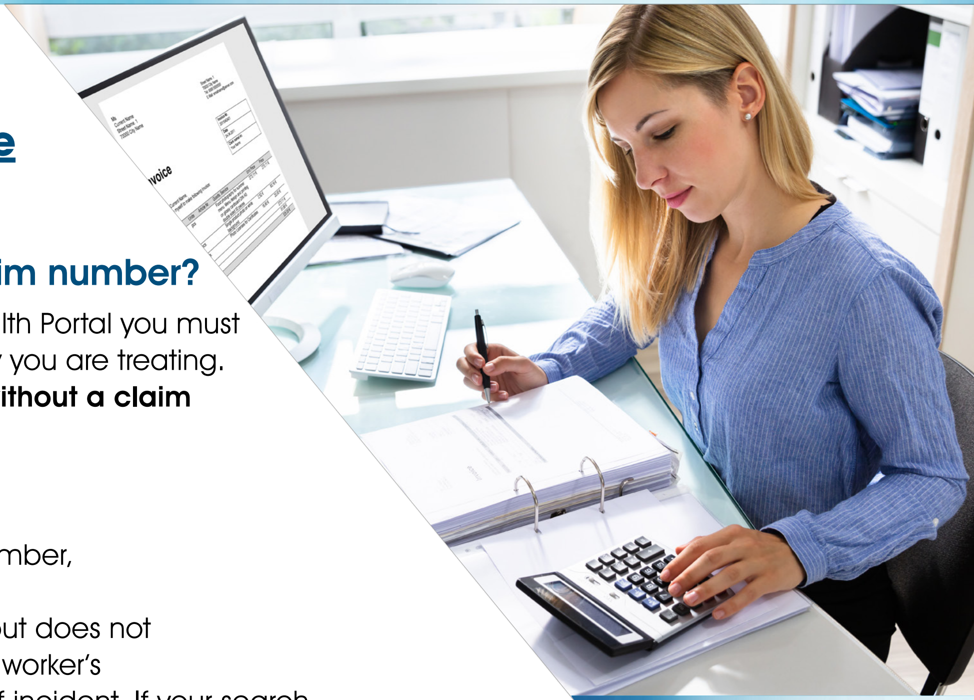
eHealth Portal Billing FAQ



Please refer to the
eHealth Services User Guide
for more detailed instructions.

How can I find a client's WCB claim number?

To submit an invoice or report on the eHealth Portal you must have a claim number for the worker's injury you are treating. **You cannot submit an invoice or report without a claim number!**

1. Click on "Manage Patients".
2. Click on the "Search WCB Claim" tab
   - If the worker provides their claim number, only enter that.
   - If the worker has reported a claim but does not have their claim number, enter the worker's last name, year of birth and date of incident. If your search returns more than one claim, verify the worker information to select the appropriate claim.
3. To access the worker's Claim Landing Page, click on the "Date of Incident" hyperlink.

If you cannot locate the worker's claim, there may not be one initiated yet. Encourage the worker to contact the WCB to start a claim before their scheduled treatments. They can do so over the phone by calling our Claims Service Centre at 204-954-4321 or toll free 1-855-954-4321, or via the web at **www.wcb.mb.ca**.

If you are unable to obtain a WCB claim number at the time of the initial assessment, you can submit the Initial Report and related invoice to the WCB on paper to avoid reporting delays.

How do I submit an invoice?

Invoices for the initial assessment/visit and reporting fee are automatically generated when an Initial Report is submitted. If acupuncture was performed ensure your therapists indicate that in their Initial Report. A reporting fee is automatically generated when a Progress/Discharge Report is submitted.

To submit invoices for a visit, click on the "Record Visit" menu option. Select your visit type based on **all** services provided during the visit (e.g. with or without acupuncture). The system will generate all applicable invoice items based on your selection.

For example, when you select 'Multi-site Visit' as your visit type it will automatically generate payment invoice items for the multi-site treatment and for the subsequent visit, plus acupuncture if appropriate.

To create an invoice for phone consultations, narrative reports, alternative treatments, or approved equipment, press **$** on the left-hand side of the Claim Landing Page and consult the **eHealth Services User Guide** for more details.

What types of invoices does the eHealth Portal create?

When you submit a report or a visit, the eHealth Portal automatically creates invoices based on your submission(s):

A Portal Submission for …	Creates Invoices for …
Initial Report	• Initial Report Fee • Initial Visit • Acupuncture Tray Fee (If Applicable)
Progress/Discharge Report	• Progress/Discharge Report Fee
Progress Report with Request for Additional Treatment	• Request for Additional Treatment Report Fee
Subsequent Visit	• Follow Up Visit
Subsequent Visit with Acupuncture	• Follow Up Visit • Acupuncture Tray Fee
Multi-Site Visit	• Follow Up Visit • Multi-Site Treatment Fee
Multi-Site Visit with Acupuncture	• Follow Up Visit • Multi-Site Treatment Fee • Acupuncture Tray Fee
No Show or Cancellation	<Not Applicable>
Sundry Items	• Each sundry item

After a submission the invoices created will appear on the claim's "Recent Payments" tab or the clinic's "Payment History" menu.

Can I submit a separate invoice for an acupuncture tray fee?

No. Acupuncture treatments should be indicated on the Initial Report or selected as part of a recorded visit. If acupuncture was not selected as part of a recorded visit, simply report an overpayment for the original invoice and resubmit the correct one that includes the acupuncture treatment.

How often should I submit invoices?

Submit your invoices as close to the time of the visit as possible. Batching and submitting invoices on a bi-monthly, or monthly basis will impact the processing time of your payment request which could result in a delayed payment.

How do I report an overpayment?

On the Claim Landing page main menu, press ☒ to report an overpayment or invoice errors. Your request will be reviewed within two business days of the submission.

Can I view invoice requests and payments for my clinic?

Yes. Check to see if you have already billed the WCB for a service by clicking on the "**Payments History**" menu option located on the eHealth Services home page.

Each tab details the type of expenses that have been submitted. Use the filters provided to find the details you are looking for.

Is my work saved if my access is interrupted or "times out"?

No. You should always save your work before leaving your workstation or closing the application. After 30 minutes of inactivity, any work in progress will not be saved.

Who do I contact if I have a question about an invoice?

Contact our Claims Service Centre at 204-954-4321 or toll free 1-855-954-4321 for assistance.

Who do I contact if I have questions?

- For **eHealth Portal-related questions and technical support** contact the WCB Service Desk by email at **ServiceDesk@wcb.mb.ca** or by phone at 204-954-4321 ext. 4573 (toll free 1-855-954-4321 ext. 4573) Monday to Friday, 8:00 am to 7:00 pm.
- For **claim-related questions** call the Claims Service Centre at 204-954-4321 (toll free 1-855-954-4321), Monday to Friday, 8:00 am to 7:00 pm.

Please refer to the **eHealth Services User Guide** for more detailed instructions.