

# Information Bulletin

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September 14, 2020

## Attention: Hearing Aid Providers

### Subject: New online invoicing application launches September 14, 2020

We are excited to announce that WorkSafeBC is ready to launch our new online invoicing application My Provider Services for hearing aid providers. My Provider Services is designed to make submitting invoices paperless, more convenient and efficient.

### Get set up on My Provider Services

Hearing aid providers are among the first wave of health care providers getting access to this My Provider Services application, providing a fast and easy way to submit your invoices online. You can access [My Provider Services](#) directly from the Hearing Services page (Submitting Reports and Invoices) 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.

You can also use My Provider Services to save draft invoices, attach additional documents to your invoice, get confirmation when we receive an invoice, and see status and payment details. Submitting invoices will also be more efficient, with pre-populated fields and more details about what information is required.

We hope you will find My Provider Services easy to use, and that it simplifies the invoicing/billing process.

If you need help using the online portal, please don't hesitate to contact our IT Support Desk below.

## Contact us

### **My Provider Services - Technical Support**

Call 604.276.3135 (Lower Mainland) or

Toll-free 1.888.855.2477 (7 am to 5 pm PST)

Email - [MyProviderServices@worksafebc.com](mailto:MyProviderServices@worksafebc.com)

For more information about other health care programs at WorkSafeBC, visit us online at <https://www.worksafebc.com/en/health-care-providers>