

Accessing disclosures online

1. What are disclosures?

Disclosures are documents or records relating to a worker's claim with WorkSafeBC — from medical history to treatment plans and personal information — that we provide to health care providers to help support their treatment of injured workers.

2. Who can access disclosures online?

Only health care providers who use our **Provider Portal** can access disclosures online. If you are a provider who does not use our Provider Portal, you will receive disclosures through secure email.

3. Can I search and sort claim files within this application?

Yes, each column has a filter that allows you to sort disclosures by claim number, date, program location, name of worker, and more.

4. How long will disclosure packages be available online?

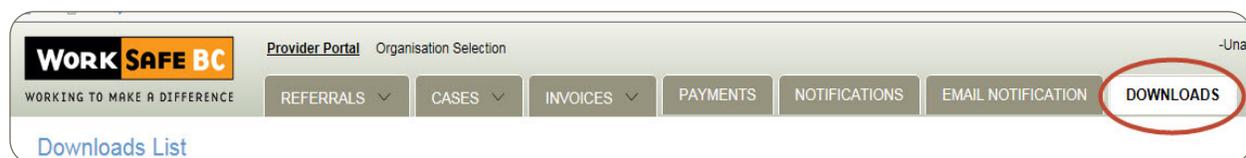
They will be available online, as PDFs, for 60 days. After that, if you haven't yet downloaded them, contact Provider Referrals at 604.231.8887 or 1.866.481.8887.

5. How can I get help using the Provider Portal?

Please contact Telus Health Solutions at 1.855.284.5900 for 24/7 Provider Portal support.

How to access disclosures

1. Go to the Provider Portal at myworksafebc.com and enter your BCeID and password to log in.
2. Once you reach the home screen, select "Downloads."



You'll see a list of available disclosures.

Filters	Total: 13								
New Downloads	Disclosure #	Disclosure Date	Expiration Date	Size	Completed	Name	Claim #	Program/Service	Location
Completed	601168909	2017-09-19	2017-11-18	458 KB	<input type="checkbox"/>			OR1	
	601168918	2017-09-19	2017-11-18	458 KB	<input type="checkbox"/>			OR1	
	601168908	2017-09-19	2017-11-18	425 KB	<input type="checkbox"/>			OR1	
	601168910	2017-09-19	2017-11-18	423 KB	<input type="checkbox"/>			OR1	

3. Select the one you're looking for, and then click on the PDF icon or disclosure number link.

How to request a disclosure

1. Go to an active case within the "Referrals" tab. Under "What do you want to do?" click "View Details."

Alert	Notice	Action By	Name	Claim #	Program/Service	Location	Payee #
		2022-01-12 15:26	THOLCROP, MEGAN	2084627	OR1	Symbio Physio – Maple Ridge	589467
		2022-01-12 15:20	BENSON, ROY	2152975	Occupational Therapy - Physical Injury	Symbio Physio – Kelowna	268795
Approved		2022-01-12 11:59	BAINS, PRETUM	2234928	Hand	Symbio Physio – Vancouver	279462
		2022-01-12 10:55	FALLON, NEIL	2196834	Occupational Therapy - Physical Health	Symbio Physio – Prince George	156792
		2022-01-12 10:54	LEE, STACEY	2168315	Hand	Symbio Physio – Nanaimo	579139

THOLCROP, MEGAN
D.O.B : Feb 22, 1994 (27) Female
PHN : 764523985
Referral auth # : A058435737
Referral status : New

Program/Service : OR1
Location : Symbio Physio – Maple Ridge (2084627)
Claim # : 2084627
Claim Eligibility Status : Allowed

What do you want to do?
View Details

Contact Info | **Address** | **Referral** | **Claim Owner**

Cell 778-555-6489 (primary)
Other 604-555-5498

Claim Date Tue Nov 2, 2021
Referred Fri Jan 7, 2022 15:21
Referral Form View PDF

2. When the Details screen appears, select "request disclosure" from the "I want to" drop-down box.

Details

THOLCROP, MEGAN
Date of Birth Feb 22, 1994 (27) Female Program/Service OR1
PHN 764523985 Location Symbio Physio – Maple Ridge (2084627)
Referral Auth A058435737 Claim Number 2084627
Referral Status NEW Eligibility Status Allowed

I want to: Choose action

What would you like to do?
Accept Referral (Move referral to the Unscheduled list)
Decline Referral

Refresh Data

History

Contact Info | **Address** | **Referral** | **Claim Owner**

Cell 778-555-6489 (primary)
Other 604-555-5498

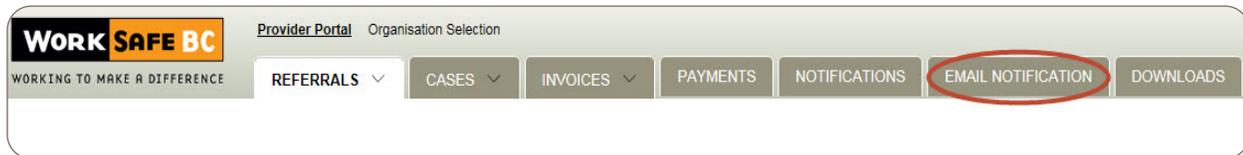
Claim Date Tue Nov 2, 2021
Referred Fri Jan 7, 2022 15:21
Referral Form View PDF

3. A "Request for Disclosure Package" message will appear. Click the "Request Disclosure Package" button at the bottom of the message.

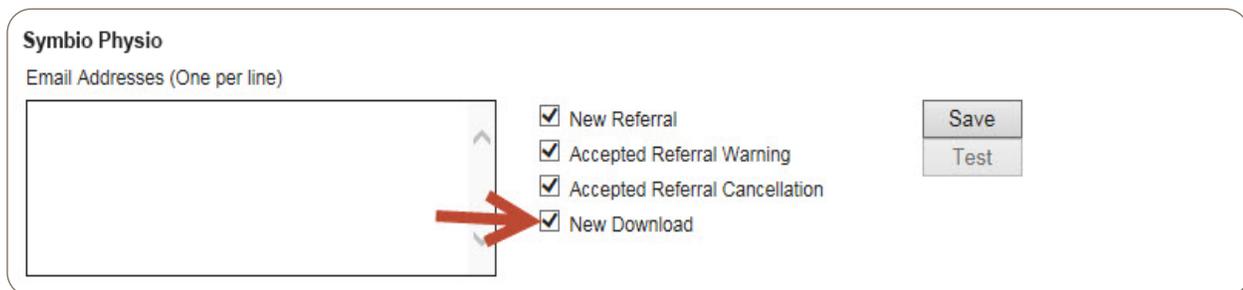
Note: If you would like to request an updated disclosure (i.e., only new documents that have been added to the disclosure package since you first received it), please contact the claim owner for assistance.

How to turn on email notifications

To ensure you are receiving your disclosures as soon as possible, you can sign up for email notifications. To find out which notifications you are currently receiving, click the “Email Notification” tab.



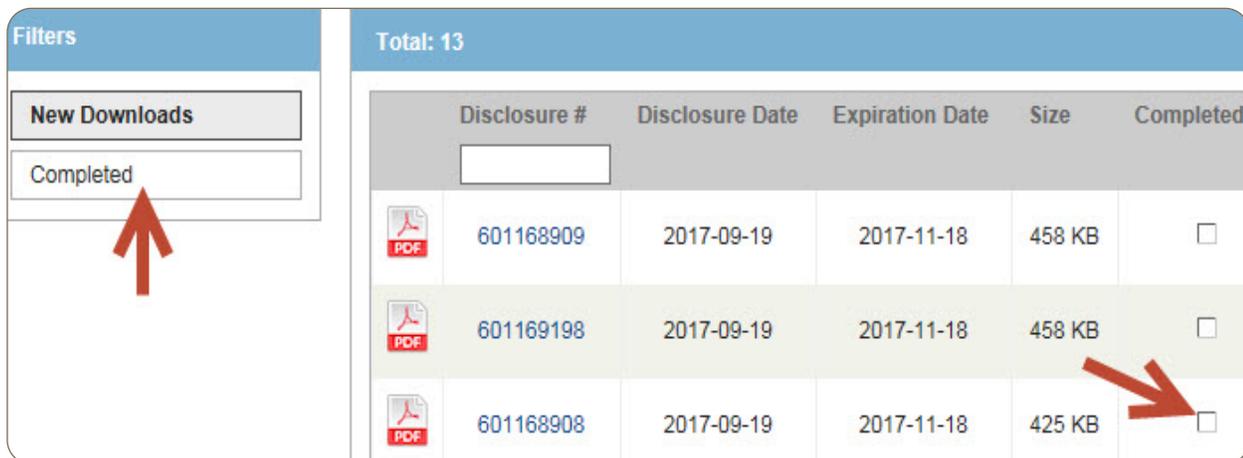
To ensure your email notification is on, click the “New Download” checkbox, then “Save.”



How to manage your downloaded disclosures

Within the “Downloads” tab, the default view shows you all the new downloads available. Once you’ve downloaded a disclosure and you wish to file the download, click the “Completed” checkbox, and that download will be moved to the completed list. You can view the completed list at any time by clicking the “Completed” filter on the left side.

To return to your new downloads list, click the “New Downloads” filter on the left side.



Questions?

Call Telus Health Solutions at 1.855.284.5900.