

WCB Health Care Strategy Physiotherapy

CONTRACT REFERENCE GUIDE: PHYSIOTHERAPY BILLING

General Instructions

These instructions are for the Physiotherapy (PT) contract, **January 1, 2021, to December 31, 2021**.

- The PT billing contract reference guide (CRG) will serve as an interpretive guideline for submission of all contract billings. Health Care Strategy will update the billing CRG on an as needed basis to include additional points of clarification or any new scenario rulings that have arisen since the last CRG publication.
- If a scenario arises that is not currently covered in the CRG, PT providers are instructed to contact the Health Care Consultant (HCC) or the performance specialist (PS) for a billing rule prior to submission of the invoice.
- Assessment and progress reports, along with invoices are to be submitted online using the myWCB electronic injury reporting portal.
- For codes/services not available online, use the C019 Physiotherapy Invoice

Invoice Submission

- All billings must be submitted online using either the online invoice or the C019 paper invoice within six (6) months of performing the service.
- Invoices utilizing billing rules other than those described in the contract and clarified in this Billing Contract Reference Guide will not be paid.
- Failure to deliver services as outlined in the contract as determined by the Worker's Compensation Board (WCB) may result in non-payment/fee recovery of such service.
- An online invoice is required to be submitted with the C534 Progress/Discharge Report.

Invoicing Errors

- If an error is identified on a previously submitted invoice, use the Physiotherapy Invoice Correction Form (C570T) for revisions on invoice errors within 60 days of notification of the error. Failure to utilize the Physical Therapy Invoice Correction Form (C570T) may result in a billing error for which the contractor may bear the associated costs if an overpayment occurs.

Physiotherapy Services

07.38AA – Physiotherapy Assessment

07.38AV – Physiotherapy Assessment (virtual/telehealth)

07.38AB – Physiotherapy Treatment

07.38BV – Physiotherapy Treatment (virtual/telehealth)

- An assessment (07.38AA) and first treatment (07.38AB) can be invoiced on the same day.

07.38AE – Extended Duration Treatment (“double billing”)

- If the initial assessment identifies that the Worker meets criteria outlined in Schedule C, up to seven (7) sessions are preauthorized. Refer to Appendix D for further details.

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- 07.38AE cannot be billed in conjunction with an assessment and first treatment (07.38AA and 07.38AB)
- Invoice online as part of your regular electronic billing submission
- For treatments beyond these guidelines (e.g., extended duration treatments > 7 or triple billing), PT Consultant approval is required.

07.38SA-SE – Specialized PT

- If the Worker meets criteria outlined in Schedule C, PT Consultant Authorization is not required for Specialized PT. Refer to Appendix C for further details.
 - **07.38SA** – Vestibular Assessment
 - **07.38SB** – Vestibular treatment (up to 5 treatments)
 - **07.38SC** – One on one hydrotherapy (up to 5 treatments)
 - **07.38SD** – Intra-pelvic floor treatment (up to 5 treatments)
 - **07.38SE** – In-home PT treatments (up to 10 treatments)
- For treatments beyond these guidelines (e.g., an extension of treatments), PT Consultant approval is required.
- Invoice online as part of your regular electronic billing submission

RPT01/02 – Assessment/progress/discharge report fees.

- Report fees are automatically paid when an online report is submitted.
- RPT01/02 may be invoiced when submitting a paper invoice, if applicable.

RF04 – Chart copies requested by WCB.

RF05 – Summary of chart information, requiring the extraction of relevant information but no opinion required

RF06 – Summary of chart information, requiring the extraction of relevant information, with an opinion required

NCPTS – Non-contracted (unlisted) sundry item

- When the cost of the unlisted sundry item is \$20.00 or less, PT consultant authorization is not required. Bill the item at cost + 15% markup. WCB is GST exempt. Submit a paper C019 using the NCPTS billing code.

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- When the cost of the unlisted sundry item is greater than \$20.00 or the total costs of sundry items exceed \$200, PT Consultant approval is required prior to invoicing. Submit a Sundry Item Request (HC-948) to the PT Consultant fax line: 780-498-3226. Once approved, submit a paper C019 using the NCPTS billing code.

NCS – Non-contracted service

- This code is to be used for any non-contracted PT service not otherwise outlined in the PT contract.
- Health Care Consultant (HCC) approval is required prior to proceeding with the services and invoicing.

Note that Claim Owners do not have the authority to authorize NCPTS or NCS billings and any authorization received from claim owners is not binding.

Inappropriate Billings

Examples of items that cannot be billed to WCB include (but not limited to):

- Clinic supplies such as analgesic creams or sprays, acupuncture needles, electrodes, masks;
- TENS machines, inversion tables (not supported by WCB)

Exceptional Billing Circumstances

Situations considered to be exceptional billing circumstances require PT Consultant approval prior to invoicing. This includes:

- Treatment frequency outside of the standard authorization (eg. more than three (3) times per week).
- Treatments beyond the initial authorization for Extended Duration Treatments (“double billing”) or Specialized PT.

PT Consultant Approval Process:

- On a PT First Report (C-533) or a PT Status Report (C-534), select “Case Conference with WCB PT Consultant” under the “WCB Services Requested” report field; or
- Submit a faxed request to the PT Consultant fax line (780-498-3226). The request should include duration, frequency and functional rationale for the exceptional billing requirement.

The PT Consultant will make reasonable efforts to make and communicate a written decision within three (3) Business Days of receiving the request. If an expedited response is required once a written request has been submitted, the Contractor may contact a PT Consultant at the general PT Consultant enquiry line (780-498-3899).



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| Service | WCB Health Services Code | WCB Fee | Maximum Units |
|--|--------------------------|--|---------------|
| Assessment | 07.38AA | \$ 70.61 | |
| Assessment (virtual) | 07.38AV | \$ 70.61 | |
| Treatment | 07.38AB | \$ 41.72 | |
| Treatment (virtual) | 07.38BV | \$ 41.72 | |
| Extended Duration Treatment Fee | 07.38AE | \$ 83.44 | 7 sessions |
| Specialized Physiotherapy (flat rates) | | | |
| Vestibular Assessment | 07.38SA | \$ 150.00 | 1 |
| Vestibular Therapy | 07.38SB | \$ 113.00 | 5 sessions |
| Hydrotherapy | 07.38SC | \$ 113.00 | 5 sessions |
| Intra-pelvic floor Therapy | 07.38SD | \$ 113.00 | 5 sessions |
| In-home Physiotherapy | 07.38SE | \$ 113.00 | 10 sessions |
| Transitional Return to Work Visit | 07.38AF | \$ 41.72 | 2 |
| Transitional Return to Work Visit (virtual) | 07.38FV | \$ 41.72 | 2 |
| Assessment Report | RPT01 | \$ 26.52 | |
| Progress, Discharge Report | RPT02 | \$ 26.52 | |
| Case Conference Fee | 07.38CC | \$ 27.50 | 5 |
| Chart copies requested by WCB | RF04 | \$26.52 for first page + \$0.47 per page thereafter | |
| Summary of chart information, requiring the extraction of relevant information, but not an opinion | RF05 | \$93.15 for the first thirty (30) minutes plus \$36.23 for each 15 minute increment | |
| Summary of chart information, requiring the extraction of relevant information, and including an opinion | RF06 | \$113.85 for the first thirty (30) minutes plus \$36.23 for each 15 minute increment | |
| Non-contracted Sundry Item | NCPTS | PT Consultant Approval required if >\$20.00 | |
| Non-contracted Service | NCS | HCC Approval Required | |



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| SUNDRY ITEM LIST | | | |
|-----------------------------------|--------------|----------|--------------|
| Home Exercise Equipment | Service Code | WCB Fees | Max Quantity |
| Airex Brand Balance Pad | BP01 | \$96.60 | 1 |
| Bolster (10") | LB02 | \$118.45 | 1 |
| Cervical Rolls | CR01 | \$27.93 | 1 |
| Classic Wobble Board | WB02 | \$45.94 | 1 |
| Flex Bar Blue | FB03 | \$37.89 | 1 |
| Flex Bar Green | FB02 | \$33.18 | 1 |
| Flex Bar Red | FB01 | \$27.20 | 1 |
| Foam roller full (6") | FR01 | \$29.27 | 1 |
| Foam roller half (6") | FR02 | \$19.27 | 1 |
| Foundation Dyn Air Ball | FC01 | \$36.20 | 1 |
| Foundation Fit Chair Cushion | FC02 | \$114.94 | 1 |
| Hand Digitisers (all resistances) | HD01 | \$31.05 | 1 |
| Lumbar roll | LR01 | \$28.16 | 1 |
| McKenzie night rolls 24-34" | NR01 | \$57.44 | 1 |
| Myofascial balls | MB01 | \$39.10 | 1 |
| Pedal Exerciser | PE01 | \$57.50 | 1 |
| Physiotherapy Ball 55cm SDS | EB55 | \$41.33 | 1 |
| Physiotherapy Ball 65 cm SDS | EB65 | \$45.37 | 1 |
| Physiotherapy Ball 75 cm SDS | EB75 | \$52.06 | 1 |
| Physiotherapy Ball 85 cm | EB85 | \$67.23 | 1 |
| Posture Medic | PS01 | \$35.07 | 1 |
| Power-web Beige, least | PW01 | \$44.79 | 1 |
| Power-web Black, ultimate | PW06 | \$44.79 | 1 |
| Power-web Blue, super | PW05 | \$44.79 | 1 |
| Power-web Green | PW04 | \$44.79 | 1 |
| Power-web Red, moderate | PW03 | \$44.79 | 1 |
| Power-web Yellow, slight | PW02 | \$44.79 | 1 |
| ProStretch | PR01 | \$56.35 | 1 |
| Pulleys | PU01 | \$23.37 | 1 |
| Putty (2oz) | TP01 | \$6.57 | 3 |
| Slo-Mo Balls | BL01 | \$13.91 | 1 |



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|--|---------------------|-----------------|---------------------|
| T-Band per metre (all) | TB01 | \$4.43 | 6 |
| Wobble Board 20" | WB01 | \$104.25 | 1 |
| Non-Custom Braces and Supports | Service Code | WCB Fees | Max Quantity |
| Ankle Brace | BA01 | \$65.49 | 1 |
| Chair support (lumbar/thoracic) | CS01 | \$86.26 | 1 |
| Knee Brace - non-hinged, non-custom | BK01 | \$68.99 | 1 |
| Knee Brace - hinged | BK02 | \$91.60 | 1 |
| Mediflow Pillow | MP01 | \$69.35 | 1 |
| Tennis Elbow Splint | TE01 | \$41.09 | 1 |
| Wrist Brace | BW01 | \$34.45 | 1 |
| Wrist/thumb Brace | BT01 | \$47.74 | 1 |
| Home Management Supplies | Service Code | WCB Fees | Max Quantity |
| Coban 2" x 5 yds | CB01 | \$6.10 | 6 |
| Home Neck Traction Unit | HN01 | \$41.39 | 1 |
| Kinesio Tape (2" x 16.4 ft or 5cm x 5 m) | KT01 | \$23.29 | 6 |
| Leukotape 1 ½"x 15yds | LT01 | \$14.78 | 2 |
| Medi bead hot pack | MB02 | \$34.44 | 2 |
| Mefix adhesive cloth | MA01 | \$8.49 | 6 |
| Reusable hot/cold pack - large | CH02 | \$11.92 | 2 |
| Reusable hot/cold pack - small | CH01 | \$5.05 | 2 |
| Shepherd's Crook | SC01 | \$47.09 | 1 |
| Tensor bandages (one roll) | TS01 | \$5.75 | 6 |
| Tiger Tail | TT01 | \$42.55 | 1 |
| Trainer grade Tape 1 ½"x 15yds | AT01 | \$3.74 | 6 |
| Ultralight athletic (stretch) 2"x 5 yds | UA01 | \$6.13 | 6 |
| Underwrap (prowrap) | UT01 | \$2.89 | 6 |

Maximum cumulative cost of \$200 for listed Sundry Items. Beyond \$200 requires PT Consultant approval.