

WCB Health Care Strategy Physiotherapy

CONTRACT REFERENCE GUIDE: PHYSIOTHERAPY BILLING

General Instructions

These instructions are for the Physiotherapy (PT) contract, **April 1, 2022, to December 31, 2024.**

- 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)

07.38AC – Initial Physiotherapy Treatment (Weeks 0-4 for injuries not listed in Appendix B)
07.38CV – Initial Virtual/Telehealth Physiotherapy Treatment (Weeks 0-4 for injuries not listed in Appendix B)

07.38AB – Physiotherapy Treatment

07.38BV – Physiotherapy Treatment (virtual/telehealth)

- An assessment (07.38AA/07.38AV) and first treatment (07.38AC/07.38CV/07.38AB/07.38BV) can be invoiced on the same day.

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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.
- 07.38AE cannot be billed in conjunction with an assessment (07.38AA)
- 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)
 - **07.38SG** – Hand Assessment (up to 1 visit)
 - **07.38SH** – Hand Therapy (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

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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.
- 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
- Treatments beyond the initial authorization for Extended Duration Treatments (“double billing”) or Specialized PT.

PT Consultant Approval Process:

- a) On a PT First Report (C-533) or a PT Status Report (C-534), select “Case Conference with WCB PT Consultant” under the “Recommendations” report field; or
- b) 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.

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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	
Initial Treatment (Weeks 0-4 for injuries not listed in Appendix B)	07.38AC	\$47.00	12 sessions
Initial (virtual) Treatment (Weeks 0-4 for injuries not listed in Appendix B)	07.38CV	\$47.00	12 sessions
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 session
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
Hand Assessment	07.38SG	\$113.00	1 session
Hand Therapy	07.38SH	\$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 (calls to WCB staff)	07.38CC	\$ 27.50	5
Case Conference Fee (calls to external to WCB stakeholders)	07.38CE	\$ 27.50	5
Chart copies requested by WCB	RF04	\$26.52 for first page + \$0.47 per page thereafter	



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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

SUNDRY ITEM LIST			
Home Exercise Equipment	Service Code	WCB Fees	Max Quantity
Airex Brand Balance Pad	BP01	\$126.50	1
Bolster (10")	LB02	\$138.00	1
Cervical Rolls	CR01	\$37.89	1
Classic Wobble Board	WB02	\$57.50	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	\$42.49	1
Foam roller half (6")	FR02	\$29.84	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	\$37.89	1
McKenzie night rolls 24-34"	NR01	\$57.44	1
Myofascial balls	MB01	\$64.40	1
Pedal Exerciser	PE01	\$102.29	1
Physiotherapy Ball 55cm SDS	EB55	\$41.33	1
Physiotherapy Ball 65 cm SDS	EB65	\$45.37	1
Physiotherapy Ball 75 cm SDS	EB75	\$56.29	1
Physiotherapy Ball 85 cm	EB85	\$67.23	1
Posture Medic	PS01	\$44.79	



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Power-web Beige, least	PW01	\$45.94	1
Power-web Black, ultimate	PW06	\$45.94	1
Power-web Blue, super	PW05	\$45.94	1
Power-web Green	PW04	\$45.94	1
Power-web Red, moderate	PW03	\$45.94	1
Power-web Yellow, slight	PW02	\$45.94	1
ProStretch	PR01	\$56.35	
Pulleys	PU01	\$28.75	1
Putty (2oz)	TP01	\$7.99	3
Slo-Mo Balls	BL01	\$17.19	1
T-Band per metre (all)	TB01	\$4.43	6
Wobble Board 20"	WB01	\$166.75	1
Non-Custom Braces and Supports	Service Code	WCB Fees	Max Quantity
Ankle Brace	BA01	\$73.54	1
Chair support (lumbar/thoracic)	CS01	\$101.20	1
Knee Brace - non-hinged, non-custom	BK01	\$68.99	1
Knee Brace - hinged	BK02	\$114.94	1
Mediflow Pillow	MP01	\$69.35	1
Tennis Elbow Splint	TE01	\$51.75	1
Wrist Brace	BW01	\$45.94	1
Wrist/thumb Brace	BT01	\$58.59	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	\$57.44	1
Tensor bandages (one roll)	TS01	\$5.75	6
Tiger Tail	TT01	\$53.99	1
Trainer grade Tape 1 ½"x 15yds	AT01	\$6.89	6



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Ultralight athletic (stretch) 2"x 5 yds	UA01	\$6.13	6
Underwrap (prowrap)	UT01	\$3.22	6

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