

Information Bulletin

October 27, 2022

Attention: Physiotherapy providers

Subject: Now available: Track your physiotherapy extension requests online

We're delighted to offer you a new, more convenient way of doing business with us. You can now submit your requests for treatment extensions online and then view the status and decision in [My Provider Services](#). Please refer to Section 33-37 "Extension of Physiotherapy Treatment Period" of the Agreement for the guidelines of treatment extension.

Here's how:

1. To start, you'll need to set up your online account in [My Provider Services](#) (if you don't already have one). Learn how by watching this [short video](#).
2. Once you've created your account, be sure to enable the physiotherapy extension request application. If you need help, please refer to step 3 on page 4 of the attached user guide.
3. Submit your request using our online [document uploader](#). While you can fax it if you prefer, when you submit your request online, it is automatically saved in the worker's claim file and immediately available for our team to process — eliminating the one-to-two-day delay associated with faxing.
4. Once you've submitted your request, you will receive an email confirmation.
5. Then, you can log into your account in [My Provider Services](#) to view the status of your request.
6. Once our team has made a decision on your request, you will again be notified by email.
7. Then, log into [My Provider Services](#) again to view the decision. Please note, decisions will be communicated through the physiotherapy extension request application for all requests submitted from October 25, 2022 onwards.

Need assistance?

If you need assistance setting up your online account, please contact our [Payment Services](#) team. If you need technical support, contact our [Technology Support Desk](#). 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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Track your extension requests online

A new and convenient way to track decisions on your extension requests

We're excited to launch a new application that allows physiotherapy clinics to see decisions made on extension requests as soon as the decision is made.

Whether you submit your extension request forms through our [document uploader](#) or another channel, you can now log in to your My Provider Services account to see your request details and the claim owner's decision.

WORK SAFE BC 4 Exit

Physiotherapy extension requests

Payee (provider) name: PHYSIO DEMO
Payee (provider) number: 00500
Address: 2021 HARRIS DR, VANCOUVER BC, V6M3R4

Your physiotherapy extension requests and decisions
The following shows physiotherapy extension requests your clinic has submitted in since October 25, 2022 and the decisions made on those requests.

Worker's name or claim number

Worker's name	Claim number	Date received	Status	Details
DOE, John	12345678	Jun 6, 2022	Pending	View details
DHASI, Ryan	54747435	Jun 2, 2022	Approved	View details
SMITH, Janey	13246598	Jun 2, 2022	Approved	View details
EHEVERRY, Jacobo	82856322	May 20, 2022	Denied	View details
LI, Jay	69594855	May 19, 2022	Partially approved	View details
HERD, Kimia	97989896	May 17, 2022	Duplicate request	View details
EMBER, Matthew	00989009	May 16, 2022	Revised report required	View details
MCHANKI, Zandra	02305608	Apr 1, 2022	Attending treatment elsewhere	View details

Showing 9 of 15 requests [Show more](#)

We'd love to hear your thoughts on our new extension request dashboard. [Give Feedback](#)

Have a question about an extension request? Call us at 604.231.8888 (toll-free 1.888.967.5377).

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1 Search

Search for either a worker's name or claim number to find a specific extension request.

2 Date received

Your extension requests are sorted by the date we received them, with the most recent at the top of the list. If you submitted your request online through our [document uploader](#), the date received is the date you uploaded it. If you submitted your request via mail or fax, the date is the date we added the form to the claim file.

3 Status

See the status of your requests at a glance. You may also filter this column to view requests with a specific status.

A full description of each status is on page 2 of this document.

4 Exit

Click the Exit link in the top right corner to return to your My Provider Services dashboard.

5 View details

Click **View details** to display the details of your request, any decisions made, and the date the request was last updated (either the date we received your request or the date the decision was made).

If a decision is pending, you will see "--" in the Approved column.

6 Have a question?

If you have a question about an extension request, please call our Claims Call Centre. We'd be happy to help.

Understanding an extension request's status

Each extension request will have a status.

Status	What it means
Approved	Your request was approved.
Pending	Our team is reviewing your request.
Denied	Your request was not approved.
Partially approved	Your request was approved with revisions from the claim owner. For example, the number of sessions or the end date may have been adjusted.
Duplicate request	Your request is the same as another request submitted by your clinic. Please review the first request for this extension for the latest status.
Revised report required	Information was missing from the request and a revised report is needed. Please review what was submitted originally. If you are not sure what information is missing, please contact us.
Attending treatment elsewhere	This individual will be attending treatment elsewhere; please follow normal discharge procedures.

At this time, the application will only show extension requests sent to us since October 25, 2022. As a result, you may see this message if you have not submitted a physiotherapy extension request recently.

No extension requests found

Your clinic has not submitted any physiotherapy extension requests since October 25, 2022. If you have any questions, please call us at **604.231.8888** (or toll-free at **1.888.967.5377**).

To track your extension requests online, you'll need a WorkSafeBC My Provider Services online account and be given access by your clinic's online account administrator. See the next two pages for step-by-step instructions.

Setting up your online services account and access to track your physiotherapy extension requests

Our online services provide health care and service providers with a variety of tools to view information and transact with us in an easy, fast, and secure way. The following shows how to:

- Create an online services profile
- Link My Provider Services to your account
- Obtain access to the physiotherapy extension request application

Step 1: Create an online services profile

If you don't already use your email address and password to log in to our online services, you'll need to:

1. Go to worksafebc.com.
2. Click the blue **Log in/Create an account** button in the top-right corner.
3. Click the **Sign up** button at the bottom of the page.
4. Enter the required information to create your online services profile. When you're done, scroll down and click **Submit**.
5. You will see a message indicating you've successfully created your online services profile. Click **Close**.

Once you've created your profile, you'll need to access My Provider Services.

Step 2: Link My Provider Services to your account

If you don't already have access to My Provider Services, you'll need to:

1. **Log in** to your online services profile.
2. Click **Access my...** at the top of the page. (If you are on a mobile device, click the three lines at the top right of your screen.) Choose **Provider account (for health care and service providers)**.
3. Enter your **payee number** and click **Search**.
4. Every online services account requires at least one administrator. What displays next depends on whether the account already has an online administrator.
 - If there is no online administrator for your account, you will be prompted to provide your **payee name** and other details about services you've provided for WorkSafeBC. By providing this and clicking the checkbox, you will become the account's online administrator.

Tip: If you will be linking to more than one payee number, consider including the firm's or clinic's location (or other identifying information) with the clinic name (e.g., ABC Clinic — Richmond).

If you correctly provide the required information, you will see a success message. Once you close this message, you will have access to your clinic's provider account.

- If an online administrator already exists for this account, you'll be asked if you want to:
 - a. Become an administrator by providing details about services you've provided for WorkSafeBC, or
 - b. Request access from an existing administrator. If you select this option, you'll be provided with a list of administrators on the account. You can **contact them**, and request access to My Provider Services and the Physiotherapy extension application. If the administrator gives you access to the Physiotherapy extension application through this request, you do not need to complete the next step. When you log in, you'll see the new application on your My Provider Services dashboard.

Step 3: Access the Physiotherapy extension request application

If you have an online services account and access to My Provider Services, you can access the dashboard in one of the two following ways, depending on whether you are the administrator for the account:

1. **If you're the online account administrator for your organization**, you can give yourself (or someone else) access to the tool. Simply follow these steps:
 - a. Click **For administrators** at the top of the page.
 - b. Select **Change my or another user's access to online tools**.
 - c. Choose the name of the person you want to give access to, scroll down, and click **Continue**.
 - d. Ensure the **Type of account** is set to **Providers** and the correct online account is selected.
 - e. Scroll down, select the **View and submit extension requests** check box, and click **Continue**.
 - f. You'll see a message indicating you've successfully changed the user's access. Click **Close** and your page will refresh.
 - g. You'll now see a tile called **Physiotherapy extension requests**. Click the blue **Track extension requests** button.
2. If you're not the online account administrator, you'll need to request access:
 - a. Click **My profile** at the top of the page.
 - b. Select **Request a change in my access to online tools**.
 - c. Ensure the **Type of account** is set to **Providers** and the correct account is selected.
 - d. Scroll down, select the **View and submit extension requests** check box, and click **Continue**.
 - e. You'll see a message indicating that you've successfully sent a request to the account's administrator(s).
 - f. Click **Close** and your page will refresh.
 - g. When your administrator processes your request, you'll be notified by via email.
 - h. Finally, log in and click blue **Track extension requests** button under the **Physiotherapy extension requests** tile.

Questions?

If you have any questions about your online services account, please visit our [Help centre](#) or call our technical support team at 604.276.3135 (or toll-free at 1.888.855.2477). We'd be happy to help.