

Information Bulletin

December 17, 2018

Attention: Physiotherapy Providers

Subject: Software Update – Fee Schedule Change

It has come to our attention that not all clinics have updated their software after the fee schedule increase was announced at the end of November. This has resulted in invoices being submitted for the incorrect dollar amount.

If you have not updated your software, any invoices that you have submitted for dates of service from December 1, 2018, until now will have been submitted under the previous rates. In order to streamline payments, WorkSafeBC will have the invoices processed at the rate submitted and then provide a one-time retroactive payment to cover the difference. We will monitor these incoming invoices to the end of December and proceed with the retroactive payment request in the New Year, you should expect to see this payment in February.

To avoid any future short payments, please ensure to update your software as soon as possible. If you are unsure how to do this, please contact your software provider.

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 hcsinqu@worksafebc.com requesting the change.