

Client Services Procedure Manual

Procedure: 69.00

Subject: Massage Therapy

1. WorkplaceNL may cover up to six massage therapy sessions per claim provided by a registered massage therapist with the College of Massage Therapists of Newfoundland and Labrador where:

- The request for massage therapy is accompanied by a physician referral indicating the expected benefit of this treatment modality towards the overall function of the injured worker.
- The massage therapy request relates to the compensable injury.
- Massage therapy is in conjunction with an active treatment program such as physiotherapy, chiropractic treatment, clinic based occupational rehabilitation, worksite occupational rehabilitation, or a progressive goal attainment program.

2. Where massage therapy has been approved:

- WorkplaceNL pays a maximum of \$60 per treatment*, which includes any required documentation. Treatment time cannot be less than 30 minutes in length. A purchase order can be issued to the clinic for a maximum of \$360 (six or less sessions).
- Approval using a purchase order must be given by WorkplaceNL prior to coverage of treatment. The massage therapist must not bill WorkplaceNL until all treatments on the purchase order have been provided, or at the completion of the treatment plan, if less than six treatments were required.

Merits and Justice

Where the individual circumstances of a case are such that the provisions of this procedure cannot be applied or to do so would result in an unfair or unintended result, WorkplaceNL will decide the case based on its individual merits and justice as outlined by Policy EN-22 Merits and Justice. Such a decision will be considered for that specific case only and will not be precedent setting.

*Fees effective September 28, 2023

Reference:

Workplace Health, Safety and Compensation Act, 2022 Section 96
Policy HC-13 Health Care Entitlement
Policy EN-22 Merits and Justice

Amendment History

Original Effective Date	2010 06 22
Revision #2	2017 11 23
Revision #3	2018 06 28
Revision #4	2023 09 28