

Information Bulletin

July 8, 2024

Attention: All health care providers

Subject: New call response model pilot aims to improve our responsiveness

We are excited to share with the provider network that we are launching a new call response model pilot initiative in Case Management Services, with a goal of improving our responsiveness. Effective July 2, 2024, some case managers' phone lines will redirect workers and employers to the Claims Call Centre, while provider calls will be redirected to the service coordinator.

Our aim is for the service coordinator to resolve the majority of your enquiries. However, if a case manager needs to review the claim or make a decision, the service coordinator will gather the necessary information and schedule a return call with the case manager.

We hope that this initiative improves our responsiveness and your experience in working with us.

Contact us

Health Care Programs

604.232.7787

1.866.244.6404

hcsinqu@worksafebc.com

For Payment Status, Inquiries, and Issues:

Check out our online [View Payment Invoice Status](#) service.

If you are a My Provider Services user, [log in](#) for a more robust online Invoice Status and History service.

WorkSafeBC Payment Services

604.276.3085 extension 2

1.888.422.2228 (toll free)

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