

Information Bulletin

February 7, 2020

Attention: Psychology Assessment Providers

Subject: Provider Portal Referrals

We recognize that the last several months have been an incredibly busy time for our Psychology Assessment providers. We truly appreciate all your efforts in booking appointments and thank you for providing service to our workers.

Given the volume of referrals across our network, we've noticed that it can be helpful for everybody if some steps are taken when you receive a new referral through the Portal. The below can serve as a helpful reminder of these steps:

When a new referral appears in your Portal, please remember to **acknowledge** it. This is done by simply clicking on the referral, which automatically moves the referral to acknowledge status.

- **Why is this important?** If this is not done within 24 hours, the referral will expire, i.e., it will automatically disappear from your portal and be re-assigned to another provider by the system.

Once a referral is in acknowledge status, please either **accept** or **decline** it.

- **Why is this important?** It is important for us to know as soon as possible about any declined referrals, so that we can re-assign it to another provider without causing delays.

It is important that you do not leave any referrals in acknowledge status. If you cannot reach the worker or need more time to coordinate the scheduling of an appointment, please place the referral on **hold** status.

- **Why is this important?** If a referral in your portal is in acknowledge status, it will remain so indefinitely until a manual intervention occurs, i.e., it will not automatically disappear from your portal. A referral assigned to you that stays in acknowledge status will prevent us from knowing whether you are making attempts to schedule an appointment, for example, or whether there is a need to re-assign the referral to another provider.

Please do not hesitate to contact Health Care Services if you have any questions.

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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