

Information Bulletin

June 21, 2018

Attention: All Mental Health Treatment Providers
Subject: Medical Disclosures & Invoicing

Medical Disclosures

In October, 2017, we sent a bulletin informing providers of changes to accessing disclosures. This bulletin is a friendly reminder that medical disclosure is now accessible through the portal, under the "Downloads" tab, and is available in PDF format for 60 days. If you wish to download the disclosure more than 60 days after the referral, you will need to contact the Disclosures department at 604.279.7607, or toll-free at 1.888.967.5377, extension 7607.

The original bulletin includes instructions on how to access disclosures in the portal and can be found on our website [here](#).

Invoicing

With respect to invoicing, please be aware that invoices for services must be submitted within 90 days of the date of service. WorkSafeBC receives millions of invoices for processing every year, and delays in invoicing affect service planning and budgeting. In addition to violating contractual and legislative mandates, late invoices require manual review and create confusion as the length of time between services and billing grows. To address these concerns, the window of tolerance for late invoices is closing. We hope you will not be put off by this message; we want to pay you for your services, and billing us in a timely manner will make doing so easier.

If you have any questions or concerns, please do not hesitate to contact us.

The Program Bulletin serves as a communication channel between Health Care Services and the program providers. If you would like to be added to the email list, change your email address or be removed from the list, please send an email to hcsinqu@worksafebc.com requesting the change.