

## Notice to Physicians

### WCB-SPECIFIC HEALTH SERVICE CODES FOR PHONE, TELEHEALTH, VIRTUAL CARE SERVICES PROVIDED DURING PANDEMIC

WCB Nova Scotia is committed to doing their part to help reduce the spread of COVID-19, and is following the directions of public health officials during these unprecedented times. They are encouraging the use of alternate service delivery methods to promote physical distancing, but also the continued delivery of care to workers.

Effective March 13, 2020 the following WCB-specific health service codes (normally for services rendered in an in-person setting) will be permitted to be billed whether they are provided in person, by telephone, via hospital telehealth network, or via PHIA-compliant virtual care platform:

WCB12 EPS Physician Assessment Service (combined office visit and completion of form 8/10)

WCB28 Comprehensive Visit for Work Related Injury or Illness

WCB31 WCB Interim Fee – Comprehensive Visit for Work Related Injury or Illness When Condition Has Changed

During this time, these services will be paid at the same rate as they would be if delivered in person.

Please submit your claims as you usually would, using your regular practice location. However, for services **not rendered in-person** at that location, include one of the below on the claim to indicate how care was delivered:

- If service was provided over the phone, use: **Pandemic telephone**
- If service was provided over the hospital telehealth network, use: **Pandemic telehealth**
- If service was provided over a virtual care platform, use: **Pandemic virtual care**

As per usual, all encounters must be recorded in the patient's health record. If the health record is not available at the time care is provided, a note should be made and placed in the patient's health record as soon as feasible. This should include your location, if other than the office, and the technology used to deliver care.

All other office-based non-procedural health service codes associated with care being provided to workers during the COVID-19 pandemic (for example, 03.03, 03.03A) are billable as per the direction provided in the MSI Physician's Bulletins of March 18, 24 and 27, 2020.