



WORKING TO MAKE A DIFFERENCE

## Claims Management Solutions (CMS) system update for Health Care Providers

WorkSafeBC will launch a new Claims Management Solutions (CMS) system May 11, 2009. The largest technological change ever undertaken by WorkSafeBC, CMS will provide speedier case handling for injured workers as well as more consistent claims assessments through a streamlined administrative process.

For example, many of the health care entitlements on a claim will be pre-determined based on the ICD-9 diagnostic code attached to the claim.

While making claims decision-making more consistent, CMS will also support service providers by allowing pre-authorized billing for many health care services.

While some new forms may be introduced, along with requirements more information on invoices, most every-day tasks for providers will not change. For the most part, it will be business as usual.

During the transition to the new system, WorkSafeBC will continue to provide the best service possible. However, it will take time for employees to get comfortable with the new system and some services may be temporarily affected. A help desk will be available to handle any issue you may encounter.

We will send you more detailed information closer to our launch date.

If you have any questions, you can contact us at:

Web: [www.WorkSafeBC.com](http://www.WorkSafeBC.com)  
Phone: 604 232-7787 or 1-866-244-6404  
Email: [HCSINOU@worksafebc.com](mailto:HCSINOU@worksafebc.com)

## Health Care e-News

Registering for Health Care e-News is the simplest and most environmentally friendly way to get Health Care updates. By signing up today, you will receive updates on news and events at WorkSafeBC and in Health Care Services, in an easy-to-read e-mail format sent directly to your email inbox.

Register at <http://www2.worksafebc.com/fwd/signup.htm>.

## Forms

Some reports, invoices, and other forms have been modified to align with CMS. To see if any of the forms you routinely use have been changed, look for a black and white square barcode to the right of the WorkSafeBC logo. If you find new versions of your forms, please ensure you destroy any pre-existing versions, to avoid potential confusion.

Current versions of all forms can be found on the WorkSafeBC web site at [http://www.worksafebc.com/forms/default.asp?showTab=health\\_care](http://www.worksafebc.com/forms/default.asp?showTab=health_care).

Or, visit the "Forms" section, and select "Health Care Providers."



The screenshot shows the WorkSafeBC website's "Forms" section. The top navigation bar includes "Forms" (highlighted with a red circle), "Insurance", "Claims", "Safety at Work", "Publications", and "Regulation & Policy". Below this, there are sub-tabs for "Employers", "Workers", "Health care providers", and "Voc rehab providers". The "Health Care Providers" sub-tab is highlighted with a red circle. A "Quick Links" sidebar on the left lists various services. A "Connect" box on the right provides contact information for forms inquiries. The main content area features a "WorkSafeBC Forms" section with sub-tabs for "Employers", "Workers", "Health Care Providers" (highlighted with a red circle), and "Voc Rehab Providers". Below this is a table of forms:

Form#	WorkSafeBC Designed Programs	Update
83D11	 Activity-related soft tissue disorder (ASTD) services invoice (PDF) 69kb / 1 page	 UPDATE R11/0

## **Invoice requirements**

New CMS invoices will require additional data not asked for on the old invoices, and some of the terminology has been changed.

For example, in most cases “service recipient” will refer to the worker, no prefixes will be provided with newly assigned claim numbers, and the 8 digit claim numbers will be assigned randomly.

Many invoices filled out accurately, and in full, will be processed automatically by CMS. Mandatory fields are marked with an asterisk. Once CMS is in place, invoices will be rejected if any field with an asterisk is not completed.

You will receive further information on invoice requirements and mandatory fields closer to our launch date.

As with new forms, new invoices or a generic invoice can be obtained at [www.worksafebc.com](http://www.worksafebc.com).

## **Consolidated fax number**

To streamline communication channels for clients, WorkSafeBC has adopted a single fax line for incoming documents.

The headers of our re-designed forms have this new fax number. Effective immediately, all health care providers should use the new fax numbers (604-233-9777 or toll free 1-888-922-8807) to submit reports and documents. Keep in mind that both your existing fax number, and the new number, will continue to work.

## **Online claim status check**

When CMS is implemented, our popular “online claim status” service will change. In the future, you will need to provide a Payee number and password.

For now, the service will continue to function as it always has – go to [www.WorkSafeBC.com](http://www.WorkSafeBC.com), follow the “View Claim Status” link from the home page, input a claim number, and you can see the status of the claim.

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**Contact**  
**Call Centre**  
For more information on your claim, please contact the WorkSafeBC officer handling the claim or the **WorkSafeBC Call Centre**

**Technical Help Desk**  
8:30 a.m. to 4:30 p.m.  
Monday to Friday  
604 270-3135  
Toll Free  
1 888 855-2477  
[ehelp@worksafebc.com](mailto:ehelp@worksafebc.com)

**Claim Status**  
**Your quick link to claim status information**

At WorkSafeBC, we are committed to providing injured workers, health care providers with timely and accurate claims information. That's why we've introduced a fast, convenient method of checking on the status of claims and wage-loss payments.

If you are an injured worker, you can use Online Claim Status to view the status of your claim and your most recent wage-loss payment (the amount and date of the payment). If you are an employer or health care provider, you can view the status of claims and access to wage-loss payment information.

**What information do I need to use this application?**

- To view the status of a claim, you need a claim number. [learn more](#)
- To view payment information, you need your Personal Access Number (PAN)

**Please note:** Claim Status does not reflect decisions regarding a re-opened claim.

**Check the status of a claim**

Who are you?  
A health care provider ▼

Enter your claim number to check the status of your claim:

## Fee codes

CMS will process automatically invoices with ALL the required data, including a fee code for each service billed.

All future invoices will require a *fee code number* for **each** service provided. For Health Care Providers who bill through the MSP/HIBC system, the fee item codes currently in use will remain the same in CMS.

All other provider should have received fee codes from Health Care Service or in the most recent fee schedule. If you can't determine or don't know the appropriate fee schedule for the services you are entitled or contracted to provide, contact Health Care Services at (604) 232-7787 or 1-866-244-6404 or via email at [HCSinqu@worksafebc.com](mailto:HCSinqu@worksafebc.com).

Some invoices, provided with a contract, do not have a space to include the fee item code. In such cases, a new invoice can be found on [www.WorkSafeBC.com](http://www.WorkSafeBC.com), or can also be provided upon request.

Alternatively, you can always invoice WorkSafeBC using the generic invoice found on [www.WorkSafeBC.com](http://www.WorkSafeBC.com).

Because CMS will automate the payment of Timely Report fees, you no longer need to include a line item on your invoice for these amounts. If the report is filed on time, CMS will automatically add the appropriate amount.

### **Electronic invoicing**

Health care providers who have the ability to bill electronically are encouraged to continue to submit invoices electronically through MSP/HIBC. Electronic billing allows faster processing time and faster remuneration. Financial incentives are available for those using this method. Contact MSP/HIBC to get set up for electronic invoice submission.

Your professional association can also provide resources to get you started invoicing electronically for services.

### **Fax cover sheet**

A new Fax Cover Sheet has been developed for the Board Sponsored Rehabilitation Programs to align with CMS. The new fax cover sheet should be used immediately and all pre-existing paper or electronic versions should be destroyed. Information gathered by CMS from the Fax Cover Sheet is used for approval of payment, among other things. To ensure timely payment, be sure to include accurate information on the Fax Cover Sheet.

### **Fee schedule and billing**

Please adhere to the contract or fee schedule applicable to your profession or contract when invoicing for services.

For more information, visit the Health Care Provider section of our web page: [http://www.worksafebc.com/health\\_care\\_providers/default.asp](http://www.worksafebc.com/health_care_providers/default.asp) or contact Health Care Services at (604) 232-7787 or toll free at 1-866-244-6404.

### **PST**

The CMS system will require PST, where applicable, to be included as a separate line item on the invoice. Providers can determine what items are subject to PST by accessing the Provincial Government's web site at:

[http://www.sbr.gov.bc.ca/business/Consumer\\_Taxes/Provincial\\_Sales\\_Tax/pst.htm](http://www.sbr.gov.bc.ca/business/Consumer_Taxes/Provincial_Sales_Tax/pst.htm)

### **CSA**

Similar to PST, the CMS system will require the Corporate Supply Arrangement (CSA) premium to be entered as a separate item on the invoice.

**Timely billing**

This is simply a reminder for Health Care providers that, under Section 56 (3) of the *Workers Compensation Act* that WorkSafeBC will not pay invoices for health care services that are submitted beyond 90 days from the date of treatment.

As always, if you have questions or concerns regarding invoicing and bill payment contact Health Care Payment Services at 604 276-3085 or toll free at 1-888-422-2228.

**Thank you for your cooperation in helping us make the transition to our new system.**