

Client Services Procedure Manual

Procedure: 75.00

Subject: Chiropractic Services

1. In accordance with Policy HC-02 Chiropractic Care, WorkplaceNL will issue a purchase order for an initial assessment and up to a maximum of fifteen (15) chiropractic treatments provided by a chiropractor who is registered and in good standing with the Newfoundland and Labrador Chiropractic Board where:
 - In the case of new injuries, treatment is being obtained within one hundred and eighty (180) days from the date of injury, and
 - The worker avails of services on a self-referral basis or is referred for the compensable condition by the treating physician or nurse practitioner.
2. Where chiropractic treatment is being obtained beyond one hundred and eighty (180) days from the date of injury:
 - Prior approval and a purchase order must be obtained from WorkplaceNL, and
 - WorkplaceNL may require input from its chiropractic consultant(s) to determine the propriety of treatment.
3. In both instances above (1. and 2.), the fifteen (15) treatment sessions must be completed within ninety (90) days of the first treatment. WorkplaceNL will not pay for any treatments administered after this ninety (90) day period.
4. The chiropractor shall not provide service without a purchase order and WorkplaceNL is not obligated to pay for service which has not been authorized by WorkplaceNL, **except** for the initial assessment service and report, as the initial assessment report serves as the request for the initial purchase order.
5. The invoice for treatment will not be paid where documentation exists in a client's WorkplaceNL claim file that the individual had been sent notification that their claim had been denied prior to the individual being seen by the chiropractor.
6. Where treatment begins in good faith and a purchase order has been issued, and it is later determined that the worker's claim is not acceptable, the treatment(s) will be paid up to the date of notification to the chiropractor or clinic of the denial decision, and WorkplaceNL will inactivate the purchase order.

Treatment Extensions

1. WorkplaceNL will not pay for treatment beyond the first fifteen (15) treatments, unless an extension has been approved by WorkplaceNL and a purchase order has been issued. WorkplaceNL may involve a Chiropractic Consultant in the extension approval process.

2. In some circumstances, supportive care may be approved, as per Policy HC-02, up to a maximum of fifteen (15) visits to be used over a one year period. WorkplaceNL will involve a Chiropractic Consultant in the approval process.

Reporting

1. WorkplaceNL will only pay for reports that are submitted on the WorkplaceNL chiropractor’s reporting form.
2. Where treatment has commenced, the chiropractor shall provide the following:
 - An initial assessment report, including a treatment plan, and
 - A discharge report.

Both the initial assessment report and the discharge report will be completed and submitted to WorkplaceNL within three (3) business days of initiation and completion of treatment, respectively.

3. The fees* set for chiropractic services are as follows:

Service	Rate
Initial Exam	\$59.00
Subsequent Visits	\$52.00
WorkplaceNL Chiropractor’s report	\$25.00
Narrative Report	\$136.75 per report
Medical – Legal Report	Same as Narrative Report
Telephone Consultation	\$30.00 per 10 minutes
Photocopy Patient Records	1 st 5 pages = \$25.00 >5 pages = \$1.00 per page
X-ray Interpretation	\$41.50

*Fees effective November 1, 2017.

Payments

1. At least monthly, the chiropractor/clinic must submit a separate, detailed invoice for each injured worker who received treatment during the previous month.
2. A separate invoice shall be issued for each new claim and, where applicable, for each purchase order.
3. Only services rendered within the date range delineated on the purchase order will be paid.

4. Chiropractors and clinics must maintain records sufficient to verify invoices submitted to WorkplaceNL.
5. All invoices shall:
 - Contain a unique identification number (invoice number);
 - Include the vendor name;
 - Include the invoice date;
 - Include the service date(s);
 - Include the purchase order number;
 - Include the injured worker's name;
 - Include a description of the service provided;
 - Include the quantity of services provided; and
 - Include the dollar amount being charged per service and the total being billed on the invoice.
6. Cancellations or absences from treatment are not paid by WorkplaceNL.
7. Photocopy costs will be paid only where a request for copies of files has been made by WorkplaceNL.
8. WorkplaceNL does not pay interest on late or overdue accounts.
9. WorkplaceNL shall inform the chiropractor or clinic first by telephone and thereafter in writing within three business days of a decision to close, disallow or suspend the claim of an injured worker who is being treated by the chiropractor, or that payment for service has been terminated. WorkplaceNL is not responsible for payment as of the date of the written notice.

Reference: Workplace Health, Safety and Compensation Act, Section 85
Policy HC-02 Chiropractic Care

Amendment History

Original Effective Date	2018 03 28
Revised	2020 04 28