

POLICY NUMBER: POL-28

Chapter:
CLAIMS

Subject:
OVERPAYMENTS TO SERVICE PROVIDERS

Effective Date:
November 15, 1994

Last Update:
March 9, 2018

REFERENCE:

Workers Compensation Act R.S.P.E.I. 1988, Cap. W-7.1, Section 18 (4).

DEFINITION:

In this policy:

“Overpayment” means the result of paying a worker, employer, or service provider, more than what they are entitled to pursuant to the *Workers Compensation Act*.

“Service provider” means a person or company that conducts business either with the Workers Compensation Board or on its behalf.

“Set-off” means the amount payable to a worker or service provider set aside, by the Workers Compensation Board, as payment against a debt owed to the Workers Compensation Board.

POLICY:

1. The Workers Compensation Board will pay recognized service providers reasonable and proper fees for services approved by the Workers Compensation Board or described in negotiated agreements between the Workers Compensation Board and the Association representing the service providers.
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2. Where the fees paid to service providers exceed the defined amounts for services rendered, an overpayment will be established.
3. The Workers Compensation Board will collect the overpayment from the service provider in one of three ways:
 - a) the provider will be notified and immediate payment will be sought;
 - b) the Workers Compensation Board will use set-off to deduct the amount of the overpayment from subsequent amounts due to the provider; or
 - c) the provider and the Workers Compensation Board agree to a payment plan satisfactory to both parties.
4. If repayment is not made in a timely manner or cannot be deducted from subsequent payments due to that provider, the overpayment may be referred to a collection agency for recovery.
5. Overpayments to service providers will not be considered for debt write-off unless so ordered by the courts.

HISTORY:

March 9, 2018 - Policy was reviewed by Chief Executive Officer and Director; no changes required.

February 11, 2009 - The policy was reviewed as a result of the 60 month policy review process. No substantive changes were made to the policy during this review.

June 21, 2001 - Replaces Policy and Practice "Overpayments to Service Providers" dated November 15, 1994.

Board of Directors Approval Date: November 15, 1994