

# Information bulletin

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April 20, 2026

**Attention: Chiropractic service providers**

**Subject: Rejected invoices for form 8C chiropractic first report submissions**

WorkSafeBC is aware of a system-related issue that resulted in some Form 8C Chiropractic First Report invoices being incorrectly rejected during processing. The issue was caused by a system error and may not reflect a problem with the provider's submission.

## **What providers need to do**

**No action is required.**

Providers do not need to resubmit invoices or contact Payment Services regarding these specific rejections. The affected line items will be corrected and reprocessed automatically.

## **Next steps**

Once reprocessing is completed, payment will follow standard timelines. Providers are encouraged to continue submitting future invoices as usual.

If you have questions unrelated to this issue, please contact us at [chiro@worksafebc.com](mailto:chiro@worksafebc.com).

## **For payment status, inquiries, and issues**

Visit 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

1.888.422.2228 (toll free)

### **Is everyone who needs this information receiving it?**

To add additional team members, change a recipient email address, or be removed from the Information Bulletins distribution list for your program, please email [hcsinqu@worksafebc.com](mailto:hcsinqu@worksafebc.com).

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