

Information Bulletin

December 13, 2022

Attention: Orthotic services providers

Subject: New document uploader available to be used to submit 83D20 & new fee code document

You can now submit form 83D20 (Request for Pre-Authorization for Orthotic Services) online using our document uploader

Our website gives you secure and easy access to a range of time-saving tools. Think of it as a one-stop service to submit reports and invoices, and manage your account at your convenience.

We recently added a new tool to our suite of services — an online [document uploader](#). It provides you with a convenient new option to submit form [83D20](#) to WorkSafeBC. It's easy to use and the form is immediately added to the worker's claim file for review — eliminating the one-to-two-day delay associated with faxing.

Submit PDFs or MS Word files: The choice is yours

Complete form 83D20 online (as PDFs or MS Word files) and then use the [document uploader](#) to submit — from the comfort of your computer, tablet, or smartphone.

Receive instant confirmation and reduce potential service delays

As an added benefit, when you submit form 83D20 through the [document uploader](#), you receive an instant confirmation of your submission and your document is immediately saved to the worker's claim file — reducing potential service or communication delays.

Continue to submit invoices through your preferred channel

The document uploader doesn't change how you submit invoices. Simply use it to submit 83D20 forms and continue to use your preferred billing channel. We encourage you to use [My Provider Services](#) for your invoicing needs. Learn more about creating an account on My Provider Services [here](#).

New Fee Code Document

A new [fee code document](#) outlining eligibility to invoice various orthotic fee codes and invoicing guidelines has been posted to the Orthotic Provider page on the WorkSafeBC website.

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)

For more information about other health care programs at WorkSafeBC, visit us online at <https://www.worksafebc.com/en/health-care-providers>



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