

Information Bulletin

October 4, 2021

Attention: Physiotherapy Providers

Subject: New Physiotherapist Role at WorkSafeBC

New Physiotherapy Clinical Advisor Role

Beginning October 4th, WorkSafeBC will be conducting a trial of a new role, the Physiotherapy Clinical Advisor (PTCA). The initial trial will run from October through December, and during this time the PTCA will be supporting a small group of Claim Owners.

The goal of introducing this new role is 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 as required.

What do you need to be aware of?

- The PTCA provides an opinion only and does not make claims 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 will 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 new **Telephone Consult fee code – 19707** (\$27.50/15 min). 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.
- As the initial trial of this role is small, only a small percentage of claims will involve a PTCA.

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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