



WORKING TO MAKE A DIFFERENCE

Provider Portal Business Process FAQ's

The following document outlines some of the business processes related to referrals, medical disclosures, letters and reports.

Acknowledge Referral

Once a referral has been assigned to the provider through the Portal, the provider has 24hrs to acknowledge the referral. By acknowledging the referral, it means that the provider will have at least "clicked" on the referral so that WorkSafeBC is aware that the provider acknowledges that a referral has been sent to them. If the provider does not acknowledge the referral within 24hrs it will disappear from the provider's queue.

Accept or Decline a Referral

The provider will have the opportunity to either "Accept" a referral in the Portal, indicating that they agree to treat the worker. Once a referral has been accepted, a medical disclosure will automatically be sent to the provider's email address when applicable. The provider can alternatively "Decline" a referral in the Portal, indicating that they will not be able to treat the worker. The provider must submit a reason code and comment for why they are declining the referral.

Hold

The provider will have the ability to put a referral on "Hold" which indicates that there is something preventing the provider from proceeding with the booking or beginning/continuing treatment with the worker. The provider must submit a reason code for why they are putting a referral on "Hold" – for example, a worker is unable to accommodate the appointment date. The hold status will engage a WorkSafeBC Reg Rep for assistance. If either the provider or WorkSafeBC Reg Rep are able to resolve the issue, they will advise each other of the resolution and then either party is able to remove the referral from the "Hold" status.

Scheduling Referrals

To schedule an appointment, input the appointment time and date. Please only schedule an appointment in the Portal when you have confirmed the date with the worker. This is also true for re-scheduling an appointment.

When booking an appointment beyond the accepted "referral to admission" expectation of the contract and require approval for a tentative date, please place the referral on Hold and provide detailed reasons in the comment field – including the tentative date. If the WorkSafeBC Reg Rep approves the booking

date, the referral will be returned to you and the Hold status removed. Alternatively, if you are booking outside of the contract parameters and do not have the capacity to accept a new referral, you may also decline that referral.

If the provider schedules an appointment outside of the program contracted timeframe, they will need to enter a reason for scheduling outside the timeframe. When submitting the appointment date, the provider may see a referral status of “Scheduled – Pending Approval”. When the referral status changes to “Scheduled” it means the appointment date is approved by WorkSafeBC and the provider should proceed with their activities. Scheduled Pending Approval is not to be used for tentative booking dates. A scheduled date entered in the Portal should always be a confirmed booking date.

Active Referral

A referral is considered “Active” once the worker has attended the first appointment and the provider has moved the referral from the “Scheduled” referrals to the “Active” cases list.

Program Interrupts

A program interrupt is when there is a planned and temporary interrupt that is a result of the worker not being able to continue in the program for a defined period of time. If a provider and Case Manager have agreed to a program interrupt, the provider is to contact the Reg Rep to change the referral status to Program Interrupt. When the interrupt is over, they are to contact the Reg Rep to have the referral removed from the Program Interrupt and returned to the provider. In a Program Interrupt, the notice column of the case grid will display “Program Interrupt”.

Cancelled Referrals

Prior to Active

If the referral is not yet “Active” and the claim owner cancels the referral, the status of the referral will change “Canceled” in the Portal and appear in the “Cancelled” list. Prior to cancelling the referral, the claim owner should contact the provider with the rationale.

Active

If the referral is already “Active” and the claim owner cancels the referral, the status will change from “Active” to “Interrupted” indicating that the provider should stop treatment on the worker. Once the provider has been notified of the rationale by the claim owner, the WorkSafeBC Reg Rep will change the status from “Interrupted” to “Closed”.

Disclosures

When a provider accepts a referral, a medical disclosure will be automatically sent to the provider’s email address when applicable. The provider can track the disclosure request history in the Portal.

Worker Letters

When the provider adds the appointment date in the Portal, a WorkSafeBC Worker Letter Appointment Confirmation will be automatically generated and sent to the worker’s home address to remind them of

the appointment details when applicable. There are no letters sent for rescheduled appointments for the same referral.

Request a Referral

The Portal function of Requesting a Referral is restricted to certain programs. Do not use this function unless advised to do so by WorkSafeBC.

Travel

Please note that a travel request will be automatically generated in cases where the worker is located more than 24 kilometers from your clinic location, or if you request that travel arrangements be made by checking the box to 'Notify WorkSafeBC if worker requires travel assistance' when you initially schedule the appointment. If this is a worker that you believe will be requiring travel, please schedule the appointment taking into consideration timing for travel arrangements to be made. Please also remind the worker to contact their claim owner/team assistant for travel arrangements.

Reports

Reports must be submitted electronically using the Provider Portal as of the date your program rolled into the portal.

If the problem you encounter results in inability to send a report, please call the Support Desk at 1-855-284-5900 and then submit your report through the Portal when it is functioning. WorkSafeBC will rectify any payments that were deducted for late report submission as a result of service disruptions in the Portal. There is no need to fax reports during times the Portal is down.

If the report file includes pictures, the following recommendations may allow you to submit reports inclusive of pictures without exceeding the 7MB limit:

- a) Set the camera setting to a lower resolution so the file size is more manageable and/or
- b) Compress the pictures in your photo editing software, and/or
- c) Once the images are in the report (typically MS Word) you can compress the image for email/print/web before saving, and/or
- d) When saving the document, choose to save as a compressed file size