

Information Bulletin

July 5, 2023

Attention: Mental Health Treatment Service Provider Network

Subject: Referral and Treatment Management during Vacation

Dear Providers,

It's that time of the year when many of you might have planned vacations. We firstly would like to show thanks for all your hard work and ongoing support towards the injured workers.

We would like to take this opportunity to remind you of the following steps if your vacation is five (5) consecutive Business Days or longer:

- Notify Claim Owners and Injured Workers about the possible treatment interruptions and recommend the plan for providing continuous care to the Injured Workers **at least 10 Business Days prior to your vacation.**
- Notify Health Care Programs about any vacation plans so referrals can be put on hold for you **at least 10 Business Days prior to your vacation.**

In addition, for those of you who will travel outside of country, please refer to Agreement Section 9 and **Schedule D – Privacy Schedule:**

Section 9 ACCESS TO INFORMATION, PRIVACY AND CONFIDENTIALITY

9.2 (c) ensure that no Injured Worker personal information, other than personal information required for payment, is stored, accessed, used or disclosed outside of Canada, including ensuring that email servers and data storage servers, including back-up and disaster recovery servers, are located within Canada

Schedule D – Privacy Schedule

Storage and access to personal information

8. Unless WorkSafeBC otherwise directs in writing or the Agreement specifically provides otherwise, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

We wish you a happy and safe summer!

Contact us

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For payment status, inquiries, issues:

WorkSafeBC Payment Services
604-276-3085 extension 2
1-888-422-2228 (toll free)

For Portal help and troubleshooting:

Telus Health Solutions
1.855.284.5900
Provider.Mgmt5@telus.com

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