

Information Bulletin

June 22, 2021

Attention: Occupational Therapy (OT) Services Network

Subject: Updates to Report/Form Templates, Reminder About Contractor Staffing Changes & Important Changes to WorkSafeBC's Home Modifications Process

Updates to Report/Form Templates

We have made a few important changes to several of our reporting and form templates. Please visit the external website (linked [here](#)) and go to "Resources" to download the updated versions of the following templates:

- **Occupational Therapy Services Initial Assessment Report (form 83D488)**
- **Occupational Therapy Services Progress Report (form 83D487)**
- **Occupational Therapy Services Discharge Report (form 83D486)**
- **Vehicle Modification Assessment (form 83M10)**
- **OT Time Sensitive – Durable Medical Supply Pre-authorization (form 83D357)**

Reminder About Contractor Staffing Changes

We would like to remind Contractors about the expected communication process when a contracted Occupational Therapist is no longer able to provide services for WorkSafeBC files (e.g. due to a temporary leave or resignation from the company). In these instances, the Contractor must inform the WorkSafeBC Quality Assurance Supervisor in writing with a minimum of 14 calendar days prior, of any proposed changes to the Occupational Therapy personnel.

Changes to WorkSafeBC's Home Modifications Process

Effective July 1, 2021, WorkSafeBC's new Home Modifications Contract will take effect. Several changes to the previous model have been made, most of which affect processes that do not directly impact Occupational Therapy Services Contractors. With that said, there is one important change that OTs must be aware of as it impacts their practice.

Specifically, after July 1, when an OT identifies the need for minor home modifications that do not involve construction and/or renovation(s), the OT can engage a Durable Medical Equipment Vendor ("[MSA Vendor](#)") to deliver/install the following MSA items, with Board Officer approval:

- Grab bars
- Ceiling track lifts
- Super poles
- Handheld showers
- Threshold ramps (purchase/rental)
- Modular Access ramps (purchase/rental)
- *Additionally*, the removal/re-installation of shower doors (e.g. when installing a bath bench) may also be completed by an MSA Vendor.

It should be noted that for any project wherein it is expected that the modifications will involve construction materials such as wood and concrete (e.g. railings) or work that is suggestive of construction and/or renovations (i.e. larger projects), the current process remains in that the Board Officer will route all of the work to WorkSafeBC's network of Home Modification Providers. This is inclusive of the MSA items listed above. The only circumstances wherein an OT would request the MSA Vendor to quote the aforementioned MSA items would be if there were no additional renovations/construction work required.

In all instances, the expectation remains that the OT provides a verbal update to the Board Officer prior to outlining recommendations in a report. The OT must then submit an MSA Vendor quote separately via the Provider Portal (as is the case currently when recommending other MSA items, such as a walker, cane, etc.).

If there are any questions pertaining to the above, please do not hesitate to contact us. The MSA Vendors are also aware of the changes and should they have questions, they can be directed to contact the Quality Assurance Supervisor and Program Manager for their WorkSafeBC contract.

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

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