

## Vestibular Provider FAQ:

1. Physiotherapists who would like to be considered to provide vestibular treatment services and direct bill to Manitoba Public Insurance are first required to complete a credential review with the Manager of Health Care Services & Quality Assurance, Courtney McGill. Please email Courtney McGill at [cmcgill@mpi.mb.ca](mailto:cmcgill@mpi.mb.ca) with your vestibular course completion certificates and a copy of your curriculum vitae.
2. Completion of competency-based vestibular training is a credential required to administer this type of treatment.
3. If your credentials do not meet the competency based standard of training, the Manager of Health Care Services & Quality Assurance will reach out to you and advise that you will not be considered an approved vestibular treatment provider at this time. We encourage physiotherapists to submit any change in credentials for future consideration.
4. Once these credentials have been provided by the physiotherapist and approved by the Manager of Health Care Services & Quality Assurance, the provider must sign a vestibular agreement and return to MPI at [ICMAgreements@mpi.mb.ca](mailto:ICMAgreements@mpi.mb.ca). Once received, MPI will list these approved providers on an internal database outlining their names, clinic locations and MPI registered account vendor numbers.
5. If you are an approved provider and switch clinic locations, please contact the Manager of Health Care Services & Quality Assurance with your updated clinic information to ensure accurate records for our internal database.
6. For approved vestibular providers, an initial vestibular assessment and report does not require pre-approval from MPI if the claim is approved as a compensable loss from MPI. The therapist can email [PTApprovals@mpi.mb.ca](mailto:PTApprovals@mpi.mb.ca) to confirm PIPP coverage and a reply will be provided within three (3) business days or they can contact 204-985-7200.
7. If you are unclear if you are an approved vestibular provider, please contact the case manager and/or benefit administrator prior to completing an initial vestibular assessment.
8. MPI will fund an initial vestibular assessment and report and up to the three vestibular treatments at the established rates in the vestibular rate agreement. These three vestibular treatments are approved, to allow the provider to treat the claimant for symptoms while MPI reviews the vestibular treatment report and provides a decision on vestibular treatment approval.
9. If the injury is compensable and the treatment plan is approved, the number of approved treatment sessions will be indicated in a fax to the provider.

10. If the treatment plan is not approved, no further vestibular treatment will be funded, and this will be communicated with the provider.
11. If additional treatment is requested beyond the approved number of treatment sessions initially approved, MPI will require a subsequent report for review. No additional treatment sessions will be approved during this review period. Once a decision has been made on additional sessions, this information will be shared with both the provider and customer.
12. Vestibular treatment plans should be submitted on an initial form report. The vestibular report should include symptoms, diagnosis, vestibular assessment tests completed, and proposed treatment plan. On exceptionally complex treatment plans, a narrative report can be submitted without pre-approval at the established narrative report rate as indicated in our Physiotherapy Services rates.
13. When billing for vestibular physiotherapy services, please use the following bill items:
  - a. Initial Vestibular Assessment - physiotherapy
  - b. Vestibular Report - physiotherapy
  - c. Vestibular treatment - physiotherapy
14. Vestibular treatment plans are normally short courses of treatment (3-6 tx sessions) and therefore are considered concurrently with Cat 1, Cat 2, or Cat 3 treatment plans treating other areas of injury. When submitting invoices to MPI, please clearly indicate the vestibular treatment line items for the vestibular treatment to avoid delays in payment.