

Improving the way we work with you

WorkSafeBC is continually improving systems and procedures to simplify and streamline the way we work with our health care providers. Here are some initiatives we've implemented that may be of benefit to you. If you haven't already taken advantage of them, please give them a try.

Online services

WorkSafeBC's web site, worksafebc.com, allows our health care providers to check the claim status of an injured worker patient or the payment status of an invoice. To access these online services, go to worksafebc.com and click on "Online Services" (see Figure 1).

Then, on the Online Services page, select "Check claim status" or "Check invoice payment status" from the Health Care Providers menu on the right side of the page (see Figure 2).

Physicians can go online to verify that a claim has been accepted for the area of injury for which the claim has been accepted.

Clarification re: "What's new in the literature: nonspecific neck pain" (*BCMJ*, April 2010, page 123)

In the article, we said: "Upper limb tension test can exclude radiculopathy." Instead, it should read: "The upper limb tension test (ULTT) may assist in excluding radiculopathy."

There are at least three types of ULTT, and the one that was appraised as helpful in excluding nonspecific neck pain was ULTT type 1, also known as Elvey's maneuver or brachial plexus tension test.



Figure 1.

You can also verify the status of a claim by calling the Claim Call Centre. In the Vancouver area, call 604 231-8888; from elsewhere in BC, call toll free 1 888 967-5377.

Training for MOAs and other billers

If your office staff would like assistance with WorkSafeBC billings or other procedures, e-mail HCSBCU@worksafebc.com. We would be pleased to offer training, support, or assistance via e-mail, telephone, or in person.

Health Care Services e-bulletin

Every two months or so, WorkSafeBC's Health Care Services sends electronic bulletins that contain helpful hints, timely tips, updates, and changes relevant to our health care providers. To receive these e-bulletins, sign up on WorkSafeBC.com. First, click the "Health Care Providers" link on the home page (see Figure 1). Then, on the Health Care Provider Centre page, click "Subscribe to receive Health Care Provider E-news" (in the orange



Figure 2.



Figure 3.

"Subscribe Now" box on the right side of the page—see Figure 3).

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