



What's New at WorkSafeBC
April 2009

WORKING TO MAKE A DIFFERENCE

Claims Management Solutions (CMS) system update for Health Care Providers

Our CMS launch date is fast approaching. We will implement our new Claims Management System on May 11, 2009.

This bulletin provides information to help you with the transition period leading up to the implementation of CMS on May 11, 2009. It also outlines the changes in forms and procedures you need to be familiar with once CMS is operating.

There are other significant changes that will be relevant to Health Care Providers such as changes to claim numbers and a requirement for workers to check-in with WorkSafeBC on a regular basis.

Familiarize yourself with these changes by accessing the on line resource available to help providers with the transition to the new system. Go to our CMS Web Page at the following link.

<http://www.worksafebc.com/claims/cms/default.asp>

If you have any questions or can not access the web page, you can reach us several ways:

Web: www.worksafebc.com
Phone: (604) 232-7787 or 1-8660244-6404
Email: HCSINQU@worksafebc.com

TRANSITION PERIOD

As of May 1, 2009, all current systems will be shut down for eight business days while CMS is put into operation for May 11. During this time, staff will have limited access to claims information and limited new information will be processed. This will affect many aspects of operation. For example, the on-line claim status check will not be functional during this period.

Providers should continue to submit reports and invoices to the consolidated fax number during the transition time.

Please be assured that during this transition, WorkSafeBC staff will provide the best service possible.

Referrals: Contingency plans are in place to allow for some processing of emergency referrals during the transition period. You will not need to do anything differently, however you can anticipate that referral volumes will be lower than usual during the week of May 4th to 8th.

Payments: There may be some delays in processing payments during and immediately following the CMS transition. You will receive a final payment processed from our current systems during the week of April 27th. We anticipate that when CMS goes live on May 11 that we will be able to provide close to a 30-day processing turn-around on invoices submitted during the shut-down.

We apologize for any inconvenience and appreciate your patience.

WHAT YOU NEED TO DO DIFFERENTLY

Missing information on Key Forms

The new system will automatically follow up on information that is missing from key forms (Form 8's and 11's, or 8C's and 11C's). This will speed up the entitlement process. You may find that you are being asked to provide missing information much earlier in the entitlement process.

Referral Process and Disclosures

From your perspective, we do not anticipate any change in the referral process. You will still be contacted by the registration representatives to book appointments. The referral forms have been simplified but still contain all the necessary information to initiate the referral.

For some services CMS adds an additional security measure to the referral and invoicing process, by way of the "authorization number". The authorization number will appear on

the referral form, and needs to be included on your invoice for the relevant service. CMS will match the number on the invoice to that on the referral to ensure that we issue payment to the proper provider (i.e. the provider that was requested).

Invoicing Process

If you are billing electronically, the invoicing remains unchanged. WorkSafeBC has worked with HIBC/Emergis to make our systems compatible. Please continue to submit invoices electronically for services provided to injured workers. Electronic billing leads to faster processing allowing health care providers to be remunerated more quickly. Financial incentives are available for those using the method, so if you haven't already started billing electronically, contact HIBC to get set up for electronic Teleplan invoice submission.

Your professional association can also provide resources to get you started invoicing electronically for services.

If you are not billing electronically, there are requirements for additional information on invoices. Mandatory fields are marked with an asterisk. Once CMS is in operation, invoices will be rejected if any field with an asterisk is not completed or contains inaccurate information. Visit the web page for more information on invoicing and payments at <http://www.worksafebc.com/claims/cms/default.asp>

You can find a copy of your specific invoice, or the generic invoice, on our forms page. Please make sure your invoices have been modified to align with CMS. You can tell if an invoice is ready for CMS by the black and white square barcode to the right of the WorkSafeBC logo. One term used frequently is "line item". Each billable item must be entered as a separate entry or "line item" on the invoice.

http://www.worksafebc.com/forms/default.asp#health_care

If you do not know which invoice to use please contact Health Care Services at (604) 232-7787 or 1-866-244-6404 or E-mail: HCSINQU@worksafebc.com

Detailed information on invoicing can be found on our website in the document titled "Invoicing and Payment Changes."

The system is designed to pay net 30 days. You can expect to receive payments on a weekly basis.

REMINDERS

Updating Contact Information

Make sure that WorkSafeBC has the most current contact information on your organization. Please allow WorkSafeBC twenty-four hours to update any revised

information. The information on your invoice must match the information in our system. Providers who bill using the HIBC/Teleplan/Emergis software must ensure that their software vendors have their most current information. You can contact HIBC/Teleplan/Emergis directly in order to update any of your contact information.

Fee Schedule and Timely Billing

Please be reminded that under Section 56 (3) of the *Workers Compensation Act*, WorkSafeBC will not pay invoices for health care services that are submitted beyond 90 days from the date of service.

As CMS will match and check information, it is important to adhere to the contract or fee schedule applicable to your profession or contract when invoicing for services.

Information on contracts and fee schedules can be found at the Health Care Provider section of our web page: http://www.worksafebc.com/health_care_providers/default.asp or contact Health Care Services at 604 232 7787 or toll free at 1-866 244 6404.

Contact Health Care Services as soon as possible if you encounter any problems with billings, payment amounts or other related issues. We appreciate your support in identifying potential system errors as we proceed with CMS implementation.

As always, Health Care Services remains committed to helping you resolve any difficulties you may encounter in doing business with WorkSafeBC as a Health Care Provider.

Web: www.worksafebc.com
Phone: (604) 232-7787 or 1-866-0244-6404
Email: HCSINQU@worksafebc.com

Thank you for your cooperation in helping us make the transition to our new system.