

Telerehabilitation (telerehab) Frequently Asked Questions—Payors

How does telerehab benefit the injured worker?

The use of telerehab to treat Workers' Compensation (WC) patients keeps them engaged in treatments, while allowing them to safely stay at home.

How does telerehab benefit the adjuster or nurse case manager?

The use of telerehab allows the adjuster or nurse case manager to know the therapy Provider is continuing to treat the injured workers they are managing.

Who is appropriate for telerehab?

Bardavon has developed clinical guided workflow to ensure that Bardavon-managed patient cases continue receiving personalized patient care pathways, whether in-clinic, telerehab, or blended.

What services are appropriate for telerehab?

Most patient services in Physical Therapy/Occupational Therapy are appropriate for telerehab.

Who can treat using telerehab?

Telerehab will be provided by the same talented therapy Providers currently treating your patients. They are encouraged to follow state-specific practice acts.

Will I be informed if one of my injured workers is being treated through telerehab?

Yes. All telerehab services must be approved by the adjuster prior to beginning treatment.

Will telerehab change the way I receive communications?

No. Bardavon will still provide the highest level of customer service and keep you informed about the injured workers under your care.

Will telerehab change the way I receive injured worker notes?

No. You will still receive documentation in the same manner you did before, as therapy Providers are still documenting in bNOTES® or bNOTES Connect™.

What are the rates for telerehab?

Telerehab is billed the same way as in-clinic visits. Claims will be differentiated by a **02** placed in the Place of Service field on the billing claim.

Does the use of telerehab change the way I send you referrals?

No. The referral process does not change. You can refer patients using the online forms, email, fax, or by phone. You can also request a patient be placed directly into telerehab.