

# Physiotherapy Individual Services Agreement FAQ

## What is a Physiotherapy Individual Services Agreement?

A Physiotherapy Individual Services Agreement (ISA) is a legal contract that outlines service rates and the legal terms and conditions set forth by the Workers Compensation Board of Manitoba (WCB). All physiotherapists who work in a fee for service clinic in Manitoba, providing services to injured workers are required to sign an ISA.

## Why do I need to sign a Physiotherapy Individual Services Agreement?

Previously, the Manitoba Physiotherapy Association (MPA) negotiated service rates and the legal terms and conditions on behalf of all physiotherapists in Manitoba. On December 31, 2021 the contract between WCB and the MPA expired. As a result, the WCB has put ISAs into place.

## What are the physiotherapy service rates?

The most up-to-date fee schedule and rules of application can be found in the WCB Service Code Manual, found on this web page <https://www.wcb.mb.ca/index.php/service-code-manual>.

## Why is the effective date of the Physiotherapy Individual Services Agreement January 1, 2022?

The most recent contract between the WCB and the MPA, which provided the rates for physiotherapy services, expired on December 31, 2021. The ISA is the follow-up contract to provide the rates for physiotherapy services from January 1, 2022 onward.

For example, if a physiotherapist has been providing services since December 1, 2022 but only signs the contract on February 1, 2023, the physiotherapist's agreement to the legal terms and conditions will be effective on February 1, 2023. The services provided by the physiotherapist in December 2022 would be paid based the WCB's rates established on January 1, 2022.

## What does the effective date of the Physiotherapy Individual Services Agreement January 1, 2022 mean to a physiotherapist who does not provides services to injured workers until 2023?

For physiotherapists who do not provide services to injured workers in a fee for service clinic in Manitoba until 2023 or later, their agreement with the WCB's establish service rates and legal terms and conditions will be based on the signatory date.

## Can a physiotherapy clinic submit one signed ISA to cover all the clinic's physiotherapists working at that location?

Each individual physiotherapist is required to sign an ISA. As part of the onboarding process for new



staff, the clinic should confirm that the new physiotherapist has previously signed an ISA or support them with completing an ISA prior to providing services to injured workers.

### How do I determine if I have submitted and signed the Physiotherapy Individual Services Agreement?

A physiotherapy clinic or physiotherapist can email [WCBprovideraccounts@wcb.mb.ca](mailto:WCBprovideraccounts@wcb.mb.ca) to confirm the ISA signing status of an individual physiotherapist if needed.

### If a physiotherapist works at a hospital, does the physiotherapist need to sign an ISA?

If a physiotherapist's services are not billed as fee for service, they do not have to sign an ISA. If the same physiotherapist also works in a private setting where they bill the WCB as fee for service, the physiotherapist will need to sign the ISA.

### Does a physiotherapist need to sign multiple Physiotherapy Individual Service Agreements, if they work at multiple locations?

Only one ISA is required per physiotherapist, even if they work at multiple locations.

### How long is a signed Physiotherapist Individual Services Agreement good for?

The ISA will remain in effect as long as the physiotherapist's registration number with the College of Physiotherapists of Manitoba is valid. The physiotherapist will need to sign another ISA if their registration number changes.

### Can a physiotherapist treat an injured worker if the physiotherapist has not signed a Physiotherapy Individual Service Agreement by February 28, 2023?

The physiotherapist should endeavor to sign and submit an ISA prior to treating an injured worker.

### Will the payment to a clinic be delayed because the treating physiotherapist has not signed a Physiotherapy Individual Service Agreement?

Payments to a physiotherapy clinic will not be delayed because the treating physiotherapist has not signed an ISA, but the clinic should ensure that all the physiotherapists at the clinic have signed the ISA.

### How will Physiotherapists who use the WCB eHealth Online Services Portal be affected by the billing requirement to include the Physiotherapist's Registration Number?

The invoices submitted by clinics through the eHealth Online Services Portal are already in compliance with the updated WCB's billing best practices. The invoicing process will not change for eHealth Online Services Portal users.

### Is there a billing template that clinics can use when billing the WCB?

Yes, the updated general billing form can be used by clinics to bill for physiotherapy services. The form can be found under to the **WCB Healthcare Reporting and Billing Forms** on the WCB website.



What resources are available if a clinic would like more information about eHealth Online Services Portal?

There is a webpage on eHealth Online Portal Services for Physiotherapists. Please visit the following link:  
<https://www.wcb.mb.ca/ehealth-services-for-physiotherapists>.

