

Step 1 - Evaluate if the eHealth Portal is Right for your Practice

The eHealth Services for Physiotherapists Portal (eHealth Portal) is a web-based application that is available for practices who provide physiotherapy and athletic therapy to submit reports and invoices to the WCB.

Review these documents to evaluate if the eHealth Portal is right for your practice:

- [eHealth Services for Physiotherapists FAQ](#)
- [Is the eHealth Portal Right for your Practice?](#)

In advance of registering for the eHealth Portal, it is recommended your office staff and treating therapists review the relevant Frequently Asked Questions:

- [eHealth Portal Administrator FAQ](#)
- [eHealth Portal Billing FAQ](#)
- [eHealth Portal Therapist FAQ](#)

Additionally, please refer to the [eHealth Services User Guide](#) for comprehensive information regarding the eHealth Portal features.

Step 2 - Appoint Administrator(s) for your WCB Provider Account

The Administrator(s) for your WCB Provider Account are responsible for registering and maintaining eHealth Portal access for all Users in relation to your practice.

Only Administrators can request that the WCB add, change or remove User access or capabilities. Therefore, ensure you assign the role of Administrator to someone with the authority to determine access for your practice (ex. Owner or Office Manager), or someone with this authority has approved the selected Administrator(s).

Step 3 - Record Provider Account and User Information

On the **eHealth Services Registration Form**:

Record your WCB Provider Account Number (12 digits), Provider Name and Address.

For verification purposes, record the Date and Total Amount documented on your most recent WCB Remittance Statement.

Indicate your preferred registration date (Date you would like to begin using the eHealth Portal).

For each Administrator and User, record their:

- First Name and Last Name (Middle Initial is optional)
- Email Address - A unique and individualized email address is required. Registered users are prohibited from sharing the same email address.
- Phone Number

If you have multiple locations with different WCB Provider Accounts, complete a form for each account.

Step 4 - Assign eHealth Portal Capabilities

Determine which capability to assign to each Administrator and User based on the following descriptions. Record the assigned eHealth Portal capability (by number) on the **eHealth Services Registration Form**.

Portal Capability	Description
1 Accounting/Invoicing	<ul style="list-style-type: none"> ✓ Submit invoices for visits and sundry items ✓ Report overbilled items (overpayments) ✓ View clinic's current and past invoiced items and details of their payment status ✓ Cannot view, create or submit reports
2 Maintain Patient Reports	<ul style="list-style-type: none"> ✓ Create, complete and view (not submit) patient reports and consultation requests ✓ View claim-level recorded visits and sundry submissions ✓ Cannot view most invoice details <p><i>** Treating therapists should submit their own reports. **</i></p>
3 Maintain and Submit Patient Reports	<ul style="list-style-type: none"> ✓ Same access as #2 (Maintain Patient Reports) ✓ Can submit completed patient reports <p><i>** Treating therapists should submit their own reports. **</i></p>
4 Clinic Owner/Manager	<ul style="list-style-type: none"> ✓ Full access to all Portal views and functionalities

Step 5 - Email Your Completed eHealth Services Registration Form

Verify the **eHealth Services Registration Form** is complete, then submit it by email to ServiceDesk@wcb.mb.ca.

Step 6 - Access the eHealth Portal

On the day your Provider Account is registered for the eHealth Portal, each Administrator and User will be emailed their individual User ID and a confirmation of their successful registration, which contains a link that takes you to the Online Services page on the WCB website.

To access the eHealth Portal, click on the WCB eHealth Services icon:



When you log in for the first time, you will be prompted to:

- Update the temporary password that was assigned to you,
- Select and answer three security questions, and
- Review and accept the Online Services Terms and Conditions outlined.

After these conditions have been satisfied, you are officially logged into the eHealth Portal!

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 and billing inquiries** call the WCB Claims Service Centre at 204-954-4321 (toll free 1-855-954-4321) Monday to Friday, 8:00 am to 7:00 pm.

