

INFORMATION BULLETIN

Hand Therapy and RTWSS Providers

August 22, 2011

90 Day Notice of Change to Data and Technology Requirements

#2011 - 52

Per the “Data and Technology Requirements” clause of your current contract with WorkSafeBC, please consider this as 90 days notice of upcoming changes to the requirements for the submission of invoices, referral mechanisms and report forms.

Why am I getting this notice?

WorkSafeBC has launched a new Provider Portal on August 22, 2011. It is a web-based, secure, electronic channel that will allow providers to conduct business with WorkSafeBC online. Between August and December 2011, there will be a gradual transition for WorkSafeBC contracted Program providers to use the Provider Portal for worker referrals, clinical reporting, and invoicing services. Providers of the Hand Therapy and RTWSS programs will be “rolled out” to use the Provider Portal **no sooner** than 90 days from this notification.

What business processes are affected?

Once a Program is “rolled out” to use the new Provider Portal, contracted Program providers will be expected to use it to access the worker referrals that are allocated to them. Program providers will also submit referral-related clinical reports and invoices to WorkSafeBC online rather than by fax or mail, as is done today.

Who has been involved in the design of the Provider Portal?

The Portal represents a 2 year collaborative effort between WorkSafeBC, TELUS Health Solutions, and 25+ representatives of the provider community who have been involved in all aspects of the Provider Portal project from vision to implementation.

What happens next?

The next Provider Portal communication that you will receive from WorkSafeBC will be instructions for the Registration and Enrolment Process for the Provider Portal. Expect those instructions in approximately 6-8 weeks from now.

In the meantime, if you have any questions about this notification or the Provider Portal, please send an email to HCSBCU@worksafebc.com or contact Health Care Services by calling 604-232-7787.