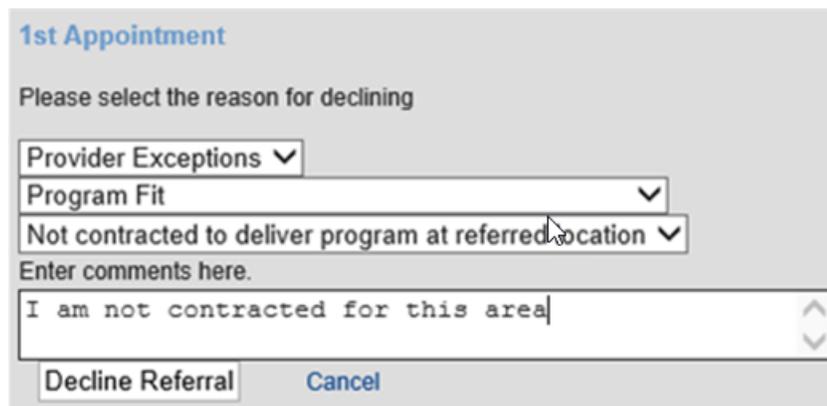
### Subjects: Referrals and Referral Exceptions

The purpose of this bulletin is to provide some clarification and direction regarding the distribution of referrals.

Schedule C of your contract lists the Location Codes in British Columbia for which you were successful in the RFP process and awarded a contract. You are able to accept referrals freely and provide necessary Home Care Services within these contracted areas.

Since the Provider Portal allocates referrals based on postal codes which don't always align exactly with our geographical boundaries (i.e. Location Codes) for Home Care, it may happen that you receive a referral in error for an area in which you are not contracted. If you receive a referral for a worker who resides outside of your contracted area, please decline the referral as soon as possible so that it can be re-allocated to a contracted provider for that area.

When declining the referral, please select reason: "Provider Exceptions" then "Program Fit" and then "Not Contracted to deliver program at referred location", as shown below:



**1st Appointment**

Please select the reason for declining

Provider Exceptions ▼

Program Fit ▼

Not contracted to deliver program at referred location ▼

Enter comments here.

I am not contracted for this area

Decline Referral Cancel

## Referral Exceptions

On rare occasions we may request you provide Home Care Services to an injured worker who resides outside of your contracted location code. In instances where the contracted resources for an area are exhausted, Health Care Services will consider providers in other areas (if for example, the providers in that given region are unable to accept the referral).

*Note: communication regarding a referral exception should come directly from Health Care Services (i.e. the Quality Assurance Supervisor or the Program Manager for Home Care); if you receive a referral that you believe to be an exception from another source, please advise Health Care Services so we can ensure the referral has gone through the proper channels prior to considering an alternate provider.*

Should you wish to be contacted in the event such referral exceptions arise, please review the [sample contract](#) attached. If you agree to the terms, send Kim Fitton an email (email address below) and we will have your name added to the list. Purchasing Services will follow-up to send you the actual contract for signing.

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

The Program Bulletin serves as a communication channel between Health Care Services and the program providers. If you would like to be added to the email list, change your email address or be removed from the list, please send an email to [hcsingu@worksafebc.com](mailto:hcsingu@worksafebc.com) requesting the change.