

Information Bulletin

December 1, 2021

Attention: Early Concussion Assessment & Treatment (ECAT) providers

Subject: Pilot project and referrals on pending claims

Pilot project

WorkSafeBC is currently running a pilot program with the aim of initiating earlier referrals to the ECAT program. Under the pilot program, a return to work specialist - nurse is reviewing a portion of the concussion claims registered with WorkSafeBC and, if appropriate, will contact the worker to provide education about the ECAT program and initiate a referral. The claim is then transferred onto a case manager for ongoing management. This pilot started in October 2021 and has been received positively. Beginning January 4, 2022, we will be implementing a new process for referrals in the pilot program. This option is to allow for a referral to the ECAT program for an Assessment only if the claim is in pending status (*please refer to section below for further details about management of pending claims*).

ECAT remains a referral based portal program; providers will continue to receive referrals initiated by both case managers or a recovery and return to work specialist - nurse, the majority of these referrals will continue to be for accepted claims. The changes summarized above are to make providers aware that they may receive referrals from a return to work specialist – nurse, with the claim then transferring to a case manager. Providers are asked to remain up to date on claim owner status to maintain effective communication and reporting.

Contract update – referrals on pending claims

ECAT is designed for the early assessment, treatment and return to work following a concussion or suspected concussion. In line with aforementioned goals of the pilot project, revisions have been made to the contract under section 39 of Schedule A in order to allow assessment of injured workers with a pending claim status. Please refer to the contract amendment.

Beginning **January 4, 2022**, you may receive a referral for an Assessment Only, where the worker's claim is pending. A referral for an 'Initial assessment only' will be identified on the ECAT Provider Referral Form. Please see the example below on the updated referral form:

Type of Service (select only one)
☒ Initial assessment ONLY – Claim or injury decision is currently PENDING. Do not proceed to treatment phase without WorkSafeBC officer approval.

☐ Initial assessment and treatment

Comments

If you receive a referral for an 'Initial assessment only', you may proceed with scheduling and completing the ECAT Intake Assessment but may not initiate treatment until you have confirmed with the claim owner that the claim is now accepted, and treatment is approved. This change in program delivery is only applicable to claims which are in pending status at the time of referral and will be outlined in the referral document. If the referral document states the referral is for the Initial assessment and treatment, then you may proceed with both the Intake assessment and the Treatment Services that are clinically appropriate. Please see the example below of the referral for a full program on an accepted claim:

Type of Service (select only one)
☐ Initial assessment ONLY – Claim or injury decision is currently PENDING. Do not proceed to treatment phase without WorkSafeBC officer approval.

☒ Initial assessment and treatment

Comments

Providers will be receiving an updated ECAT Reference Manual as well as a contract amendment outlining process for pending claims.

Please don't hesitate to reach out if you have any questions.

For Payment Status, Inquiries, and Issues:

Check out our online [View Payment Invoice Status](#) service.

If you are a My Provider Services user, [log in](#) for a more robust online Invoice Status and History service.

WorkSafeBC Payment Services

604.276.3085 extension 2

1.888.422.2228 (toll free)

The Information Bulletin serves as a communication channel between Health Care Programs 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.