



## *WSIB Claims Management Update*

May 2013

*Flash NEWSLETTER*

### **Program of Care and Physio Treatments - Costs in Denied Claims**

SBCI has come across several situations in which Program of Care (POC) and physio costs have been approved and paid in denied initial entitlement or recurrence claims. According to the WSIB website and SBCI's inquiries with the WSIB, the POC applies to all areas of injuries; however, back claims are exceptions as they are treated even if the claim is health care and there is no lost time from work. The treatment program can be from four to eight weeks and a flat fee is paid. The WSIB no longer pays on a fee for service basis, unless there are multiple injuries.

The POC of care is available for all types of musculoskeletal injuries as well as occupational asthma, mild traumatic brain injuries, noise induced hearing loss, and occupational dermatitis.

In the past, an injured worker would have been referred by their family doctor to a physio or to a physio of his or her own choice and the employer would have been charged the fee for service rate. The referral can still occur in the same way; however, the WSIB will only pay on a flat rate basis for program of care. The WSIB is of the position that in the end it is a lower cost for the employer and the worker is able to access treatment faster and ideally with better recovery outcomes. The WSIB believes that it will reduce duration of disability and the likelihood of a recurrence. There is no longer 12 weeks of treatment and extension of physio for these new cases. A communication was sent to all providers apparently.

For back injuries, the flat fees are a total of \$770 including assessment and discharge reports. The WSIB has established a flat fee so that workers can receive treatment while the claim is pending. If the claim is denied, the costs should be reversed from your account. Watch your invoices carefully for these claims and notify your SBCI claims manager. SBCI has questioned the process with the WSIB and we are waiting for clarification and resolution.

<http://www.wsib.on.ca/en/community/WSIB/ArticleDetail?vnextoid=f5bde35c819d7210VgnVCM100000449c710aRCRD>