

Your Claim: Helpful Information

Our WorkSafeBC Claims team is here to support you with your claim and recovery; our aim is to help you get back to your normal routines.

Depending on your situation, you may interact with one or more of our staff. Our team is made up of specialists who are experts in their area and come together to support you. This approach ensures you have the best people working for you.

If you have a question and you're not sure who to call, contact our call centre at 604.231.8888 (or 1.888.967.5377), Monday to Friday, 8 a.m. to 6 p.m. They will answer your question or direct your call to someone who can.

If you would prefer to be served in a language other than English, please let our staff know and they would be happy to arrange for an interpreter.

Throughout your claim, we encourage you to:

- Ask questions
- Keep good records of things like medical appointments, discussions, and receipts
- Stay as active as possible
- Have your Claim and Customer Care numbers handy when you call us

Guidelines for health care treatment

Once a claim is accepted, we are able to pay for health care that is reasonably necessary to treat your injury. This includes physiotherapy, massage therapy, and chiropractic treatments according to the following guidelines:

- Your therapist has contracted with us to provide services to WorkSafeBC clients
- You have a referral from your doctor prior to receiving massage therapy
- We typically cannot pay for more than one type of treatment at one time. For example, we can usually only pay for treatment from a physiotherapist, or a chiropractor, or a registered massage therapist at any one time. If you're receiving more than one type of medical treatment, please contact us right away.

Any medical treatment related to your claim should be billed to us directly. You should not be charged any fees. If you pay for medical treatments and the rates charged are higher than what we've negotiated with the treatment provider, we may not be able to reimburse you for the additional costs.

Contact us if you are considering treatment(s) not listed here.

If your symptoms worsen, please see your health care provider immediately. If you have any concerns about your recovery, please contact us immediately.

Reimbursement for medical supplies

If you have receipts for non-prescription medications and/or medical supplies related to your claim, please submit a Worker Supply and Services Claim form (form 3A) and we may be able to reimburse you. Search "form 3A" on worksafebc.com or call us to request a copy.

View your claim information online

To view details about your claim online, visit worksafebc.com and select "View claim information".

- If you already have an online services account, use your email address and password to log in.
- No online services account?
 - If you'd like to view full, detailed information about your claim, you can create an account by entering your Customer Care number and Personal Access number.
 - If you'd like to see just basic information, you don't have to create an account. Simply enter your Claim number and Personal Access number.

You will find your Claim and Customer Care numbers at the top of most letters we've sent. We sent your Personal Access number in a separate letter to protect the security of your information.