WorkSafeBC Provider Portal User Guide



WorkSafeBC Provider Portal

General Features User Guide

(Version 5.3 2014.10.20)

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Document Revision Log

Revision Number	Revision Date	Changes Requested By	Reason for Change	Author
V 5.1	Apr 11, 2012		Enhancements to Portal V2.1.	THS
V5.2	Nov 14, 2012		Enhancements to Portal V2.3	THS
V5.3	Oct 20, 2014		Minor revisions and updates to screenshots.	THS

Disclaimer

The examples presented in this document are taken from a test environment, using test data not actual claim information.

1 Introduction and Overview

This document details the general features of the Portal that are outside of the functional areas of Referrals, Cases, Invoicing and Payments. The functional areas of the portal are covered in their respective User Guides.

1.1 Login to the Portal

- Use URL https://www.myworksafeBC.com/wps/portal to access the Provider Portal.
- Click on the BCeID logo and enter in your BCeID and password.

Wor	K SAFE BC	
WOEKING F	MAKE A STIPFRENC	1
Please click o	in the IIC #D togo to id	in to the WarkSalallic Provider Par
Login	To	
Cher		
	Click he	ere

 Once successfully logged in, you will see the Organization Selector Page to select the Organization context.



GENERAL

- A user may be associated with multiple organizations; however, a user may only work in the portal on behalf of a single organization at a time.
- A user may change the Organization context by clicking on the Organization Selection link at any time. The Organization Selection link is located in the portal header at the top of the screen.

1.2 Broadcast Messaging

Broadcast messaging is used by WorkSafeBC or by the Provider Portal Support team to communicate important messages to portal users. Messages may include planned system outages, functionality issues, or other pertinent information related to the Portal.

Broadcast messages are viewable in two areas within the portal:

• Organization Selector Page

VORK SAFE BC	Provider Portal	Organisation Selection	Manager (Sciencifics West Sciences Reporting Control Performance)	Resources	Log Out
rganisation Selector					
Organisation selection	manisations Plea	a select the omanisation you wish to	work with for the duration of this session.		
Selectione of the organisations below:	gammana. r Ase		more main as the contract of the property.		
Tenater Best Install General I	AND DESCRIPTION	\$ Submit			

Notification Tab

WORK SAFE BC WORKING TO MAKE A DIFFERENCE	Xtester (
Referrals Cases Invoices Payments Notifications Email Notification	
February 27, 2012 - February 27 - Notification #2 Notice to all Provider Forth/Users/Stage 2.1 features will be deployed on February 27, 2012	

1.3 Exporting Data

The Portal provides the ability to export data from the Portal to a .CSV file. The data export function is available on these views or pages:

- Referral "New" Grid
- Referral "Unscheduled" Grid
- Referral "Scheduled" Grid
- Referral "Cancelled" Grid
- Cases "Active" Grid
- Cases "Discharged" Grid
- Cases "Done" Grid
- Invoices "Drafts" Grid
- Invoices "Submitted" Grid
- Invoice Search Results
- Invoice Line Item Details Results
- Payment Search Results
- Payment Line Item Results
- Payment Adjustment Line Item Results

All records in the Grid, including filtered records, will be exported.

The "Download as CSV" function is found at the top left or right-hand corner of each grid.

New: 0 totals						Download as CSV
Alert Notice	Action By	Name	Claim #	Program/Service	Location 💌	

For more details on the information that gets exported please see the Referrals and Cases, Access to Invoice and Payment, and Invoicing User Guides.

1.4 Resources

The Resources section contains training materials and documents for easy reference by users. Available resources include the Quick Reference Guide, Training Videos and the TELUS Service Desk number. The link to the Resources section is located in the portal header at the top of the screen.

WORK SAFE BC	Provider Portal	Organization Selection	Name Operator, Both Soliday, Boostra Londo Partmental	Remarks Log Out		
WORKING TO MART & DIFFERENCE	Provide	r Portal Help				
	Support Conta	act Details				
	If you are exper that are not suff Provider Portal S • Phone: 1 • Email: te	iencing any problems with the Work clently answered by the training ma support Desk is operated by Telus H 855-284-5900 Clerwicedesk Stelus.com	SafeBC Provider Portal, or have questions about how to use the portal terials below, please contact the Provider Portal Support Desk. The ealth Solutions and can be reached in the following ways:			
	Release Notes					
	Overview of cha	nges to the Provider Portal:				
	Release Not Release	es for Provider Portal v2.3 - Nov se Notes v23.pdf	17, 2012			
1	User Guides					
	The following ref	ference material and user guides ha	ve been assembled to help you with usage of the Provider Portal:			
	Provider Qu Works	ick Reference Guide SafeBC Provider Quick Reference Gu	ilds.odf			
	General Feat	tures SafeBC Provider Portal User Guide -	General.pdf			
	Access to In Works	voice and Payment Information SafeBC Provider Portal User Guide -	Access to Payment and Invoice.pdf			
	Reporting Works	safeBC Provider Portal User Guide -	Reporting.pdf			