

Information Bulletin

September 29, 2023

Attention: Occupational Therapy (OT) Services Contractors

Subject: Changes to communication requirement and submission process for Staffing Checklist (Appendix M); save the date for January 25, 2024 Network Session #5

Changes to communication requirements to Health Care Programs (HCP) when adding/removing an OT and updated submission process for Staffing Checklist (Appendix M)

Effective October 3, 2023, we are amending our expectations as they pertain to communication with Health Care Programs and submission of the Staffing Checklist (Appendix M). Specifically, the table within the OT Services Reference Manual (pg. 18 & 19) titled, "Communication with WorksafeBC in other specific circumstances" shall be replaced by the following. Note that new additions have been italicized and replace information that has been removed.

| Examples of circumstances specific to a claim | Who to contact | How to contact |
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| You want to make a recommendation When delivering services, you may make recommendations that fall within your scope of practice under the Agreement for return to work, a treatment plan, etc. These recommendations should be discussed with us before you advise the injured worker or document the recommendations in a report. | WorkSafeBC officer (typically the claim owner) | By phone or, if WorkSafeBC officer has initiated email communication about the claim, by email |
| Potential immediate risk of harm The OT believes information they are documenting for us could pose an immediate risk of harm to the injured worker (if the worker were to read the document). | WorkSafeBC officer (typically the claim owner) | By phone or, if WorkSafeBC officer has initiated email communication about the claim, by email |

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| <p>Updates on injured worker participation in OT Services</p> <ul style="list-style-type: none"> • Injured worker has missed appointments • Injured worker has withdrawn from services or you are considering discharging them early from services | <p>WorkSafeBC officer (typically the claim owner)</p> | <p>By phone or, if WorkSafeBC officer has initiated email communication about the claim, by email</p> |
| <p>Updates on OT's ability to complete services</p> <ul style="list-style-type: none"> • Change in OT, or extended absence of OT must be communicated to the WorkSafeBC officer as soon as possible. • <i>The Contractor must contact Health Care Programs only in the following circumstances:</i> <ul style="list-style-type: none"> ◦ <i>There is no other OT within the company to conduct the services;</i> ◦ <i>The change in OT impacts the Contractor's ability to conduct services under the contract (see "You want to add or replace personnel providing services or have had other unexpected staffing changes" below)</i> | <p>WorkSafeBC officer (typically the claim owner)</p> <p>Health Care Programs (quality assurance supervisor or program manager for OT Services, <i>situation dependent</i>)</p> | <p>By phone or, if WorkSafeBC officer has initiated email communication about the claim, by email</p> |
| <p>You have questions about OT Services in relation to a specific claim</p> <ul style="list-style-type: none"> • You need to discuss an exception to billing • You'd like to request an exception to how you provide services under the Agreement • A WorkSafeBC officer has requested or approved a service that is outside the scope of the Agreement <p>After you reach out, Health Care Programs will give you a final decision and recommendations in writing. The decision will apply specifically to the scenario in question. The same decision/recommendations can't be applied to another injured worker without prior written approval from Health Care Programs.</p> | <p>Health Care Programs (quality assurance supervisor or program manager for OT Services)</p> | <p>By phone or email</p> |
| <p>Examples of circumstances related to the general provision of OT Services</p> | | |

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| <ul style="list-style-type: none"> • You have a question about your contract • You want to add or replace personnel providing services or you have had other unexpected staffing changes: <ul style="list-style-type: none"> ○ <i>The Contractor must contact Health Care Programs regarding the addition, departure, or replacement of an OT, only if it results in a change in a Contractor's ability to:</i> <ul style="list-style-type: none"> ▪ <i>Accept referrals within a specific location code and/or treatment stream;</i> ▪ <i>Provide services in a specific language as previously communicated to HCP</i> ○ <i>Contractors can add OTs to their team under the OT Services Agreement without submission of the Staffing Checklist (Appendix M) or communication with HCP, if:</i> <ul style="list-style-type: none"> ▪ <i>The OT proposed meets all of the criteria outlined in the OT Services Agreement (Staffing Requirements, Qualifications and Certifications), and;</i> ▪ <i>The OT will be providing services per the Contractor's approved location code(s) and treatment stream(s) (please refer to your individual OT Services Agreement - Schedule C).</i> ○ <i>Contractors must submit the Staffing Checklist (Appendix M) and await Health Care Programs' approval if:</i> <ul style="list-style-type: none"> ▪ <i>The OT being proposed does not meet the qualifications outlined in the Agreement (and is therefore being proposed under Mentorship), or;</i> ▪ <i>The OT has been under mentorship previously and has since met the requirements (in which case Appendix M should be updated from what was previously submitted so that an updated version is on file).</i> <p><i>The onus is on the Contractor to ensure their staff meet the criteria outlined in the "Staffing Requirements, Qualifications and Certification" as well as the "Mentorship" sections of Schedule A of the OT Services Agreement.</i></p> | <p>Health Care Programs (quality assurance supervisor or program manager for OT Services, situation dependent)</p> | <p>In writing (email is fine)</p> |
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| WorkSafeBC reserves the right to deny staffing replacement requests and/or requests to add additional personnel. | | |
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Save the date for the OT Services Network Sessions #5

Please save the date for our fifth network session, anticipated to take place virtually on January 25, 2024 from 11:30-1pm. Additional information and a link to register for the event will be forthcoming.

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

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To add additional team members, change a recipient email address, or be removed from the Information

The Information 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.

Bulletins distribution list for your program, please email hcsinqu@worksafebc.com.

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