

Your Claim: Helpful Information

Our WorkSafeBC Claims team is here to support you with your claim and recovery; our aim is to help you get back to your normal routines.

Depending on your situation, you may interact with one or more of our staff. Our team is made up of specialists who are experts in their area and come together to support you. This approach ensures you have the best people working for you.

If you have a question and you're not sure who to call, contact our call centre at 604.231.8888 (or 1.888.967.5377), Monday to Friday, 8 a.m. to 6 p.m. They will answer your question or direct your call to someone who can.

If you would prefer to be served in a language other than English, please let our staff know and they will be happy to arrange for an interpreter.

Throughout your claim, we encourage you to:

- Ask questions.
- Keep good records of things like medical appointments, discussions, and receipts.
- Stay as active as possible.
- Have your Claim and Customer Care numbers handy when you call us

Return to Work

There are many benefits to returning to work as soon as it is safe to do so after an injury. Working within your abilities keeps you connected to your workplace and minimizes the disruptive impact of the workplace injury.

Returning to work can help you avoid health complications. It also protects your income, employment benefits, social contacts, routines, and job security.

You and your employer are required to cooperate with each other and with WorkSafeBC to facilitate your timely and safe return to, or continuation of, work. This means:

- Contacting your employer and maintaining communication with them

- Helping your employer identify suitable work
- Participating in suitable work
- Providing WorkSafeBC with information we need to support your return to work

Please stay in contact with your employer and WorkSafeBC throughout your recovery to provide updates on your abilities and help in identifying suitable work.

Guidelines for health care treatment

Once a claim is accepted, we are able to pay for health care that is reasonably necessary to treat your injury. This includes physiotherapy, massage therapy, and chiropractic treatments according to the following guidelines:

- Your therapist has contracted with us to provide services to WorkSafeBC clients.
- You have a referral from your doctor prior to receiving massage therapy.
- We typically cannot pay for more than one type of treatment at one time. For example, we can usually only pay for treatment from a physiotherapist, or a chiropractor, or a registered massage therapist at any one time. If you're receiving more than one type of medical treatment, please contact us right away.

Any medical treatment or therapy related to your claim should be billed to us directly by the treatment provider. You should never be charged any fees. If you pay for treatments by a provider who charges you at a higher rate than what we've negotiated with treatment providers, we may not be able to reimburse you for the additional cost (or at all). Contact us if you are considering treatment(s) other than physiotherapy, massage therapy, or chiropractic treatment, or if you are seeking treatments by a provider who wants to bill you directly for their services.

If your symptoms worsen, please see your health care provider immediately. If you have any concerns about your recovery, please contact us immediately.

Reimbursement for medical supplies

If you have receipts for non-prescription medications and/or medical supplies related to your claim, please submit a Worker Supply and Services Claim form (Form 3A) and we may be able to reimburse you. Search “Form 3A” on worksafebc.com or call us to request a copy.

Set up direct deposit

If you would like us to deposit your reimbursement and all other future payments into your bank account, you can sign up for direct deposit.

This can be done either through logging on to your online services account or by completing a Request for Direct Deposit form. You’ll find the form in the Forms section of worksafebc.com, or call us and we’ll send you a copy.

If you want to create an online services account to sign up for direct deposit and access other services, simply follow the instructions in the next section.

Access your claim information online

With an online services account, you can sign-up for direct deposit and get information about payment amounts and dates, and view information about your claim.

If you already have an account, you can log in to take advantage of these services.

If you would like to create an account, visit worksafebc.com and select “Log in/Create an account” from the home page. You’ll need your Customer Care number, provided at the top of this letter, and your Personal Access number, which was mailed to you separately to help protect the security of your information.

You can still view limited claim information without an account. Select “View claim information” under “Popular links” on the home page. Scroll down to “Online information for workers”, select the link, and enter your claim number, provided at the top of this letter, and your Personal Access Number.