



Physiotherapy Virtual Care/Telerehabilitation Funding

Current State as of March 26, 2020

Funder	PABC's Information to Date	Reference	Qualifying Parameters	Recommendations
Government Funders				
WorkSafeBC	WorkSafeBC is allowing this option where clinically appropriate	Direct Bulletins from WorkSafe	<ul style="list-style-type: none"> • Ensure device updates to latest software • Ensure strong password protection • Turn cloud services off to avoid potential storage outside of Canada • Do not use the option to store the full conversation. Only record the information required using normal record keeping • Conduct calls in a private room or setting • Comply with professional guidance and practice guidance by regulatory bodies • Ensure worker is comfortable with the service • Explain there are risks to privacy that may be comparable to the risks of using social media platforms • Get client consent for chosen platform 	<ul style="list-style-type: none"> • Continue to see your WorkSafeBC clients • Note that by contract with WorkSafeBC, personal information needs to be stored inside of Canada. To abide by this, use a platform that has Canadian servers, or ensure no information is being stored on the telehealth servers. • See attached bulletins for additional details
ICBC	ICBC has approved Virtual Care until March 31, 2020. An updated statement will be coming out soon. At this time, they are not encouraging, nor completely denying initial assessments this way	ICBC Online Documentation Web Announcement	<ul style="list-style-type: none"> • Need to use an appropriate technical solution – not to use Skype / Facetime • Any recording needs to comply with PIPA • Client needs to be given a written description of telehealth service • Client needs to consent to telehealth as the mode of care delivery and this must be documented 	<ul style="list-style-type: none"> • Primarily do follow up visits with telehealth • If you are referred an initial assessment, discuss with CM – you may get mixed messages still • Update expected week of March 30th

MSP	A letter has been sent to the Ministry of Health requesting virtual care coverage and we are awaiting a response			
Extended Health Benefit Carriers				
Great West Life / Canada Life	GWL has advised PABC previously that clients can use telehealth / virtual physiotherapy care as a part of their physiotherapy benefits	Coverage confirmed with Canada Life March 26, 2020		<ul style="list-style-type: none"> • Receipt should indicate the visit was provided via telehealth / virtual means
Sunlife	Sunlife has advised that as of March 23, 2020 virtual care will be covered for clients that do not require direct therapies. See statement here	General policy announcement by Sunlife Web Announcement	None	<ul style="list-style-type: none"> • Receipt should indicate the visit was provided via telehealth / virtual means
PBC Blue Cross	As of March 24, 2020, Physiotherapists can now bill telerehabilitation services to PBC for those plans with physiotherapy as an eligible benefit	Direct Email with PBC. Web Announcement	<ul style="list-style-type: none"> • No initial assessments • Policy 50000 not eligible yet, currently under review • Follow College guidelines • Coverage in place for 3 months only, starting from March 24, 2020 	<ul style="list-style-type: none"> • Provide telerehab only with existing clients • Can not bill for policy number of 50000 • Receipt should indicate the visit was provided via telehealth / virtual means • Instaclaims must indicate Telerehabilitation
All Other Carriers	We are awaiting word	NA	NA	<ul style="list-style-type: none"> • Advise the client that we are unsure as to the carrier's policy on virtual care coverage • The client may contact the carrier directly for information • If service is delivered, the receipt should indicate the visit was provided via telehealth / virtual means
Other Carriers				