

Information Bulletin

June 3, 2020

Attention: MARP

Subject: Reopening Provider Portal and Hybrid MARP Services

Premier John Horgan announced the transition to Phase 2 of the government's COVID-19 response starting the week of May 18, 2020. In expanding in-person care in community-based practices, Physicians may proceed with strict adherence to the guidance, expectations, and direction provided by the Provincial Health Officer, the College of Physicians and Surgeons of BC, BCCDC and WorkSafeBC. You may also wish to refer to the Doctors of BC's document titled "[Recommendations for expanding in-person care in community-based physician practices](#)".

All clinics should ensure they have reviewed WorkSafeBC's [Health Professionals: Protocols for Returning to Operation](#). Please note these guidelines are created by WorkSafeBC's Prevention department, any questions related to these guidelines can be directed to WorkSafeBC's Prevention Information Line at 604.276.3100 in the Lower Mainland (toll-free within B.C. at 1.888.621.SAFE).

The Provincial Health Officer has also ordered all employers to develop a WorkSafeBC COVID-19 Safety Plan. While WorkSafeBC will **not** be reviewing or approving plans of individual employers, please be reminded that in accordance with the order of the Provincial Health Officer, your COVID-19 Safety Plan must be posted on your website, if you have one, and at your workplace so that it is readily available for review by workers, other persons who may attend at the workplace to provide services and members of the public. You must also be able to provide a copy of your COVID-19 Safety Plan to a health officer or a WorkSafeBC officer, on request.

In order to ensure safe and quality care in the context of COVID-19, while maintaining patient, staff and physician safety and keeping community transmission low, WorkSafeBC is in support of a hybrid telehealth and in-person service for MARP. All MARP consultations should begin as a consultation via Telehealth Delivery, with subsequent visits either in person or via Telehealth Delivery, depending on the clinical presentation and need.

The following new fee codes for Telehealth services are available to the MARP network, effective immediately. Please refer to the MARP Reference Manual for further information.

Fee Code	Service
1245184	MARP Assessment & Report (<182 DOI) by Telehealth
1245185	MARP Assessment & Report (>183 DOI) by Telehealth
1245186	MARP Reassessment & Report by Telehealth
1245187	MARP Subsequent Visit Assessment & Report by Telehealth

WorkSafeBC's Telehealth Treatment Guidelines are attached to this information bulletin for review.



Telehealth Treatment
Guidelines - WSBC He

Kindly send an email to me at your earliest convenience to confirm:

- If you would like to begin receiving MARP referrals to provide services
- If you plan to accept referrals, when would you like your portal to be open

Note that:

- The portal for your clinic will not be opened for MARP referrals until you specify that you are ready to begin services;
- If you are unable to begin services, or do not wish to provide MARP services via a hybrid model, this will not impact your contract; and
- If you will require time to prepare for a resumption in referrals, I will open your portal when you advise that you are ready.

Thank you for your continued patience as we work together on Phase 2 of BC's re-start plan.

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