

INFORMATION BULLETIN

CBIS, COT and Home Care Providers

November 29, 2011

WorkSafeBC Provider Portal Rollout Update – Cycle 5 Rollout December 5, 2011

#2011 - 82

CBIS, COT, and Home Care are rolling out to use the WorkSafeBC Provider Portal on Monday December 5, 2011.

Please access the WorkSafeBC Provider Portal at: www.myworksafebc.com and follow instructions that you have received from your Registration “Welcome Package” and through the provider portal training videos:

http://worksafebc.com/health_care_providers/default.asp

If you receive a referral that is outside of your contracted area, please “DECLINE” the referral (do not “ACCEPT” it) and select the reason code of Provider Exceptions; Program Fit; Not contracted to deliver program at referred location

Business Process Highlights

Community Brain Injury Services Program Specific – Business Process Highlights

- For Community Brain Injury Services, the referral will indicate what services should be provided. As usual, please contact the Board Officer to confirm service expectations within 1 day of the referral.

Community Occupational Therapy Program Specific – Business Process Highlights

- For Community Occupational Therapy, the referral will indicate what services should be provided. As usual, please contact the Board Officer to confirm service expectations within 1 day of the referral.
- If a Board Officer or Nurse Advisor has contacted you directly for a referral for a time-sensitive assessment, please remind them that they need to create a referral and direct it to your clinic to ensure the payment for the service will be processed. You may Request a Referral in the portal if you have not received a referral from WorkSafeBC within 48 business hours.

Home Care Program Specific – Business Process Highlights

- For Home Care referrals, please check the referral form that you will receive in the portal and contact the Board Officer after the initial Assessment to discuss and to receive authorization for the recommended Services.
- If a Board Officer or Nurse Advisor has contacted you directly for a referral for a time-sensitive referral, please remind them that they need to create a referral and direct it to your clinic to ensure the payment for the service will be processed. You may Request a Referral in the portal if you have not received a referral from WorkSafeBC within 48 business hours.

How to “Request a Referral”

- To Request a Referral, navigate to “Request Referral” under the Referrals tab. On the “Request Referrals” page, please confirm the claim number that the referral relates to by entering either:
 - 1) Claim Number and Last Name
 - or*
 - 2) Claim Number and Date of Birth

Once a claim has been located, click on the “Request Referral” link. This will bring you to the “Provider Requested Referral” page where you will fill out the dropdown boxes for Location and Program, and enter in Treatment Goals and Expected Outcomes. Press Submit. The Board Officer will be notified of your referral request and will be asked to approve it. Once the request has been approved, the status of the requested referral will change from “Requested” to “Approved” in the portal and you will be able to submit invoices or clinical reports.

Provider Portal – Troubleshooting

If you encounter any problems accessing the Provider Portal or if it is not working as expected, please call the Support Desk at 1-855-284-5900 per your instructions in the “Welcome Package.”

If you have questions about your business processes, please contact your Program Manager or Quality Assurance Supervisor in Health Care Services at WorkSafeBC at 604-232-7787.