

# How to check the status of an invoice payment from WorkSafeBC

## Quick reference guide for health care providers

### 'View Payment Invoice Status' online tool

The 'View Payment Invoice Status' online tool allows health care providers to check the status of any invoices and billings submitted either electronically by Teleplan, or by fax or mail.

### Access

With one click, you can access the [View Payment Invoice Status](#) online tool.

### What you need to get started

To view the online information, you will need your:

1. Payee number
2. Data Centre Code (for Teleplan submissions), or Invoice reference number (for non-Teleplan submissions)
3. Worker's claim number (for Teleplan submissions)

The screenshot shows the 'View Payment Invoice Status' web page. At the top, it says 'WorkSafeBC.com > Provider invoice inquiry'. Below that, it states 'Health care providers can use this service to check the status of an invoice payment from WorkSafeBC.' There are two main options for providers: Option 1 for paper invoices via fax, which requires an 'Invoice Ref #' (with a note 'Only non-HIBC invoices'), and Option 2 for electronic invoices via HIBC Teleplan, which requires a 'Data Centre Code' (with a note 'HIBC invoices only (case sensitive)') and a 'Claim #' (with a note 'Invoices must be matched with a claim number'). A legend indicates that an asterisk (\*) denotes a required field. A 'View Status' button is located at the bottom of the form area. The footer contains the copyright notice '©2010 WorkSafeBC (the Workers' Compensation Board of BC)' and links for 'Terms & Conditions' and 'Privacy'.

## View the results

Complete the fields in the tool (shown on the previous page), and select the yellow 'View Status' button. The line items will then be shown in date order.

You can export the information into a Microsoft Excel spreadsheet by selecting the 'Download to Excel' link.



[Download to Excel](#)      [List all status definitions](#)      [List all EOB codes](#)

Date Received	Fee Code	Date of Services	Seq.	Claim #	Line Item Amount	Approved Amount	Status	EOB	Date Of Payment
2016-04-20	19306	2016-03-18	0165564	12341059	\$0.00	\$0.00	Processed	548	2016-05-11
2016-05-19	06187	2016-04-15	0166252	12341059		\$0.00	Pending		
2016-05-19	19931	2016-04-28	0166580	12341059	\$80.51	\$80.51	Processed	547	2016-06-13
2016-06-21	51007	2016-05-26	0167276	12341059		\$0.00	Pending HIBC		
2016-06-21	19908	2016-05-26	0167277	12341059	\$28.98	\$0.00	Processed	518	2016-06-23

## Definitions

**Date Received:** the date your billing reached our payment system

**Line Item Amount:** the amount you have billed for a particular line item

**Approved Amount:** the amount that you have been paid for a particular line item after all premiums or penalties have been applied

**Pending:** in queue for review with WorkSafeBC

**Pending HIBC:** authorized by WorkSafeBC and now with HIBC for final approval and payment

**Processed:** all reviews and adjudication processes at WorkSafeBC and MSP are complete. Please click on the EOB number for further details about the line item, if needed.

**Invoice reference number:** in order to use this function you must have an invoice number field on your invoice

## More information

To learn more about our requirements and procedures for reporting and invoicing, please visit your specific practice area in the [health care providers](#) section of [worksafebc.com](#).