

Information Bulletin

June 17, 2022

Attention: Physiotherapy Providers

Subject: Physiotherapy Clinical Advisor Pilot

Physiotherapy Clinical Advisor Pilot

Last October we notified you about the introduction of a new role at WorkSafeBC, the Physiotherapy Clinical Advisor (PTCA). The initial trial ran from October 2021 through February 2022, with a small group of Claim Owners.

We are excited to let you know the new role will now be trialed as part of a larger pilot over the next year and will be expanded to a larger group of claim owners. The goals remain the same, with an aim to improve responsiveness to the physiotherapy network and to have increased quality oversight. The role of the PTCA is to provide outreach and support to physiotherapists as well as claim owners. The PTCA will also review and provide clinical opinions on physiotherapy treatment plans and extension requests.

What do you need to be aware of?

- The PTCA provides an opinion only and does not make claim decisions around entitlement or ongoing treatment, the claim owner is responsible for making decisions on the claim.
- If there is insufficient information on an Initial Assessment or Extension Request Report, the PTCA may need to speak with you to gather additional information.
- In most cases the PTCA will be reaching out to gain a better understanding of the worker's current status, the treatment plan provided, the expected outcome, or to explore alternatives for a worker who is not progressing in treatment.
- If you are contacted by a WorkSafeBC PTCA, please do your best to respond in 2-3 business days to prevent delays.
- If you speak to a PTCA, you may invoice for the call using a pilot specific **Telephone Consult fee code – 19707**. This fee code will be provided by the PTCA at the time of the call and may only be invoiced for discussion with a WorkSafeBC PTCA.
- **Please ensure to submit any extension requests at least one week before the end of the current treatment or extension period to ensure adequate time for review.**

If you have any questions regarding this new role, or any feedback during this trial, please let us know.

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WorkSafeBC Payment Services

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