

Information Bulletin

August 25, 2020

Attention: Return to Work Support Services (RTWSS) Providers

Subject: Procedure for Placing Referrals on Hold

Upon review of a number of RTWSS files, we have noticed that many clinicians are selecting “unable to contact worker” when placing referrals on hold for various reasons. Please be aware that when this option is selected and a rationale is not provided, the claim owner is prompted to contact the worker.

We are aware that the items in the drop down menu do not always capture the exact reason a referral needs to be placed on hold. As such, we would like to request that moving forward, the clinician select the best option. If this does not accurately capture the hold reason, please provide a brief rationale in the comment section which will be reviewed before the claim owner is prompted to contact the worker. Ensuring the accuracy of the hold rationale will assist with appropriate follow up contact when it is necessary.

Thank you for your ongoing commitment to providing services to injured workers. Please contact us if you have any questions or concerns.

Contact us

For payment status, inquiries, and issues:

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>

The Information Bulletin serves as a communication channel between Health Care Services and the program providers. If you would like to be added to the email list, change your email address or be removed from the list, please send an email to hcsinqu@worksafebc.com requesting the change.