

INFORMATION BULLETIN

Physiotherapy Providers

December 6, 2009

#2009 – 77

1. Physiotherapy Agreement Renewal

We are pleased to announce that WorkSafeBC and PABC have renewed the Physiotherapy Agreement for a one year term from January 1, 2010 to December 31, 2010 with a fee increase to Stream 1 and Stream 2 subsequent visits. The new fee is \$38.52 per visit.

A copy of the new agreement can be found at www.worksafebc.com

Please ensure that your software vendor has updated these fees, if applicable.

2. Paper invoicing WorkSafeBC – non electronic fee

WorkSafeBC applies a \$4.50 non electronic fee deduction to each line item that is invoiced on paper. The purpose of this fee deduction is to encourage electronic invoicing directly through HIBC (MSP) or using a Service Bureau. For more information on electronic invoicing please visit, the Teleplan Support Centre at: <https://teleplan.hnet.bc.ca/TeleplanBroker?ExternalAction=Jcontacts>

Please note, paper invoices can be sent directly to WorkSafeBC's Payment Services Department by fax to (604) 279 7590 only when the injured worker does not have a PHN (personal health number). In these cases, the \$4.50 non electronics fee deduction will not be applied.

If you have had this deduction applied in error (i.e. the worker did not have a PHN), please fax your remittance to 604 233 9779 with the item clearly circled and issue indicated.

3. Paper invoicing WorkSafeBC – Date of Service

For clinics billing on paper, please remember to put a date of service for each visit on each line.

Service location code*	Date of service* (yyyy-mm-dd)	Fee code*	Service description*	Number of service units*	Cost* (cost per unit)	Line item amount*
A	2009-12-04	19202	sub. visit	1.00	38.52	38.52
A	2009-12-06	19202	sub. visit	1.00	38.52	38.52

4. Physiotherapists invoicing for Orthotics

Physiotherapists may invoice for orthotics when these items have been pre-approved by the WorkSafeBC Board Officer. Please note, orthotics are not part of the *Physiotherapy Agreement*, and must be billed using fee item code 19208.

Please contact Patrick Wong or Lori Cockerill at 604-232-7787 or if you have any questions related to orthotics.

5. 513, 515, UM, UL rejection codes

For clinics that have received rejection codes (513, 515, UM or UL):

- 513: Service is not entitled on this claim. Contact Claim Owner for more information.
- 515: Maximum service units entitled have already been invoiced or Daily maximum for good/service has been reached
- UL: WorkSafeBC refused claim. The maximum number of services has been exceeded.
- UM: WorkSafeBC service is not entitled on this claim contact claim owner for more information.

WorkSafeBC is currently processing items that were rejected inappropriately between May 1 and August 31, 2009. Please do not resubmit for these items. WorkSafeBC will contact you if you are required to resubmit through HIBC/MSP.

Thank you all for your continued support and provision of care to the injured workers of British Columbia.

Please contact us if you have any questions.

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