

Information Bulletin

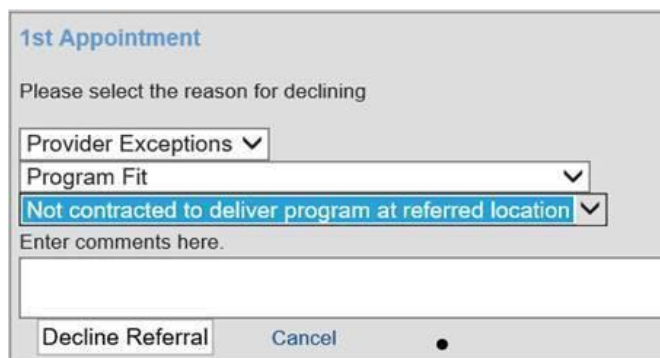
March 24, 2022

Attention: Home Care Services Providers

Subject: Referral Exceptions, KPI Report & Review, Updated VAC Order form, and Revised Reference Manual

Referral Exceptions

As a recap of our October 1, 2018 bulletin, you may receive a referral in error for an area in which you are not contracted since the Provider Portal allocates referrals based on postal codes that may not directly align exactly with our Location Codes. If you receive a referral for a Location Code for which you are not approved to provide services, per Schedule C, you shall decline the referral as soon as possible, selecting the reason: "Provider Exceptions" then "Program Fit" and then "Not Contracted to deliver program at referred location", as shown below:



From time to time, you may receive a request to provide services outside of your Contracted area by exception, if all other resources have been exhausted (e.g. the Contracted Providers for that area have declined the referral). Such exception referrals have become more frequent as a result of the staffing challenges faced across the Province.

Exception referrals will be sent to you through the WorkSafeBC Provider Portal also, but will be accompanied by a phone call or voicemail from our Provider Referrals department to indicate that this is an exception referral, which will distinguish the exception referral from a referral sent in error (which you should decline per the above).

If you are able to accept such an exception referral, please discuss the Service and travel needs with the Board Officer per the usual process and, if services are approved to proceed, contact

Health Care Programs to receive formal approval of the referral and billing exception for travel outside of your contracted area.

If you are unclear as to whether a referral was sent in error versus sent by exception, please contact:

Provider Referrals

Lower Mainland: 604.231.8887

Toll-free: 1.866.481.8887

Key Performance Indicator (KPI) Report and Reminders RE Report Submission & Timeliness

You will find an updated version of the Home Care Key Performance Indicators report attached, dated March 22, 2022.

We note there has been a decrease in timeliness and submission rates for the Referral and Services Confirmation form (83M377), as well as the Initial Assessment for (83M378) & Care Plan form (83M375). While we recognize there may have been some challenges getting these documents in on time (particularly the Initial Assessment & Care Plan) due to the Provincial State of Emergency (flooding), the holidays, or other extenuating circumstances, we would like to take this opportunity to remind you of the following contract terms in an effort to improve these results for the next quarter:

- A) The Contractor is required to submit a **Referral and Services Confirmation (Form 83M377)** to WorkSafeBC within three (3) Business Days of the Referral Date in order to provide written confirmation of the Services discussed with and authorized by the Board Officer, including the start date and location of the Services. This form is to be completed for EVERY accepted referral (even if services do not end up taking place); as such, submission rates should be 100%.

Note: *If the Care Plan/level of care changes following the submission of the Referral and Services Confirmation form and before the submission of the Initial Assessment, the Contractor shall submit a revised Referral and Services Confirmation form outlining the revised services.*

- B) The Contractor shall schedule an appointment for the initial Assessment (RN) within two (2) business days of the Referral Date (date the Contractor acknowledges the referral). The Contractor must then complete and submit an **Initial Assessment (Form 83M378)** as well as a **Care Plan (Form 83M375)** within seven (7) Business Days from the Referral Date.

For more information pertaining to Reporting Requirements, please see page 21 of the Reference Manual.

Updated 3M VAC Order Form

Please find attached an updated form to be used for the order of VAC therapy supplies (Negative Pressure Wound Therapy) from 3M (formerly KCI Medical).

- Note: A prescription is no longer required to be sent to 3M.

Below is a high level reminder of the process:

The Contractor:

Receives prescription → contacts WorkSafeBC for approval → faxes the Order form to the supplier (3M) → sends a copy of the Order form and prescription to WorkSafeBC

For more information, please refer to the Equipment and Medical Supplies section of the Reference Manual on page 27.

Updated Reference Manual

We have attached for you a revised version of the Home Care Services Reference Manual to incorporate these updates, as follows:

- 3M VAC Order process;
- Sample 3M VAC Order form in Appendix J; and
- Referral Exceptions