

Information Bulletin

July 31, 2023

Attention: Occupational Therapy (OT) Services Contractors

Subject: Exceptional Travel and New Email for HCP

Contracted Locations & Travel

Firstly, we have been receiving a number of questions around referrals for contracted locations and those requiring what can be considered “exceptional travel”.

For clarity, it is expected that the location codes that you are contracted for are those wherein your OTs are readily able to accept referrals and see workers for *in-person* sessions on a regular basis. OT Services Contractors should not be accepting referrals within their location codes if there will be a *reliance* on telehealth unless this has been exceptionally requested and/or approved by WorkSafeBC.

In situations where you receive a referral for a location code that you are not contracted for, but for which have indicated you may be willing to travel to in exceptional circumstances, you should receive a call from a Registration Representative in Provider Referrals. Further to this, while the fee schedule outlines what is billable with respect to travel time (OT Services Agreement - Schedule B), exceptional travel should always be discussed with the referring WorkSafeBC officer to ensure you receive pre-approval for the associated costs (e.g. additional travel time, flight/ferry, hotel, etc.). WorkSafeBC officers may approve a hybrid of travel and telehealth to service claims that have been difficult to place. Generally speaking, time spent in transit (e.g. driving to airport or ferry, or to/from the worker’s home upon arriving in the worker’s city/town) is billable per the Fee Schedule (i.e. OT travel time). On the other hand, time spent in between session(s) (e.g. OT spending time at a restaurant or in hotel) as well as time in transit while the OT is able to complete other work (e.g. reports, calls, etc.) should not be invoiced as travel time. We ultimately expect OTs to be judicious and mindful of their invoicing, making efforts to minimize costs to the injured worker wherever possible.

Additionally, we would ask that OT Services Contractors please regularly check the TELUS Provider Portal for any referrals assigned to their payee # and ensure that the status of the claim is accurately reflected in the selected status (e.g. “Active” “Scheduled” “Discharged”, etc.). Further, when declining a referral due to capacity, please be reminded that it is helpful if there are comments included regarding the reason selected (e.g. “provider no capacity” with a comment, such as “currently booking out approx. X # of days/weeks). This will assist our Provider Referrals department to ascertain what the general capacity of a region is, so that we can make decisions around how to manage and direct the referrals. Please note that Contractors should not be accepting referrals and then placing the injured worker on a waitlist; instead, we ask that the

referral is declined with a comment, so the injured worker can be moved to the next available OT Services Contractor.

Finally, we would like to remind OT Services Contractors to please ensure that all their clinicians are familiar with the terms of the OT Services Reference Manual and Contract. If there are questions, please reach out to Health Care Programs.

New QAS and Shared Mailbox

We would like to welcome back Michelle Lui, who will be sharing the role of Quality Assurance Supervisor for OT Services with Sukhman Sandhu. Michelle has previously been the QAS for this program and prior to coming to Health Care Programs, was an OTCA at WorkSafeBC. Going forward, any questions or concerns regarding OT Services should be sent to the OT Services shared mailbox at otservices@worksafebc.com

Thank you for your continued work with our injured workers.

Contact us

For payment status, inquiries, issues:

WorkSafeBC Payment Services
604.276.3085 extension 2
1.888.422.2228 (toll free)

For Portal help and troubleshooting:

Telus Health Solutions
1.855.284.5900
Provider.Mgmt5@telus.com

Is everyone who needs this information receiving it?

To add additional team members, change a recipient email address, or be removed from the Information Bulletins distribution list for your program, please email hcsingu@worksafebc.com

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