

What if have questions about my bill?

If you have questions about the bill we sent you, please call us.

Fraser Health Accounts Receivable

1-866-844-0106 (toll free)
or 604-520-5417

8:00 a.m. to 4:00 p.m.

Monday to Friday

(Except statutory holidays)

If you have questions about a bill from a doctor, please contact that doctor.

If you have questions about a bill from BC Emergency Health Services, please contact them directly.

BC Emergency Health Services

1-800-665-7199 (toll free)

billing@bcehs.ca

9:00 a.m. to 4:00 p.m.

Monday to Friday

(Except statutory holidays)

I reported the injury. Why did I get a bill?

If we sent you a bill and you now have a claim number, please call us and give us the claim number so we can send the bill to WorkSafeBC instead.

If you reported the injury but don't yet have a claim number, it could be because WorkSafeBC is missing some information for your claim. Contact your employer and WorkSafeBC.

How do I pay my bill?

For how to pay your bill from Fraser Health, go to fraserhealth.ca/patients-and-visitors and select "Billing and fees" or scan this QR code.



For how to pay your bill from BC Emergency Health Services, go to bcehs.ca and select "How to pay your ambulance invoice" or scan this QR code.



Remember

If you don't file a claim with WorkSafeBC, you are responsible for paying all the bills related to the injury.

Fraser Health will bill you **\$440.00** for each emergency or urgent care visit **plus any added costs** for medical services and supplies.

www.fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider.

Catalogue #253648 (April 2024)
For more copies: patienteduc.fraserhealth.ca

Hurt at work?

Not sure what to do?



Image by Gerd Altmann from Pixabay

Report it to WorkSafeBC

Accounts Receivable



respect · caring · trust

Who should report injuries at work?

You must report the injury to both your employer and to WorkSafeBC.

- Report it even if the injury is minor.
- Report it whether or not you missed time from work.

Your employer must also report your injury to WorkSafeBC either:

- within 3 business days of the injury happening, or
- within 3 business days of learning about the injury

When should I report my injury?

Report it to your employer right away.

Report it to WorkSafeBC as soon as possible after the injury happened so they can start your claim for services and benefits.

Why do I need to report being hurt at work?

This is so that WorkSafeBC can review your claim as soon as possible. If they accept your claim, WorkSafeBC pays most if not all the cost of medical treatment and services.

We cannot bill Medical Services Plan for any work-related injury. We send the bill to WorkSafeBC so they can pay it.

How do I report it?

It is quick and easy to report to WorkSafeBC. You can do it by phone or online.

- **Teleclaim:** 1-888-WORKERS (1-888-967-5377) Monday to Friday, 8:00 a.m. to 6:00 p.m.
- **Online:** [WorkSafeBC.com](https://www.worksafebc.com)
Go to "Claims" then select "Report a workplace injury or disease" or scan this QR code.



WorkSafeBC gives you a claim number. Tell us if you already have a claim number.

What if I get medical treatment before I get a claim number?

If you get medical treatment before WorkSafeBC has accepted your claim, we might send you a bill to pay for them yourself. If your claim is later accepted, you can contact us to be reimbursed.

What if I need more medical treatment?

Always give your WorkSafeBC claim number at every medical visit that relates to your injury. This helps that medical service work with WorkSafeBC to resolve your claim.

If you have more than one claim in to WorkSafeBC at one time, make sure you give the claim number related to that injury.

What if I have questions about my claim?

Please contact WorkSafeBC if you have any questions about your claim at 1-888-967-5377 or 604-231-8888.

What if I don't report the injury?

Here is what happens if you decide not to report it to WorkSafeBC.

- You must pay the costs for the emergency or urgent care visit. This includes the costs for any medical supplies, tests, and services.
- **We send you a bill for \$440.00** for the emergency visit **plus any added costs** for other services and supplies.
- Doctors involved in your care might send you a separate bill for their services.
- If you came to the hospital by ambulance, BC Emergency Health Services might send you a bill for that service.
- If you need future medical care related to the injury, you might have to pay for any medical services you need.

Isn't medical care free in Canada?

Medical Services Plan does pay for basic, medically needed health services, but not when it is a work-related injury.

Once WorkSafeBC accepts your claim, they pay for health services and supplies related to the injury. If you do not report the injury to WorkSafeBC, you must pay all the medical costs yourself.