

The eHealth Services Portal (eHealth Portal) is an online service for physiotherapists and therapists to submit reports and invoices electronically to the WCB.

Who can use the eHealth Portal?

Providers will be eligible to use the eHealth Portal if they:

- Operate a therapy clinic or private physiotherapy or athletic therapy practice.
- Have an active WCB provider account.
- Offer services provided by therapists that are registered and in good standing with their appropriate registering body (i.e., College of Physiotherapists of Manitoba or Manitoba Athletic Therapists Association).

What are the benefits of the eHealth Portal?

Some of the benefits to the physiotherapy and athletic therapy providers that use the eHealth Portal are:

- Faster payment processing
- Automatic billing when reports are submitted
- Access to better and more timely payment information

"I would definitely recommend the Portal to other clinics. It is so easy to use and being able to check on line to see if a treatment is entered or paid is so valuable. A time saver for sure."

- **Susan**, Kenaston Common Physiotherapy



What are the features of the eHealth Portal?

The following items can be created and submitted via the eHealth Portal for workers who have a claim number.

- Initial and Progress/Discharge Reports
- Invoices for Visits/Treatments
- Invoices for Acupuncture Treatments
- Requests for Additional Treatments or Multi-site Visits
- Requests for Consultation with a WCB Physiotherapy Consultant
- Reports of Overpayments (invoice errors)
- Invoices for Narrative Reports, Phone Consultations, Sundry Items, etc.

The eHealth Portal also displays current and historical account payment information to those with appropriate access.

Note: Narrative Reports and Visits with a Northern Differential Fee cannot be submitted via the eHealth Portal at this time.

“We have noticed a significant improvement in how quickly we receive payments ... It is very nice to be able to look back and investigate payment history on claims without having to call ...”

- **Kim**, Pan Am Rehabilitation Services

When can I use the eHealth Portal?

The eHealth Portal is available 24 hours a day, seven days a week.

Is the eHealth Portal secure?

The eHealth Portal contains confidential personal and medical information protected by Manitoba’s Personal Health Information Act and Freedom of Information and Protection of Privacy Act. The WCB protects this information through their WEB Security Policy.

Only authorized registered users for your organization will be able to view information created by your organization.

Who can I contact for more information about the eHealth Portal?

For more information 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.