

## Online Claim Status Update- March 15<sup>th</sup>, 2010

Effective March 16<sup>th</sup>, 2010 additional claim related information will be available from [www.worksafebc.com](http://www.worksafebc.com). Please note full development of the Health Care Portal is still proceeding. The following features have been added;

### 1- View Invoice Payment Status

This feature will let you know the payment status of submitted invoices related to a claim. Access this information via the Health Care Providers page and select “Check Invoice Payment Status”

The screenshot shows the WorkSafeBC website interface. At the top, there are language options: English, 繁體中文, 简体中文, Français, 한국어, বাংলা, Español, and Tiếng Việt. Below this is a navigation menu with links for Home, About Us, Contact Us, Links, News Room, Careers, Sitemap, and Help. A search bar is also present. The main navigation bar includes: Health Care Providers, Insurance, Claims, Safety at Work, Publications, Forms, and Regulation & Policy. The 'Health Care Providers' section is active, showing a sidebar with 'Quick Links' (including OHS Regulation, Online Services, Bid opportunities, Forms for health care providers, Fair Practices Office, Courses, Campaigns, and Freedom of Information and Protection of Privacy), 'Customer Centres' (Employers/ Small Business, Workers, and Health Care Providers - circled in red), and 'Our claims management system has changed' with a link to 'Find out how this affects you'. The main content area is titled 'Health Care Provider Centre' and contains two columns of links. The 'Essentials' column includes 'Invoicing tips', 'Out-of-province provider tips', 'EOB 513,515, UM, UL rejections information', 'Evidence-based medicine', and 'Invoicing for Exp. Surgery, Anaesth., and Assists.'. The 'Online services' column includes 'Check invoice payment status' (circled in red), 'Payee invoice corrections', and 'View claim information'. The 'Invoice codes' column includes 'Invoice corrections', 'MSP reason/refusal codes', 'WorkSafeBC Explanation codes (Rejection/Benefits)', 'Service location codes', 'Diagnostic codes quick reference', 'MSP diagnostic code descriptions (ICD-9)', 'Side of body codes', 'Body part codes (quick reference)', 'Body part codes (complete)', 'Nature of injury codes (quick reference)', and 'Nature of injury codes (complete)'. On the right side, there are two yellow callout boxes: 'Connect: Health care provider inquiries' and 'Spotlight: Check invoice payment status' and 'Payee Invoice Corrections'.

Click the yellow “Check Invoice Payment Status” box.

Select **Option #2** for physiotherapy invoices and enter the following criteria.

**Payee ID-** the 5 digit payee # used to submit through Teleplan

**Data Centre Code-** If you submit via;

Teleplan- found on your HIBC Remittance statements.

Billing Service- please obtain the Data Centre Code from them.

Paper- enter W0001 as the data centre code (presently, will not display payments for clients without a PHN)

**Claim#-** enter the 8 digit code. No letters are required.

WorkSafeBC.com > Provider Invoice Inquiry

Health care providers can use this service to check the status of an invoice payment from WorkSafeBC.

\* Payee ID

\* Choose either option 1 or option 2:

**Option 1: Providers who submit paper invoices via fax**

Invoice Ref #  Only non-HIBC invoices

**Option 2: Providers who submit electronic invoices via HIBC Teleplan**

Data Centre Code  HIBC invoices only (case sensitive)

Claim #  Invoices must be matched with a claim number

\* = required

[View Status](#)

Payee ID:                      Data Centre Code:                      Claim:

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

Date Received	Fee Code	Date of Services	Claim #	Line Item Amount	Approved Amount	Status	EOB	Date Of Payment
2010-02-17	19178	2010-01-21	<input type="text"/>	\$61.25	\$61.25	Processed	647	2010-03-17
2010-02-17	19202	2010-01-26	<input type="text"/>	\$38.52	\$38.52	Processed	647	2010-03-17
2010-02-17	19202	2010-01-27	<input type="text"/>	\$38.52	\$38.52	Processed	647	2010-03-17

Clicking on items in blue will provide additional information.

In order to search payments for a specific date range, click “[Download to Excel](#)” and use the sort function within Excel.

## 2- Physiotherapy Entitlement on Claim Status Page

Select “View Claim Information” under the Claims column of [www.worksafebc.com](http://www.worksafebc.com) .  
 Select “View Status” under Health Care Providers section  
 Enter “Payee ID”, “Patient Claim Number” and “Patient Personal Health Number” as indicated

The online claim status page will now show if either Stream1 or 2 Physiotherapy may be invoiced. It will not distinguish which one. If the “**physiotherapy**” entitlement is present then invoice the appropriate Stream in accordance to the [Physiotherapy Agreement](#) .

**Please note:** This page **should not** be used to confirm changes in Streams (ie Extensions). Please contact the Board Officer for this information.

WorkSafeBC.com > provider centre > claim status

**Search by**

- \* Payee number:
- \* Patient claim number:
- \* Patient personal health number:

\* Required fields

**View status**

**Claim Details**

Patient personal health number:

**Claim status:** Active

**Claim eligibility:** Allowed

**Injuries**

Effective date	Area of body	Side of body	Diagnosis	Eligibility status
1/8/2010 12:00:00 AM	BRAIN	Not Applicable	850-CONCUSSION	Accepted
1/8/2010 12:00:00 AM	CERVICAL REGION (CERVICAL VERTEBRAE)	Not Applicable	8470-SPRAINS AND STRAINS OF OTHER AND UNSPECIFIED PARTS OF BACK, NECK	Accepted

**HealthCare Entitlements**

Entitlement	Start Date	End Date
Physiotherapy*	2010/01/08	2010/04/02

\*Refers to Physiotherapy treatment streams 1 or 2 only (not 3 or 4), and treatment is according to the accepted injury and the contract terms. Regarding end date: End date is approximate and may change with board officer notification.

©2005 WorkSafeBC (the Workers' Compensation Board of BC)

**Start and End date information:**

These dates are not fixed and may change. They are for invoicing guideline purposes only. Please treat in accordance to the [Physiotherapy Agreement](#).

Stream1- approves up to 8 weeks or 22 treatments **from the initial assessment date**. Initially the end date may not reflect this.

Stream2- After the initial assessment please submit a physiotherapy report (268) outlining a treatment plan. A board officer will confirm the end date.

Stream 3 and 4 are not reflected on the Online Claim Status page. Please contact the Call Centre for more information 604 231 8888 or toll free 1 888 967 5377.

In closing, we thank you for your patience as we implement changes to this system. As always, Health Care Services remains committed to helping you resolve any difficulties you may encounter in doing business with WorkSafeBC. Please call with any questions;

Brian Lane: 604 233 5313

Diana MacKay 604 276-3168