

# We're here to help

We want to make sure you have all the information you need to work with us as a health care service provider. The phone numbers you'll use most often are listed below.

## Procurement Services

604.276.3344

toll free: 1.844.276.3344

[purchasing@worksafebc.com](mailto:purchasing@worksafebc.com)

- Becoming a WorkSafeBC service provider

## Health Care Programs

604.232.7787

[HCSINQU@worksafebc.com](mailto:HCSINQU@worksafebc.com)

- Your contract and fee schedule
- Contracted clinical services

## Payment Services

604.276.3085

toll free: 1.888.422.2228

- A specific invoice or billing rejection
- Invoice correction letters
- General information about our billing process

## Claims Call Centre

604.231.8888 | toll free: 1.888.967.5377

For basic information about a claim:

### Claims Call Centre

- Claim status
- Basic claim information
- How to contact the claim owner (the WorkSafeBC staff member who is responsible for the injured worker's claim)

For questions about a specific claim:

### Claim Owner

- Treatment approval
- Discussing an injured worker's condition and progress
- Discussing return-to-work plans and recommendations
- If you don't have the claim owner's contact information, please call our Claims Call Centre

# Common questions

See below for a list of commonly asked questions and the department to contact for help.

Question or topic	Contact
How do I become a contracted service provider?	Procurement Services
I'm new to WorkSafeBC's billing process – how does it work?	Payment Services
I need assistance with an invoice.	Payment Services
I need help with a specific clinical question.	Health Care Programs
I have a question about the status of my patient's claim.	Claims Call Centre
I have a question about my contract.	Health Care Programs