

Summary of Policy and Procedure Revisions – March 2020 Updates -- Bulletin-22 – Health Care and Entitlement

This Bulletin provides a summary of recent policy and procedure revisions.

Health Care

HC-07 Travel and Accommodations - Workers

Effective December 18, 2019, the Board of Directors approved the following policy revisions:

- Clarified the consideration of the required travel time and appointment time when determining eligibility for accommodations, meals and transportation;
- Clarified that a meal allowance can also be considered in addition to a per diem allowance for workers who provide their own overnight accommodations when staying with relatives or friends;
- Clarified that overnight accommodations at commercial establishments are not based on a per diem allowance, but are based on minimum rates for the geographical area and availability when arranged by WorkplaceNL or by the worker;
- Clarified eligibility for meals;
- Clarified coverage for ground transportation;
- Added a merits and justice section; and
- Renamed the policy from “Travel and Accommodation – Claimants” to “Travel and Accommodation – Workers.”

Procedure 60.00 Health Care Expenses and Fees

Effective October 10, 2019, Management Committee approved the following housekeeping revisions:

- Updated the position title “Health Care Consultant” with “Medical Consultant”;
- Updated wording and grammar to improve clear language;
- Clarified the Medical Consultant role in providing an opinion as opposed to decision making role of “approving” out of province travel;
- Clarified meal allowance entitlement when there is medical treatment or program exceeding five hours in duration;
- Clarified that where meals are included in the costs of accommodations, an amount equal to the meal provided may (as opposed to will) be deducted from the per diem otherwise payable; and

- Updated the accommodations section to ensure consistent wording with Policy HC-07 Travel and Accommodations – Workers;

Procedure 19.00 Essential Personal Care Coverage

Effective December 11, 2019, Management Committee approved the following housekeeping revisions:

- Clarified that a home assessment “may” instead of “will” be required to determine the requirements for essential long term care;
- Removed the Letter of Good Standing requirement for professional care providers as WorkplaceNL has entered into service agreements with professional care providers, which require these providers to be in good standing;
- Changed the requirement of signing agreements to issuing provider guidelines for non-agency care providers;
- Clarified that rates for non-professional care providers are in accordance with the Provincial Government’s Home Support Worker rates;
- Clarified that non-professional care providers are required to obtain optional personal coverage under the Workplace Health, Safety and Compensation Act for the anticipated annual personal care payment, which must be in place prior to WorkplaceNL providing a purchase order number;
- Clarified the types of non-professional care providers that optional personal care coverage requirement applies to;
- Updated wording and grammar to improve clear language; and
- Added a merits and justice section.

Entitlement

Policy EN-11 Investigations

Effective December 18, 2019, the Board of Directors approved the following policy revisions:

- Clarified that documentation associated with unsubstantiated allegations will be placed on the file or permanent record when the documentation is used in making a decision on the claim file; and
- Changed the wording “deterring” to “detecting” under the heading “Role of the Investigators”, as the policy provides guidelines for WorkplaceNL’s investigators to detect and investigate rather than deter fraud and abuse.