

WSIB is pleased to share an update on the NEW MSK program of care

We are excited to see that **over 5,300 providers** are now registered and we are seeing new providers in remote communities across the province!

THANK YOU everyone for your engagement and commitment to this program.

Key reminders: Our [FAQ](#) has been updated to include those questions that we are getting often.

- **Don't forget to bill for reports!**

- Electronic billing means faster payment. When submitting reports, remember to electronically bill or you will not be paid for reports or treatment, even if you upload the report. The [Fee Schedule](#) on our website has been updated to emphasize this.

- **First Block of Care is Allowed for Single Areas of Injury!**

- A reminder that the first block of care is allowed for single areas of injury, while the injured person is waiting for a decision. This means that you do not need to call in to confirm entitlement. If entitlement is known and the injured person communicates this to you by confirming receipt of a claim allowance letter, then no further call is needed to start block 2. ****Approval is needed to treat multiple zones of injury.**

- **Who do you call at WSIB**

- We are making it easier for you to connect with WSIB. Please see the table below to know who to call for what question.

Issue	Customer Service Rep 1-800-387-0750	Health Care Payment Rep 1-800-387-0750	Case Manager/Nurse Consultant 1-800-387-0750	Clinical Expert 1-866-716-1299
All general inquiries	x			
Confirm entitlement (if unknown or multiple zones of injury)	x	x	x	x
Program suitability (admission criteria not met)			x	x
First treatment extension				x
Treatment extensions beyond first supplementary block			x	
No progression in recovery or RTW			x	x
Require additional information related to RTW or employer accommodations			x	
Billing questions or concerns		x		

- **Clinical Expert Line – Leave a message including specific details and it will reduce phone tag**

- When calling the Clinical Expert Line, you may need to leave a voicemail. If you are calling about a treatment extension, please include a summary of the care that has been provided, your patient's response to treatment including range of motion, strength, changes in outcome measures as well as their return-to-work status and expected recovery and return-to-work outcomes. This will allow the Clinical Experts to provide approval via voicemail or to those answering the phone, in their return call to you.