

# Information Bulletin

March 29, 2021

## Attention: Home Care Services Providers

### Subject: Important Updates and Reminders

#### Service Hours – Invoice and Report Matching

In order to ensure payment for Services provided, invoices must be in line with the current approved Services being provided as reflected in the Progress Reports.

- Where Services are invoiced above and beyond the approved hours documented within Contractors' Reports, these overbillings/overpayments may be rejected and/or credited by WorkSafeBC.

#### Reminders:

- Progress Reports shall be submitted with any change in the Injured Worker's Services.
- The 2 hour minimum visit for HCA Services must be taken into account within the hours stated within the report.
  - Example: if the required Services are 1 hour, it should be entered in the report as 2 hours due to the service minimum.
- If the service times sometimes vary, use the "range" column and provide the clinical reasoning for the range in service hours within the comments section.
- If the Services on any given date deviate from the hours stated within the last Report, be sure to document these in the following section of the Progress Report:

Did any Dates of Service deviate from the approved services stated in the last report <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, provide the details of the date(s), hours and brief explanation <input type="text"/>
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#### Concurrent Foot Care & Nursing Services

With the recent rate increase for Foot Care Services, this necessitates removal of the concurrency rules for Foot Care Services and other Nursing Services in order for them to be billed/paid on the same date of service if and as needed. As such, moving forward:

- If an Injured Worker requires Foot Care Services and other Nursing Services (e.g. wound care, Home IV, etc.) on the same date of service:
  - If it is the same nurse: the flat fee for Foot Care (1212673) may be billed concurrently with the appropriate units of RN or LPN Services (1136641 or 1136642, respectively) in 15 minute increments (note: 1 hour minimum does not apply).

- If a different nurse is required (e.g. a wound care nurse is not trained for Foot Care or vice versa): it may be billed as per above, but the 1 hour minimum would apply to the separate RN/LPN visit.

If you have received any payment rejections associated with the scenarios above between January 1, 2021 and present please contact Health Care Programs.

**Note:** these changes only relate to Services concurrent with Foot Care. Other RN and LPN Services are to continue to be billed in 15 minute increments of the Expedited or Concurrent Nursing Services – RN or LPN (1170432 or 1211904) when provided ancillary to an Assessment/Progress/Discharge visit.

Please see the updated Home Care Services Reference Manual attached for examples of scenarios and associated billing instructions. Contract amendments have been sent in order to remove the concurrencies stated within the business rules of Schedule B for this fee code (1212673).

## Staffing & Subcontracting

We recognize that there are currently staffing shortages in many areas of the Province. Despite this challenging time, it remains an expectation that, in addition to meeting the minimum staffing requirements under the Agreement for your Contracted area(s), Contractors' will maintain sufficient personnel in order to fulfill the services requirement of Injured Workers being referred to you. This includes having alternate staff available in the event that personnel are unable to attend the appointment and/or should the needs of the Injured Worker change (increase).

We hope that Contractors continue to take necessary means to ensure the continuity of service for Injured Workers, such as additional recruitment, borrowing of personnel from other areas, subcontracting with other care agencies, etc.

**Note:** WorkSafeBC is unable to have concurrent Home Care Referrals active for multiple Providers at once. As such, if a Contractor is unable to manage the Services in their entirety and need the assistance of another agency, it shall be as a Contractor/subcontractor relationship, with the Contractor remaining responsible for the billing, reporting, etc.

- Please be reminded that Contractors must approach Health Care Programs to request a subcontracting arrangement as this requires approval from the Manager of Purchasing Services prior to implementation.

## Chronic Wound Care - VAC Therapy - KCI Medical order process

Home Care Providers are authorized to order VAC therapy supplies where indicated and prescribed for an Injured Worker with an accepted claim, in order to expedite the acquirement of time sensitive wound supplies.

- **Note:** You must have a prescription for the order and have received authorization from the Board Officer (BO) prior to placing the order with KCI.

Here are the steps that are required for this ordering process:

1. The Home Care RN receives a prescription for VAC or Negative Pressure Wound Therapy from the discharging hospital or physician;

2. The Home Care RN (or assisting staff) contacts the Board Officer to get approval (please remind the BO to entitle this service, if approved);
3. The Home Care RN completes the Order form and faxes it, along with the prescription, to the number at the bottom of the form;
4. The Home Care RN (or assisting staff) submits a copy of the Order form and prescription to WorkSafeBC via the Provider Portal. The pages should be uploaded as a PDF document, the same way as a receipt, using the form ID: CORRMED (Medical Correspondence).

To simplify, the Contractor:

**Receives prescription → contacts WSBC for approval → faxes the Order form and prescription to the supplier (KCI) → sends a copy of the Order form and prescription to WSBC**

Please find attached along with this bulletin an electronic copy of the Order form for KCI Medical. We have also added this process to the Medical Supplies section of the updated attached Reference Manual.

- **Note:** WorkSafeBC has not formalized an ordering process for other Negative Pressure Wound Therapy suppliers (e.g. Smith and Nephew - Renasys).

## PPE

A gentle reminder that WorkSafeBC does not pay for PPE (Personal Protective Equipment), such as disposable gloves, for Contractor personnel.

WorkSafeBC does provide necessary disposable medical supplies to Injured Workers in order to support their care needs (e.g. PPE if they are self-catheterizing, etc); however, PPE for Contractor personnel is an employer responsibility in order to ensure the safety of your personnel.

## Online Training updates

We recognize that some of the questions/answers within the mandatory online training quizzes are currently outdated as a result of some of the Home Care Services Agreement changes that have taken place. We are working to have these updated as soon as possible for any new personnel taking the training.

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