

Virtual services and programs

Our clients have access to secure virtual assessments including medical, functional and psychological assessments and treatments through a computer, tablet or smart phone connection.

You, as an employer, will continue to be involved in the return-to-work planning through these virtual services as well (e.g., return-to-work planning meetings).

While the delivery of these services is different from in-person, everything else remains the same including reporting, outcome expectations, and service fees.

Some services already have specific fees for virtual service fees (e.g., Alberta Health added new telehealth codes for AMA, which we have also added into our system). We may adjust some of the fees once we have more information on the services.

FAQs

Do all workers qualify for virtual assessments/treatment?

Workers need to have a computer, tablet, laptop or a phone as well as a secure reliable internet connection to qualify for these services.

Is it safe?

Many colleges and associations are recommending service delivery remotely. As with in-person services, every effort is made to ensure the safety of the workers. All clinicians will also follow their college standards for virtual care.

What if my worker can't participate in virtual RTW services or doesn't have the equipment?

The provider will identify participation barriers with the worker and work with the claim owner to address or find creative solutions for them. If the worker doesn't have the equipment needed for virtual treatment, we will use other mediums such as telephone.

It's important to keep in mind is that we will work with the worker's existing equipment, including home exercise equipment and technology. Purchasing technology or exercise equipment is not recommended for virtual programs.

How are the services different from the regular in-person services?

Assessments are completed using a semi-structured interview to identify functional abilities through a discussion. This information will provide an overall functional level which is compared to the client's critical job demands to make treatment recommendations.

For treatment, a video conferencing is used to show and monitor exercises as well as modify and upgrade exercises to ensure progression and client safety.

Are there any changes to reporting?

No. Regular contract reporting expectations apply.

How will I know whether my worker is progressing?

Providers will use web-based resources to create, progress, monitor and grade program activities. Program activities will be scheduled and structured including start and stop times as well as regular virtual engagement with clinicians in one on one and group sessions.

Clinicians must conduct regular re-assessments to track a worker's progress toward their recovery and return to work goals.

Can virtual assessments be used to determine a worker's fit for work status?

Yes. The information on functional abilities obtained during the semi-structured interview will be compared to the client's critical job demands for fitness for work recommendations.

Will virtual treatment be longer than in-person programs?

No, they shouldn't be. All treatment programs continue to be based on client's individual needs, and the client's progress is monitored and adjusted as needed. This is no different from an in-person program.

We will continue to monitor length of programs and review requests for program extensions. Treatment program reporting will continue to be reviewed for demonstrated progress toward recovery and RTW goals.

Will claims costs increase?

While the delivery of these services is different from in-person, everything else remains the same including claims costs, reporting, outcome expectations, and service fees.

We continue to ensure our fiscal responsibility through auditing and performance consulting to identify any billing or performance issues.

If issues are identified, we will work closely with our providers to address the issues. We may also be adjusting some of the fees in the coming weeks once we have more information about the services.

Questions? We're here to help.

If you would like more information on our virtual services, please call us at 1-866-922-9221.

