



June 2009

WORKING TO MAKE A DIFFERENCE

## **A status report from WorkSafeBC for Physiotherapists and Clinics**

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:

### **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.

### **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. We do not expect all of the functionality to be restored in the short term.

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 [HealthCare Provider Forms page](#) on WorkSafeBC.com. If you're not sure which forms to use, please contact Health Care Services.)

**2008 RATE PAYMENTS**

WorkSafeBC is in the process of indentifying those providers affected by the 2008 rate application. We will contact these providers to resolve the issue.

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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