



provider quick reference guide

Technical Specifications

- The portal supports the following browsers:
 - IE7, 8 or 9 in compatibility mode (To turn Compatibility View on, click the Compatibility View button on the address bar to make the icon change from an outline  to a solid color .
 - FireFox late 3.x or 4
- For IE browsers, adjust the cache settings:
 - Go to Tools > Internet Options > General
 - On Browsing History, click on Settings
 - Select "Every time I visit the webpage"
 - Click OK and OK to save settings

Portal Login

- Use your BCeID to login to the Portal
- After 3 unsuccessful login attempts, your BCeID will be locked out for 15 minutes, after which you may log on to the account as usual.
- When bookmarking the portal webpage, use the URL
<https://www.myworksafeBC.com/wps/portal>.

Work Lists

Work Lists provide access to Referrals and Cases throughout the portal – Referrals, Cases and Invoicing

Key Actions for Referrals

Acknowledge Referral

- Select the Referral in the New Work List

Accept Referral

- Open the Referral to assess Referral and Claims details;
- Select Accept in the action panel, the Referral is updated to status of Accepted

Schedule Referral

- Open the Referral
- Using the Action Panel on the right-hand side, submit the first appointment date for the worker;
- Once submitted, the Referral will update to status of Scheduled

Key Actions for Cases

Move Referral to Cases

- Locate Referral in the Scheduled Referrals Work List;
- Open the Referral and move it to the Active Cases list using the Action panel;
- The Case will be updated to a status of Active

Discharge Worker

- Locate The Case in the Active Cases Work List;
- Open the Case and Discharge the Worker using the Action panel on the right side of the screen;
- The Case will be updated to a status of Discharged.

Move Case to Done List

- Locate the Case in the Discharged Cases Work List
- Open the Case and move it to the Done List using the Action panel on the right side of the screen

Create Clinical Reports

Clinical Report Screen

- Confirm worker and claim details
- Confirm referred program/services and clinic location information
- Select Report Form ID then enter report information (i.e., Report Number, Report Date, Service Date)

Attach Clinical Report

- Select PDF file to upload

Submit Clinical Report

- Click Submit Clinical Report button on Create Report screen; click the "Clear" function to reset the form to start again

Invoicing

Create Invoice

- With the Referral Details screen open in browser, select "Create an Invoice" located on Action Panel;

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- Enter Invoice Number and Invoice Date then Create Invoice. Note contract number in effect under the Provider Information Panel

Add Invoice Line Item

- Entering Date of Service [for the portal to load the correct Fee Schedule];
- Search and select service fee codes for a specific service delivery;
- Edit line item units and price and the associated taxes, if applicable, then “Add”

Submit Invoice

- Submit the invoice with confirmation via the “Submit Invoice” button;
- View Submitted Invoice Screen

Resume working on a Work in Progress invoice

- Open a draft invoice on the Draft Work List;
- Add/Delete invoice line items;
- Close the draft invoice if more tasks have to be deferred

Delete Invoice

- Use the “Delete” button in the Invoicing screen;
- Delete an invoice with confirmation
- Return to Draft Invoice Work List to confirm deletion

Password Reset

Passwords can only be reset. If you forget your password, visit <https://www.bceid.ca/>, click the **Logon** button to go to the BCeID Logon screen to reset password.

Getting Personal BCeID

All users who need access to the Portal must obtain their own Personal BCeID. For more information about BCeID, visit the BCeID FAQ at <https://www.bceid.ca>.

Whereas the BCeID allows a User ID to contain special characters (e.g., periods, dashes, and underscores), the TELUS Health Central Provider Registry does not; hence, User IDs must be alpha-numeric.

If you have a contracted service location with Portal users who are outside of British Columbia, email HCSBCU@WorkSafeBC.com for assistance.

Provider Changes Requests

Contact Person

- During initial registration, each organization must designate a legal signing officer, who shall have the authority to appoint the organization’s single point of contact, who is authorized to submit change requests.
- In the event of change in contact person, the signing officer must email TELUS Health Solutions (THS) Provider Services (provider.registry@telus.com) to advise the change.

Adding or Expiring User(s)

To add (or expire) a user, the organization’s designated single point of contact has to email

Provider Services the request with the following pre-requisites:

- Head Office Provider ID
- Service Location Name
- User BCeID
- Other User Information (Specify whether user is a clinician or admin user; if Clinician User, license and license issuer must be specified)
- For users to be expired, the date of expiry must be specified.

Change of Address

It is very important that WorkSafeBC has accurate address information for all of your service locations. If there are plans to move, add or close locations, the designated contact must send request to Corporate Health Care Purchasing (CHCP) at Purchase@WorkSafeBC.com.

The following information must be provided:

- Head Office Provider ID
- Service Location Name
- CMS Payee No.
- Address details (Old and New)
- Effective and expiry date of addresses