

WHAT PROVIDERS NEED TO KNOW ABOUT WORKSAFEBC CHANGES

Claim Number Changes

CMS will introduce a new structure for tracking workers and claims. The claim number will change, and the “Customer Care Number” and “Personal Access Number” will be introduced:

New Claim Number Format

New claim numbers will have 8 digits, will always begin with a 1, and will be randomly assigned. There will no longer be a two letter code preceding the number indicating which office is handling the claim. Claim numbers that were provided prior to CMS implementation will remain the same.

Customer Care Number (CCN)

CMS introduces a Customer Care Number (CCN) that uniquely identifies each worker in the system. A customer care number is an 11-digit number, prefixed with a '9'. The Customer Care Number assigned to workers identifies them as workers for the rest of their working lives. Thus, workers will have one Customer Care Number but could potentially have more than one claim number.

Personal Access Number (PAN)

Workers will be issued a Personal Access Number, which is a confidential “PIN”-style number, to be used to log in to web-based WorkSafeBC Worker information portals. This number should not be shared, and providers will not need to use the PAN at any time.

Best Practice

CMS incorporates clinical and case management best practice and a RTW focus into the management of claims, based on established and published disability guidelines. These guidelines will provide assistance to the case management team in the development of an individualized plan for each worker. These guidelines will additionally alert the case management team when workers are not meeting expected milestones. You can find resources about best practice at the following link:

http://www.worksafebc.com/health_care_providers/related_information/evidence_based_medicine/default.asp

Worker check in

A worker “check-in” process has been developed to better manage claims and increase contact with the injured worker. To receive benefits such as Earnings Equivalency (formerly know as wage loss), the worker must “check-in” regularly, either by phone or through the worker online portal to update the case manager on his or her status. You do not have to do anything differently, but please be aware that workers might discuss this requirement to check in.

Online Claim Status check

For Health Care Providers the “online claim status” service will require a Payee ID, claim number and the worker's PHN. You will not need to provide a password as was stated in the previous communication. The new system will have a different format but will continue to provide you with information on the status of the claim.

For now, the service will continue to function as it always has – go to 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.

WORK SAFE BC
WORKING TO MAKE A DIFFERENCE

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
604 276-3135
Toll Free
1 888 855-2477
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-opening of a claim.

Check the status of a claim

Who are you?

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

Consolidated Fax number

In an effort to streamline communication channels for clients, WorkSafeBC has adopted a single fax line for incoming documents: (604) 233-9777 or toll free 1 888-922-8807.

Effective immediately, this fax number can be used by all health care providers for submission of reports, invoices and documents. Keep in mind that both your existing fax number and the new number will continue to work.