

INFORMATION BULLETIN

ASTD, HIATS, AMP, FCE, MARP, PFI, OR2, OR1 and PMP Providers

October 26, 2011

Provider Portal Issues

#2011 - 69

We are very pleased to announce the Provider Portal is functioning well, and hundreds of referrals, reports and invoicing transactions have successfully flowed through the Portal since its activation date in August.

There are a few matters of importance that have recently arisen and we wish to bring your attention to the following:

- If you encounter any problems accessing the Provider Portal or if it is not working as expected, please call the WorkSafeBC Provider Portal Support Desk at 1-855-284-5900 per instructions in the "Welcome Package" you received.
- If the problem you encounter results in inability to send a report, please call the Support Desk as above and then submit your report through the Portal when it is functioning. WorkSafeBC will rectify any payments that were deducted for late report submission as a result of service disruptions in the Portal. There is no need to fax reports during times the Portal is down.
- The Portal function of Requesting a Referral is restricted to certain programs. Do not use this function unless advised to do so by WorkSafeBC.
- Please note that a travel request will be automatically generated in cases where the worker is located more than 24 kilometers from your clinic location, or if you request that travel arrangements be made by checking the box to 'Notify WorkSafeBC if worker requires travel assistance' when you initially schedule the appointment. If this is a worker that you believe will be requiring travel, please schedule the appointment taking into consideration timing for travel arrangements to be made.

If you have any questions about business processes for your program, please contact your WorkSafeBC Health Care Services Program Manager, Quality Assurance Supervisor, or call Health Care Services at 1-888-967-5377.

Thank you.