

# Information Bulletin

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October 15, 2020

**To: Medical Alarm Monitoring**  
**Subject: New Online Invoicing Application Launches October 15, 2020**

We are excited to announce that WorkSafeBC is ready to launch a new online portal for providers who currently submit paper invoices by fax or mail. The new portal is designed to make submitting invoices paperless, and more convenient and efficient. It is part of our ongoing work to improve our service delivery to health care providers.

## Get set up on My Provider Services

You are among the next wave of health care providers getting access to this My Provider Services portal, providing a fast and easy way to submit your invoices online. You can access the application directly from the [Health Care provider page](#) on WorkSafeBC.com. Here you will learn how to first set up an account with us in order to access My Provider Services. We have a short video on how to set up your account, and once you have done so, you can start invoicing online.

You can also use this online portal to save draft invoices, attach supporting documents to your invoice, get confirmation when we receive an invoice, and see status and payment details. Submitting invoices will also be more efficient, with pre-populated fields and more details about what information is required.

We hope you will find the new online applications easy to use, and that it simplifies the invoicing/billing process.

If you need help using the online portal, please don't hesitate to contact our IT Support Desk below.

## Contact us

### Technical Support

☎ 604.276.3135 (Lower Mainland) or  
Toll-free 1.888.855.2477 (7 am to 5 pm PST)

✉ [eHelp@worksafebc.com](mailto:eHelp@worksafebc.com)

### Feedback

✉ [MyProviderServices@worksafebc.com](mailto:MyProviderServices@worksafebc.com)