

WorkSafeBC billing tips

As a health care professional, you provide essential services for our community, and WorkSafeBC is committed to supporting you. We want to help you get paid as quickly as possible for treating injured workers. Here you'll find invoicing requirements and tips to ensure accuracy and efficiency for prompt payment of invoices.

Sign up for a billing program or software

Using a billing program provides you with many tools to help your practice. One of the biggest benefits is the ability to electronically submit invoices and reports and receive payment through electronic funds transfer (EFT). All billing programs are required to follow the rules and guidelines listed in the WorkSafeBC Electronic Medical Forms Vendor Specifications for MSP Inbound Records. Subscribing to a billing program allows you to spend more time caring for your patients. There are many billing programs that offer a wide variety of services to help your practice, so browse for the one that fits your budget and needs.

Complete the assignment of payment form

You need to sign an assignment of payment form each time you start work for a different clinic or hospital. If you work at a clinic or a group practice, you need to fill out this form every 5 years. If you work at a diagnostic facility or hospital, you need to submit this form every 2 years. If you own a clinic and you have visiting practitioners, make sure each of them signs this form if you are collecting payments on their behalf.

This article is the opinion of WorkSafeBC and has not been peer reviewed by the BCMJ Editorial Board.

Use a WorkSafeBC invoice template for paper invoices

Although we encourage you to use your billing software to electronically submit invoices, at times you may need to submit a paper invoice to WorkSafeBC for payment. Using Form 11A or another WorkSafeBC invoice template will ensure that all required information is provided for the invoice to be paid. Using your own template or an invoice generated by your billing software may omit information, which can result in delays or non-payment. Form 11A is available for download at www.worksafebc.com.

Submit your invoice within 90 days of the date of service

All services must be billed within 90 days of the date of service. This is one of the system checks used by WorkSafeBC to process invoices. If your invoice is rejected, please correct or inquire about your invoice within 90 days of the date of rejection. Payment Services at WorkSafeBC is available to assist with rejected invoices and provide guidance, as long as it is within 90 days of the date of rejection.

Use the customer support resources available

Payment Services at WorkSafeBC is dedicated to helping with failed and incomplete invoices. This department can also help if you need assistance filling out an invoice after you provide service to an injured worker. Contact Payment Services at 604 276-3085 or toll-free at 1 888 422-2228. You may also contact the customer service department of your billing software provider. They are willing to work with you to ensure that your invoices get paid.

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Clinical Services at WorkSafeBC is still providing outreach opportunities to anyone in the province. The tips above are part of the billing education provided during our outreach seminars. For more billing tips, please watch for future articles, or arrange a learning opportunity by calling us at 1 855 476-3049 or emailing clinicalservicesevents@worksafebc.com. ■

—Ernest Salcedo

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BCMJ Blog: Creating access to low-cost respiratory support equipment for disaster relief

Our mission is to create access to respiratory support equipment and PPE for health care professionals and COVID patients in need.

Read the article: bcmj.org/blog/creating-access-low-cost-respiratory-support-equipment-disaster-relief



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