



WORKING TO MAKE A DIFFERENCE

January 15, 2010

Dear Physiotherapists/Clinics:

Please see the following updates from WorkSafeBC.

**1. 515/513/UM/UL rejections**

WorkSafeBC has recently begun to make payments for 515/513/UM or UL rejections between May 1 and August 31, 2009 that were done in error.

WorkSafeBC will contact you if you need to re-bill. Please do not resubmit for these items nor call WorkSafeBC, as appropriate payments will be forthcoming.

**2. Generic PHNs**

As you may know, WorkSafeBC uses a generic provincial health number ('PHN') number for those workers without a number, in order to submit billings through Teleplan.

Some payments for WorkSafeBC claims, where the worker does not have a BC Personal Health Number, may not update your billing software correctly by worker name. Please check your remittance statements under the name "WCB Claim" for these outstanding payments. If you continue to have difficulty please contact MSP.

**3. Suspended/pending claims**

If you receive a rejection with a BK code: Your claim submission has been received but is being held pending WCB notice of approval. This means that WorkSafeBC has not yet made a decision on the claim status. At a maximum, these items could be held up to 180 days waiting for the status to change. During this time, you should not re-invoice for the item. You will receive a duplicate rejection if you re-invoice. Instead please visit 'view claim information' at [www.worksafebc.com](http://www.worksafebc.com), to look for changes to the claim status:

[http://www.worksafebc.com/claims/managing\\_claims/view\\_claims/default.asp](http://www.worksafebc.com/claims/managing_claims/view_claims/default.asp)

Additionally, you may invoice the worker privately until a claim decision has been made. Upon claim acceptance, and as per the Agreement, you would reverse the billing and directly invoice WorkSafeBC.

The wait time of 180 days is in the process of being resolved, and so we expect that this will not be an issue shortly.

**4. \$4.50 line item deduction reminder**

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. Please put to the attention of Richard Mogg and identify the reason for the paper invoice.

## 5. Invoicing for items over 90 days from date of service

As you know, WorkSafeBC does not accept original invoicing over 90 days from the date of service, as per the Agreement.

If your original invoice, billed during this 90 day period, was rejected (SF rejection) and you need to re-invoice please follow these instructions:

- Do not re-invoice for 515/513/UM or UL rejections as noted above;
- Use the “W” code for rebilling on Teleplan; and
- If invoicing on paper, please fax to Payment Services at (604) 279 7590, attention Richard Mogg.

## 6. Agreement reminders

Please be reminded that according to section (4.5) Charges to the Injured Worker: The Physical Therapist shall not charge any fees or charges of any nature for the Services or supplies provided under this Agreement directly or indirectly to the Injured Worker who has a claim accepted by WorkSafeBC or, any other individual, business or other entity.

## 7. Previous WorkSafeBC bulletins

WorkSafeBC has distributed previous bulletins to providers. These can be accessed on [www.worksafebc.com](http://www.worksafebc.com) under Health Care Providers – Physiotherapists. Here are the links to the latest ones:

<http://www.worksafebc.com/claims/assets/messagephysiotherapistsdec09.pdf>

<http://www.worksafebc.com/claims/assets/messagephysiotherapistsoct09.pdf>

<http://www.worksafebc.com/claims/assets/messagephysiotherapistsaug09.pdf>

## 8. Who can I contact if I have additional questions?

For issues related to payments:

Payment Services: (604) 276 3085

Richard Mogg: (604) 244-6332

Ernest Salcedo: (604) 244-6403

For issues related to the Agreement or quality assurance:

Brian Lane  
Quality Assurance Supervisor  
Health Care Services  
604-233-5313

Thor Butler  
Quality Assurance Supervisor  
Health Care Services  
604-233-5309



*Save the Date - June 4, 2010. See you all at the 6<sup>th</sup> Annual Health Care Professional Conference. Visit [www.healthprofessionalconference.com](http://www.healthprofessionalconference.com) for details.*