

# Resource Guide

## Introduction to WorkSafeBC & ICBC

### WORKSAFEBC CONTACT INFORMATION

#### Prevention Support Services/Information Line | WorkSafeBC

**Phone:** 604-276-3100 | **Toll-free:** 1-888-621-7233

**Monday – Friday, 8:05 a.m. – 4:30 p.m. PT:** For workplace health and safety inquiries

**24/7:** Report workplace fatalities, serious incidents, unsafe conditions, or other urgent concerns

#### Medical Advisor Info Line | WorkSafeBC

**Toll-free:** 1-855-476-3049

**Hours:** Monday – Friday, 8:30 a.m. – 4:30 p.m. PT

#### Insurance Assistance – Employer Service Centre | WorkSafeBC

**Toll-free:** 1-888-922-2768

**Hours:** Monday – Friday, 8:30 a.m. – 4:30 p.m. PT

#### RACE Line: Speak to a WorkSafeBC Physician

**Phone:** 604-696-2131 | **Toll-free:** 1-877-696-2131

**Hours:** Monday – Friday, 8:00 a.m. – 5:00 p.m. PT

#### Claims Call Centre/Teleclaim | WorkSafeBC

**Toll-free:** 1-888-967-5377 (1-888-WORKERS)

**Hours:** Monday – Friday, 8:00 a.m. – 6:00 p.m. PT

#### Crisis Support Line for Patients | WorkSafeBC

**Toll-free:** 1-800-624-2928

**Hours:** 7 days a week, 24 hours a day

#### Occupational Exposures | WorkSafeBC

**Phone:** 604-276-3100 | **Toll-free:** 1-888-621-7233

**Hours:** Monday – Friday, 8:30 a.m. – 4:30 p.m. PT

# WORKSAFEBC RESOURCES

## Background

- [Physician Registration \(Form 1800PHPC\)](#)
- [Physician Guide to WorkSafeBC Registration and Insurance Coverage](#)

## Medical Care

- [Requisition for Medical Imaging and Interventional Procedures \(Form 83D56\)](#)
  - Also available on [Pathways](#) (Forms - Requisitions - "W")
- [Rehabilitation programs & services](#)

## Reports

- [Physicians Report \(Form 8/11\)](#)
- [Physician Form 8/11 Reference Guide](#)
- [Nurse Practitioner Report \(Form 8NP/11NP\)](#)
- [Nurse Practitioner's Form 8NP/11NP Reference Guide](#)

## Special Topics

- [Frequently Asked Questions: Mental Disorder Claims](#)
- [Compensation Practice Directive: #C3-3 - Mental Disorder Claims](#)

# WORKSAFEBC BILLING

For more information on billing MSP, access the [Billing in BC: Basics for Family Medicine](#) or [Billing in BC: Basics for Specialty Medicine](#) online courses.

- [Doctors of BC/WorkSafeBC Agreement](#)
- [Health Care Provider Types: Billing Information](#)
- [How to Bill Telephone or Office Consultation Fee Code 19930](#)
- [How to Bill Fee Code 19911 and 19912: Guide for Specialists](#)

**19930** Telephone consultation with community colleagues in the injured worker's circle of care (specialist, physiotherapist, WorkSafeBC program clinician), and the Board officer or Board medical advisor.

- **1100490:** For physicians outside BC.
- **1102365:** For nurse practitioners.

**19911** Initial Expedited Comprehensive Consultation

**19912** Repeated Expedited Comprehensive Consultation

# ICBC RESOURCES

## Background

- [ICBC Enhanced Care](#)

## Medical Care

- [Accessing treatment during your first 12 weeks of recovery](#)
- [ICBC Physicians Page](#)

## Reports

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|--|---|
| • <a href="#">FP Standard Medical Report (CL489)</a>             | For patients that continue to attend work/school and/or daily life is not significantly impacted.                                   |
| • <a href="#">FP Extended Medical Report (CL489A)</a>            | For patients that are off or on modified work/school plans, or are unable to perform daily activities due to MVA-related injuries.  |
| • <a href="#">FP Reassessment Medical Report (CL489B)</a>        | For patients whose MVA-related injuries are not recovering as expected and an updated care plan or change in diagnosis is required. |
| • <a href="#">Physician Specialized Services Report (CL489S)</a> | Only for physicians completing a consultation from another physician or nurse practitioner.   |

# ICBC BILLING

For more information on billing MSP, access the [Billing in BC: Basics for Family Medicine](#) or [Billing in BC: Basics for Specialty Medicine](#) online courses.

- [Apply for an ICBC vendor number](#)
- [ICBC Physician Fees](#)

**A94564** Family Physician Standard Medical Report (CL489) - Assessment and report

**A94565** Family Physician Extended Medical Report (CL489A) - Assessment and report

**A94566** Family Physician Reassessment Medical Report (CL489B) - Assessment and report

**A94573** Physician Specialized Services Report (CL489S) - Report only

**A94569** Physician conference fee

**A94575** Scarring measurement report

**A94577** Range of motion loss report

If you are asked to provide a letter, report, or opinion for a court case, other than the ICBC Medical Report, use the following billing codes. These are uninsured services and should be billed to the requesting party.

- [Fees for Uninsured Services \(2024\)](#)
- [ICBC Disputes and Appeals](#)

**A00071** Medical-legal letter or form

**A00072** Medical-legal report

**A00073** Medical-legal opinion