

Information Bulletin

September 12, 2022

Attention: Physiotherapy Providers

Subject: New document uploader to submit reports now available. Other online options coming soon!

You can now submit physio reports online

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 claim forms and physiotherapy reports to WorkSafeBC. It's easy to use and your reports are 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 physiotherapy reports online (as PDFs or MS Word files) and then use the document uploader to submit them in one sitting — from the comfort of your computer, tablet, or smartphone.

Receive instant confirmation and reduce potential service delays

As an added benefit, when you submit physiotherapy reports 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 today. Simply use it to submit physiotherapy reports and continue to use your preferred billing channel — Teleplan, for example — to invoice us.

Coming soon: New online options to request treatment extensions and view the details of your payments

We're continually expanding our suite of online tools to make it easier for you to submit reports related to a worker's physiotherapy treatments and manage your invoicing. Watch for the following new services in the weeks ahead:

Request a treatment extension online

This fall, we'll be introducing a new automated service to support requests for physiotherapy treatment extensions — a service that rates highly on the list of enhancements requested by physiotherapists.

This new service will streamline extension requests and improve how we communicate decisions to you. You'll be able to submit your requests online through the document uploader and then view the status and decision in [My Provider Services](#).

View all your payment details

Currently, you can view your payments online through [My Provider Services](#). Soon, you'll be able to access additional details and perform the following transactions:

- See the items included in current and historical payments
- View payments for any date range or any claim
- Export payment data

Get started today

If you haven't already signed up for [My Provider Services](#), we encourage you to do so now. This way, you'll be ready to take advantage of automated extension requests and access the new payment view when we launch these services in just a few weeks. You'll also gain access to many other tools.

Create your online account

To start, you'll need to set up your online account (if you don't already have one). Learn how by watching this [short video](#). Once you've set up your account, go to [My Provider Services](#) to log in any time.

Need assistance?

If you need assistance setting up your online account, please contact our [Payment Services](#) team. For assistance with the document uploader, contact our [Claims Call Centre](#).

Thank you for your continued care of injured workers, and please contact us if you have any questions or concerns.

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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