

# Billing the WCB for Healthcare Services



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# Billing the WCB for Healthcare Services

## Billing Information for Services & Treatment of Injured Workers

At the WCB, our goal is to pay you as quickly and accurately as possible. This guide provides an overview of our reporting and invoicing requirements to help you get paid sooner.

For more detailed information about healthcare billing and the WCB, be sure to visit the Healthcare section of our website at [www.wcb.mb.ca](http://www.wcb.mb.ca).

### GST

WCB is included under the Provincial Crown umbrella for GST/HST purposes, and, as such, **is not subject to these taxes on goods and services**. Our GST/HST exemption number is 107863847RT0013.

### Submitting Healthcare Provider Invoices or Billing Forms

To invoice the WCB you will need a WCB Account Number. If you do not have an account number, please visit [www.wcb.mb.ca](http://www.wcb.mb.ca) and complete the *New Provider Intake / Provider Change Form*. You can also email [WCBprovideraccounts@wcb.mb.ca](mailto:WCBprovideraccounts@wcb.mb.ca), or call 204-954-4321 or toll-free 1-855-954-4321 to request a copy of the form.

To ensure your payment is processed quickly, invoices or the WCB billing form must include the following:

- Current claim number
- Injured worker's name, date of birth and mailing address
- Date of injury, diagnosis and/or area of injury
- Date of service (e.g. initial and/or subsequent visits)
- Tariff codes/description and applicable fees
- WCB account number, including address, phone and fax number. This is important to ensure providers working out of multiple facilities receive payment at the correct location.

If any of the above information is missing, follow-up will be required, which may delay payment.

**Our goal is to pay you as quickly and accurately as possible.**



# Billing the WCB for Healthcare Services

## Pharmacy Invoices

Ensure that your invoice includes the following information:

- WCB claim number
- Injured worker's name
- Date of prescription
- Drug name, DIN, quantity
- Prescribing doctor's name
- Total cost of prescription
- The pharmacy's WCB account number, address, phone and fax number

Pharmacies are asked to file each WCB injured worker separately by month of service.

## Vendor Invoice (e.g. supply companies, professional services, school, etc.)

Ensure that your invoice includes the following information:

- WCB claim number
- Injured worker's name and mailing address
- Date of service being billed
- Complete description of services being billed, including applicable fees
- The vendor's WCB account number, address, phone and fax number

## Fees & Tariffs

Fees for medical aid are set by legislation. Each service billed to the WCB has an associated tariff. Some tariffs mirror the applicable Manitoba Health Fee Guides and some tariffs are WCB specific.

Be sure to include the appropriate tariff codes and description on your invoice to correctly identify the injury treated and services provided.

For a list of WCB tariffs available to service providers please see our Billing Guide online at [www.wcb.mb.ca](http://www.wcb.mb.ca).



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## Physicians

Physician tariffs and rates are paid according to the Manitoba Physician's Manual where applicable, which can be accessed on the Government of Manitoba's website at <http://www.gov.mb.ca/health/documents/physmanual.pdf>.

## Hearing Aid Providers

The following information is available on our website at [www.wcb.mb.ca](http://www.wcb.mb.ca):

- Hearing Aid Service Provider Guidelines
- Hearing Aid Approved Product List
- Hearing Loss Billing invoice located

## Contracts

The WCB has contracts with the following organizations that outlines the fees paid for certain services provided to injured workers on behalf of the WCB:

- Doctors Manitoba
  - Manitoba Physiotherapy Association Inc.
  - Manitoba Chiropractors Association
- For contract details, contact the respective organization.

## Direct Deposit

The fastest way to get paid by the WCB is to sign up for direct deposit, so we can deposit your payments directly into your bank account. Direct deposit offers you peace of mind, security and convenience. Remittance statements will continue to be mailed to you twice a month.

If you would like to sign up for direct deposit, the form is available on our website at [www.wcb.mb.ca](http://www.wcb.mb.ca) and can be faxed to 204-954-4999.



**The fastest way to get paid by the WCB is to sign up for direct deposit.**



# Billing the WCB for Healthcare Services

## How Long Do I Wait Before I Invoice the WCB?

You should invoice the WCB immediately or on a regular basis (e.g. bi-weekly, monthly, etc.).

If you have not received payment for an invoice that you've submitted, please wait at least 45 days from the date you submitted the invoice to the WCB before resending the invoice.

If you resend an invoice, please write "over-due" or "re-submission" on the invoice.

## Late Invoices

We will not process invoices after 12 months from the date of the worker's last appointment, or after 12 months from the date that the worker returned to work following the incident (whichever is shorter).

## Processing and Payment

We process payments in the order they are received. Payments and **remittance statements** are issued on or about the 15th and 30th of the month and mailed out the next business day.

If you receive your payment by direct deposit, a detailed **remittance statement** will be mailed when your deposit has been processed.

## Denied Claim & Invoices

When a worker's claim is denied, we will send you a letter saying that we no longer require medical reports, and any further invoices related to the care of the patient should go to another agency.

If you provide services for workers whose claim status is later changed or modified, the WCB may attempt to recover some or all of the payments made and instruct you to recover those costs from Manitoba Health or another non-WCB payer.

If the WCB has paid you for services on a denied claim, we may recover the costs against further payments owed to you, except for reporting fees. Costs that are typically recovered are those that have not been negotiated with the WCB and those covered by another insurer, such as Manitoba Health.



# Billing the WCB for Healthcare Services

## Important Information You Need to Know About Working with the WCB

### Legislation

A complete copy of *The Workers Compensation Act* can be accessed online at <http://www.wcb.mb.ca/the-workers-compensation-act-and-regulations>.

The following are specific WCB and other legislated requirements that apply to healthcare professionals, hospitals and healthcare facilities.

### Your Duties When Providing Care to an Injured Worker

- Provide reports about the injury to the WCB.
- Provide information, advice and assistance to the injured worker and his/her family, including any certificates and reports that may be required by the WCB.
- **Keep in mind that we must pre-approve some treatments and services (i.e. physiotherapy, chiropractic treatment, pain management injections, and surgery).**

For more information, see section 20 of *The Workers Compensation Act* at [www.wcb.mb.ca](http://www.wcb.mb.ca).

### Patient Confidentiality and Reporting

Healthcare providers must provide certain patient information to the WCB.

The WCB treats this information as private and confidential and only discloses the information as required or authorized by legislation. The WCB is bound by both *The Freedom of Information and Protection of Privacy Act (FIPPA)* and *The Personal Health Information Act (PHIA)* with respect to the collection, use and disclosure of information.

Keep in mind that we must pre-approve some treatments and services.



# Billing the WCB for Healthcare Services

## Contacting the WCB

All claim related reports, correspondence and billing forms can be faxed to:

- Winnipeg: 204-954-4999
- Toll Free within Canada: 1-877-872-3804

Please ensure that the worker's claim number is included, if available.

For telephone inquiries, please contact our Claims Service Centre at:

- Winnipeg: 204-954-4321
- Toll Free within Canada and the United States: 1-855-954-4321

