WCB — Workers Compensation Board of Manitoba

eHealth Portal Therapist FAQs

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

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

To submit a report on the eHealth Portal you must have a claim number for the worker's injury you are treating. **You cannot submit a report or an invoice 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.

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

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

WCB eHealth Services
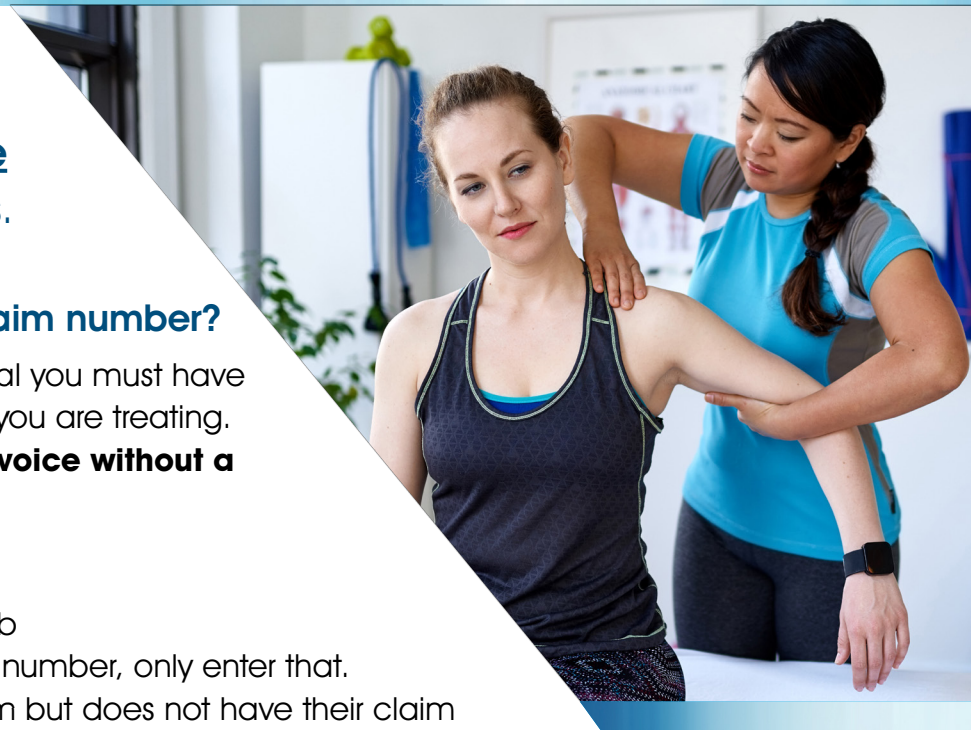
How do I create a report?

On the left-hand side of the application is your Claim Landing Page main menu.

Press 📄 to start a new Initial Report, or 🄿 to create a new Progress/Discharge Report.

Before submitting the report, read through the information entered to ensure it is correct.

Treating therapists need to complete and submit their electronic reports to the WCB. In lieu of a physical signature on the reports, the submitter acknowledges they agree with the content in the report, and their unique user ID appears on the report as well.

How will I receive requests from the WCB to complete a report?

As an eHealth Portal user, the WCB will only send report requests through the eHealth Portal - you will not receive it by fax or mail, nor will you receive an email. Log into the eHealth Portal regularly to be made aware of any new report requests. Delays in completing reports may delay a worker's benefit entitlement.

Find your WCB Requested Reports in the "Reports in Progress" Tab. Any reports that have been started but not submitted will be located there as well. If you received a request for a report you already submitted, simply delete the report by pressing 🗑 under the "Actions" column.

How do I submit a discharge report?

Complete a Progress Report and answer **yes** to the question 'Is worker discharged?'. The system will automatically create a Physiotherapy Discharge Report. (Identified as ↪ in the "Reporting History" tab).

How do I submit a request for additional treatments/extension request?

Complete a Progress Report and answer **yes** to 'Treatment Extension Request'. The system will automatically submit the report as a Physiotherapy Application for Additional Treatment. (Identified as ⊞ in the "Reporting History" tab).

Can I delete a report?

Reports that have a status of "Draft", "In Edit" or "WCB Requested" can be deleted. Once you find the report you want to delete, click on 🗑 for that report. If the report had a "WCB Requested" status you will be required to provide a reason for deleting the report. Reports with the status of "Submitted" cannot be deleted from the eHealth Portal.

Incorrect information was entered on a report I submitted. What do I do?

E-mail the WCB Service Desk at **ServiceDesk@wcb.mb.ca** 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, Monday to Friday, 8:00 am to 7:00 pm at 204-954-4321 (toll free 1-855-954-4321).

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