

Lower Extremity Injuries Program of Care

Questions and Answers for Health Professionals

1. Are all workers with knee or ankle injuries appropriate for the Lower Extremity Injuries Program of Care (LEI POC)?

The LEI POC may be appropriate for workers who have an acute ankle sprain or a diagnosis of anterior knee injury (with patellar tendinopathy or patellofemoral syndrome).

2. Who can deliver the LEI POC?

Most often, chiropractors and physiotherapists will deliver the LEI POC. Other regulated health professionals may deliver the LEI POC if it is within their scope of practice.

3. I understand that acupuncture is a recommended intervention as part of the LEI POC. Who can deliver acupuncture?

Acupuncture is a recommended treatment intervention for patellofemoral syndrome only. It can be delivered as part of the LEI POC but is not intended as a stand-alone treatment.

Health professionals may provide acupuncture as part of the LEI POC if they have received appropriate training at an educational organization that trains and certifies individuals to practice acupuncture and adheres to the standards of their respective Regulatory College.

4. There are some interventions that are not recommended for this POC. Can I still deliver these if I believe they are in the best interest of the worker?

You should provide the care that you think is in the best interest of the worker but there will be no additional payment for interventions not recommended in the LEI POC. If you deliver a non-recommended intervention, please record it on the Care & Outcomes Summary Form.

5. Can two different health professionals deliver the LEI POC to a worker?

There can only be one LEI POC paid. The health professional who treated the worker and submits the bill first will be paid for the POC. Health professionals are encouraged to ask workers if they have initiated treatment with another health professional and, if this is the case, to contact the WSIB.

6. Can I recommend treatment after the completion of the LEI POC (e.g., after 8 weeks of care for ankle injuries or 12 weeks of care for anterior knee injuries)?

In exceptional cases, if the worker has not recovered and requires additional treatment, you should indicate this on the Care & Outcomes Summary Form and discharge the worker from the POC. A Treatment Extension Request Form, requesting approval to treat the worker after the LEI POC has been completed, will need to be submitted to the WSIB, in addition to the Care & Outcomes Summary Form. Approval for further treatment will be considered on a case-by-case basis by the WSIB adjudicator or nurse case manager.

7. Am I able to deliver the LEI POC if the claim has not yet been allowed?

If the claim status is pending, you may still choose to treat the worker in the LEI POC. However, treatment can only be paid if the claim is allowed.

8. If the worker will be undergoing surgical intervention, could the LEI POC be delivered?

As part of the initial assessment of the worker, you will need to determine if he/she is clinically appropriate for the LEI POC. If any red flags are noted during the assessment, or at any time during the POC, the worker should be discharged and referred for appropriate care.

9. Am I restricted in the number/frequency of visits that I treat the worker in the LEI POC?

There are a minimum number of visits required during each phase of the LEI POC. If, in your clinical judgment, the worker requires more than the minimum number of visits required, you may treat accordingly. It is still expected that you will bill according to the LEI POC fee schedule.

10. How often should I be contacting the employer?

Communication between the health professional and employer has been shown to be an important element of facilitating a successful return to work. At least once during the LEI POC you must contact the employer about the worker's functional abilities and possibility of return to work (if not at work).

11. If the worker has multiple injuries (e.g. low back and ankle), can they be treated in the LEI POC and the Acute Low Back Injuries (ALBI) POC?

Provided the worker meets the criteria for both programs of care (i.e. LEI and ALBI), and can safely participate in both, then this is acceptable.

If there is no POC for the other area(s) of injury, you may bill fee-for-service for the non-lower extremity injury. However, you must contact the WSIB adjudicator or nurse case manager for pre-approval.

12. If the worker injured both the knee and the ankle, can I bill for the LEI POC twice?

It is expected that you would treat both injuries within the LEI POC and bill for one POC only.

13. What is the billing process for the LEI POC?

Bill electronically through the WSIB's payment processor, Emergis Inc., for services delivered according to the LEI POC. You may bill at the end of Block 1, at the end of Block 2 (if necessary), or whenever the worker is discharged. Payment for treatment will not be processed if the Care & Outcomes Summary has not been received and paid.

14. Can I bill electronically for completion of forms?

No. At this time, forms cannot be billed electronically. You can only bill electronically for POC treatment. Please ensure that you fully complete the billing section on all Program of Care forms before **mailing or faxing** them to the WSIB for payment.