

Information Bulletin

October 29, 2021

Attention: Occupational Therapy (OT) Services Contractors

Subject: Transfer of remaining COT/CBIS files to OT Services prior to December 15, 2021

Important: *Please disregard this bulletin if prior to December 15, 2020 you were not previously contracted to provide services under the Community OT (COT) or Community Brain Injury Services (CBIS) Agreements.*

Several months have now passed since the significant transition of long-term/maintenance COT/CBIS files to the OT Services contract. At this time, we would like to offer additional information regarding the transition process for any remaining active COT/CBIS files.

First and foremost, we would like to remind Contractors that their COT and CBIS transition agreements will expire on December 15, 2021. This means that any active COT/CBIS files that will remain active after this date **must** be transitioned to the OT Services contract. Specifically, services cannot be provided under the COT/CBIS transition agreements after December 15, 2021 and the associated invoicing will be rejected.

To this end, it is the expectation that Contractors will independently assess their caseloads and work to transition their remaining COT/CBIS files to the OT Services contract following the steps outlined below.

Please do not submit any excel lists or worker information to Health Care Programs, as we will not be completing batch transitions as we did in March and April of 2021.

PREPARATION PHASE (RECOMMENDED TO TAKE PLACE PRIOR TO NOV 15, 2021):

The Contractor will:

1. Determine which of their remaining COT/CBIS files will need to be transitioned to the OT Services contract prior to December 15, 2021.
2. Contact the involved Board Officer to obtain approval for the transfer to the OT Services contract.

3. Inform the Board Officer of the OT Services payee # and OT name to whom the OT Services referral should be assigned. Please inform the Board Officer to indicate in the referral the following: **"OT Transition– Please assign to payee # xxxx and provider name xxxx."**
4. Confirm with the Board Officer the day that the OT Services referral is anticipated to be issued in the Portal.

Important Notes:

- The Contractor must ensure the correct payee # is provided to the Board Officer, per their OT Services contract.
- If the OT currently servicing the COT/CBIS file is not approved under the OT Services contract, the Contractor needs to either: (a) assign the file to an OT approved under their OT Services contract, or (b) submit request to HCP that the current OT be added to the OT Services contract, following the process for adding staff as outlined in the Reference Manual.

TRANSITION PHASE

Receiving and accepting the referral under "OT Services":

1. The Board Officer will create the new OT Services entitlement and referral.
2. WorkSafeBC will allocate the referral to the Contractor.
3. The Contractor will receive the referral.
4. The Contractor will click on the referral to *acknowledge* that it has been received, but the referral will remain in the *new referrals* grid.
5. The Contractor must move the referral into "*Scheduled*" status in the WorkSafeBC Provider Portal. **This must be completed before 12:00PM Monday to Friday (and cannot take place on a Statutory Holiday).** Upon moving the referral into "*Scheduled*" status, the Contractor must **immediately** contact referral@worksafebc.com to inform them to please pull the worker letter for the OT Services referral. If this step is not taken, the worker appointment confirmation letter will automatically go out to the worker, which is likely to cause confusion.
6. While the "*Appointment Date*" selected does not have to be the date on which the OT will next see the worker, it should be within 10 business days of the date the referral is moved into "*Accept*" status in the WorkSafeBC Provider Portal.
7. The Contractor can then move the referral into active cases.
8. WorkSafeBC will remove the *Worker Appointment letter* from the queue.

Once the Referral has been accepted under "OT Services":

9. All COT/CBIS billing should be submitted within 30 days of the transfer to the OT Services contract.

10. No Discharge Report under COT/CBIS is to be submitted, nor is there a need to submit an *Initial Assessment Report* under the OT Services contract (unless a re-assessment of the worker is clinically required or has been requested by the Board Officer).
11. Once invoicing is complete, Contractor must move the COT or CBIS referral to "Discharged" and then to "Done" status in the Portal.
12. The OT should submit an *OT Services Progress Report* (83D487) in the WorkSafeBC Provider Portal within 15 business days of accepting the referral for OT Services. This documentation should clearly state that the worker has been transferred from COT/CBIS to the OT Services contract, and that ongoing involvement with the OT under the OT Services contract is approved. The report should also clearly delineate ongoing treatment goals.
13. Subsequent *Progress Reports* would be submitted as per the expectations set out in the OT Services contract.

Thank you for your continued efforts and collaboration. We appreciate your commitment to the provision of OT Services with WorkSafeBC.

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/rehabilitation/occupational-therapy>