

WORKING TO MAKE A DIFFERENCE

**A status report from WorkSafeBC
for health care providers**

A brief update on some of the issues that have arisen since our new Claims Management System (CMS) was launched.

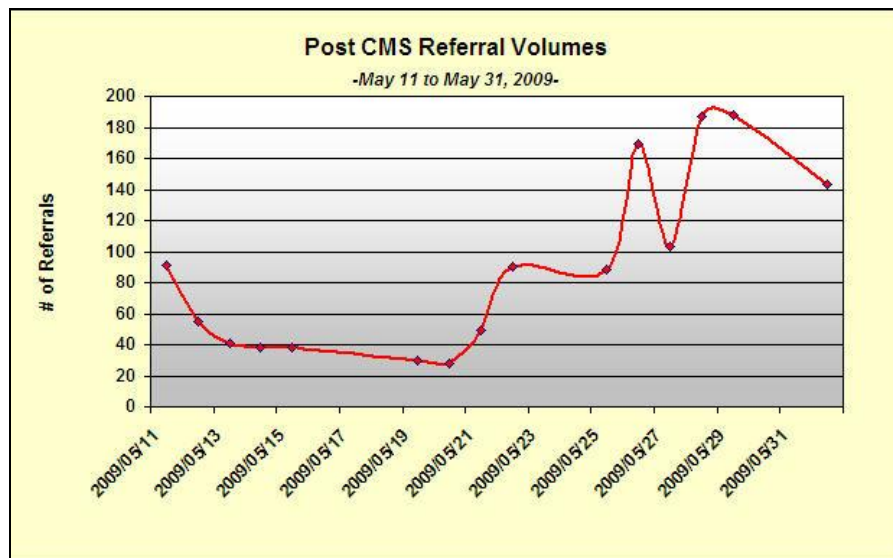
CMS was launched on May 11, 2009. Since that time, our staff have been working full out to ensure there are minimal disruptions to our clients. However, we are experiencing a big learning curve at all levels of the organization, and that has resulted in some delays and frustrations for health care providers. For that, we apologize.

The good news is that each day we are becoming more familiar with the new system, and resolving some of the most pressing issues.

Here's an update on some of the recent issues:

REFERRALS

Since the introduction of CMS, we recognize that there has been a drop in the number of referrals coming from WorkSafeBC. However, as case managers learn the new processes for making referrals under CMS, the volume of referrals is steadily increasing. And, going forward, we expect the volume of referrals to continue to rise as our staff becomes more proficient at using the new system. See graph below:



PAYMENTS

There have been some initial delays in processing invoices and many invoices are currently on hold in the system. These invoices will be paid as quickly as possible as solutions to address these delays are being implemented. We anticipate that large batches of backlogged invoices will be processed shortly.

If you have questions or concerns, please call Health Care Services to discuss your individual situation.

MEDICAL DISCLOSURE

Our disclosures provider (Symmetry), which sends medical disclosures on our behalf, has changed their business practices. In the past, they would provide rapid turnaround disclosures for appointments that were booked within three days of the referral. However, they no longer provide this service.

At this point, they advise they will provide full medical disclosure within 72 hours, although we understand they are processing and sending disclosures within 24 hours.

If you require a faster turnaround, please contact Health Care Services and we will assist you.

ONLINE CLAIM STATUS

We have heard your feedback regarding information presented on our online claim status. Accordingly, fixes have been initiated to make increased information available, and those fixes will continue over the coming weeks. Please check the online claim status to see what has changed. If you still have questions about entitlement for a claim, please contact the case manager, or the Claims Call Centre at 1-888-967-5377.

UPDATED FORMS

To help make the system run as smoothly as possible, please ensure that you're using the most recent forms and invoices, and that they're completed accurately and in full. (To view the latest forms, visit the [Health Care Provider Forms page](#) on WorkSafeBC.com. If you're not sure which forms to use, please contact Health Care Services.) For providers who use the Board-Sponsored Rehabilitation Services Fax Cover Sheet, please note that there is now an on-line version in Word which will allow changes to be saved.

In closing, we thank you for your patience as we implement this new system. As always, Health Care Services remains committed to helping you resolve any difficulties you may encounter in doing business with WorkSafeBC.

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