

Information Bulletin

November 4, 2020

Attention: Physiotherapy Network

Subject: New Option for Online Invoicing Launched

We are pleased to announce that WorkSafeBC has launched a new online portal option; the first iteration of the new portal is focused on 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.

As Physiotherapists, you are among the next wave of health care providers getting access to this optional *My Provider Services* portal. While this first iteration meets the basic needs of many providers who currently bill by fax/mail, we recognize that this new online portal may not meet all of the needs of your physiotherapy clinic at this time. **As such, the new *My Provider Services* online portal is an option for you, but you are not required to change from your current invoicing process (Teleplan).** We will continue to evolve our online services offering to meet more customized provider needs.

Key Benefits of the Online Portal:

You can use the *My Provider Services* online portal to:

- Attach supporting documents to your invoice
 - This means you don't need to fax in your reports as you do when invoicing through Teleplan. You are able to upload the reports that are linked to invoices online through the portal when you submit your invoice. Reports *not* linked to invoices (e.g. Complex Exception Fee Request, Post-Surgical Addendum report, etc.) will still need to be faxed in. This means you cannot submit a report through the portal if you are not also submitting the invoice at the same time.
- Get confirmation when we receive your invoice
- Receive email notification when your invoice is processed
- See an enhanced view of status and payment details
 - If you choose to continue invoicing through Teleplan, you can still access more detailed invoice status information through the "Invoice Status and History" feature on the *My Provider Services* online portal

Get Set Up On My Provider Services

If you wish to try or switch to using the new 'My Provider Services' online portal for your invoicing needs, you can access the portal 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 and/or check the status of your invoices.

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

Feedback

✉ MyProviderServices@worksafebc.com