

Quick Reference for Physical & Occupational Therapists



This document provides general information related to physical and occupational therapy treatment. To access forms, [Utilization Review Guide](#), or additional information on treating patients, authorizations, and billing/payment, visit www.workforcesafety.com.

Treating Practitioners

The following practitioners may provide therapy treatment: PT, PTA, OT, COTA, ATC, MD, DO, and DC. Treatment by PTA, COTA, and ATC require therapist supervision. Treatment by PT Aide/Tech is not recognized.

Window Periods

Each claim has:

- An initial PT window period per claim, not per body part or diagnosis
- An initial OT window period per claim, not per body part or diagnosis
- A post-surgical window period, must start within 90 days after the surgery date

The initial or post-surgical window period includes:

- An initial evaluation or re-evaluation visit
- 10 visits or 60 days of care, whichever comes first
- A maximum of 2 modalities per visit
- A maximum of 4 units per visit, including timed and/or non-timed codes

Prior authorization is required for treatment extending beyond window periods.

Prior Authorization Process

To request prior authorization for treatment extending beyond window periods:

- Complete the [UR-C form](#)
- Fax completed UR-C form with physician order and supporting medical documentation to Workforce Safety & Insurance (WSI) at 866-356-6433 or 701-328-3765
- WSI has 3 business days to complete the review
- To extend the timeframe on approved therapy sessions, contact the Utilization Review (UR) Department before the approval expires

Approval of Exercise

The following procedures are included in the approval of exercise:

- Therapeutic Exercise – CPT® 97110
- Neuromuscular Reeducation – CPT® 97112
- Gait Training – CPT® 97116
- Manual Therapy – CPT® 97140
- Therapeutic Activities – CPT® 97530
- Self-Care/Home Management – CPT® 97535

Work Hardening/Work Conditioning Programs

To request prior authorization:

- Complete the [Work Hardening or Conditioning Program Request \(C59b\)](#) form
- Fax completed C59b form with physician order and supporting documentation to WSI at 866-356-6433 or 701-328-3765
- WSI has 3 business days to complete the review

WSI does not differentiate between work hardening or work conditioning programs. For these programs, the correct code to bill for the initial 2 hours of each visit is CPT® 97545. The correct code for time beyond the initial 2 hours is CPT® 97546.

Independent Exercise Program

To request prior authorization:

- Complete the [Independent Exercise Request \(C59a\)](#) form
- Fax completed C59a form with supporting medical documentation to WSI at 866-356-6433 or 701-328-3765
- WSI has 3 business days to complete the review

Functional Capacity Evaluation/Functional Capabilities Assessment (FCE/FCA)

The following are WSI's requirements:

- Prior authorization by the claims adjuster
- Performed by a PT/OT certified in FCE/FCA evaluations
- Billed with WSI-specific code W0540

Utilization Review Contact Information

The hours of operation for WSI's Utilization Review Department are 8:00 am to 5:00 pm, Monday through Friday.

- Phone numbers: 888-777-5871 or 701-328-5990
- Fax numbers: 866-356-6433 or 701-328-3765