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eHealth Services for Physiotherapists Portal

Frequently Asked Questions

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What is the eHealth Portal?

The eHealth Services for Physiotherapists Portal is a web-based application that is used by certain healthcare providers (physiotherapists and athletic therapists) to submit reports and invoices to the WCB.

Who can use the eHealth Portal?

The first release of the eHealth Portal will be offered to selected physiotherapy and/or athletic therapy providers. Once the Portal has been successfully rolled out to this pilot group, it will be offered to other physiotherapy/athletic therapy providers.

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 Portal are:

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

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 Services System 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.

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What are the recommended system requirements for the eHealth Portal?

Although you may be able to access the eHealth Portal through any internet connection, we have verified it works the best with the following:

- A PC with Windows
- Browser Microsoft Internet Explorer or Google Chrome with:
  - JavaScript enabled
  - Cookies enabled (Note: The eHealth Portal only uses session cookies - no application information will be stored on your hard drive without your consent.)

While there is no minimum internet connection speed required, faster connection speeds will provide better performance.

How can I get access to the eHealth Portal?

Refer to our "Registration Guide" for details about registering for WCB Online Services.

What are the features of the eHealth Portal?

The following items can be created and submitted via the eHealth Portal, **provided a claim has already been reported**:

- Initial and Progress/Discharge Reports
- Invoices for Visits/Treatments1
- Invoices for Acupuncture Treatments
- Requests for Additional Treatments or Multi-Site Visits
- Requests for Consultation with a WCB therapist
- Reports of Overpayments
- Invoices for narrative reports, phone consultations and sundry items

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

[1] Visits with a Northern Differential Fee or for hand-therapy cannot be submitted via the eHealth Portal at this time.

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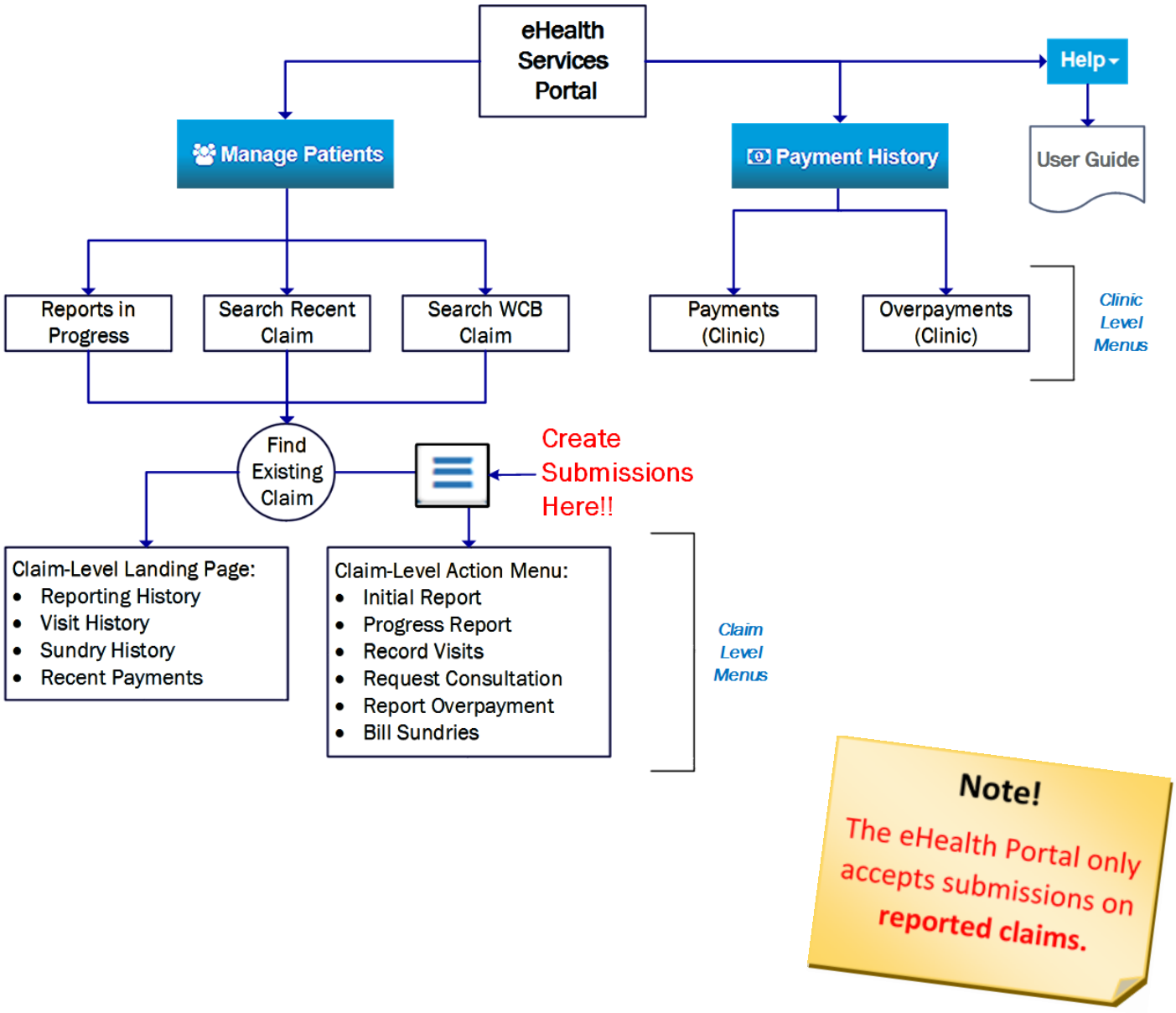
eHealth Services Portal Navigation Map

This eHealth Portal Navigation Map provides an overview of the Portal's menus and functions.

(Access to these menus and functions will depend on the capabilities assigned to you at the time of registration.)



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I'm registered to use the Portal. What is next?

Now that you are registered and have access to the eHealth Portal, you need to determine the best way to start using the Portal. Here are some important points you should consider:

Transitioning from Paper to Portal

A few suggestions we can offer for helping you transition to submitting your reports and invoices on the Portal:

- If you have started any manually-written (paper) reports, complete them and submit via mail, fax or courier. Make sure you invoice for the associated report fee or visit (if applicable) using the same method.
- Paper invoices already submitted to the WCB will be processed in due time. Do not resend any invoices through the Portal. This will only lead to delays in processing and increased risk of overpayments.
- Within a relatively short period of time, your practice should move to using the Portal for submitting all of your reports and invoices. Using two methods for providing reports and invoices will cause confusion.
- Treating therapists should be submitting their own reports to the WCB via the Portal. The submitter needs to acknowledge they agree with the content in the report in lieu of a signature. The user ID of the person submitting appears on the report as well.

Check the Portal Regularly for WCB Report Requests

Once registered for the eHealth Services Portal, any WCB requests for reports will be sent via the Portal and display on the Reports in Progress page. You will not receive any notification that a request has been made.

Therefore, it is important that someone at the clinic reviews the Portal regularly (suggested daily) to see if any report requests have been made.

Retain and/or Print Copies of Submitted Reports

While the eHealth Portal attempts to retain copies of reports you create, there may be circumstances where reports submitted cannot be accessed through the portal. That is why it is important that you establish a process to keep copies, paper and/or electronic, of all the eHealth reports you submit in your own file retention system.

For instructions on how to save or print reports, refer to the ***eHealth Portal User Guide*.**

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Avoid Bundling or Batching Invoices

In order to ensure you reap the benefits of getting paid quickly for Portal submissions, it is suggested that you enter them as close to the time of the visit as possible. By amassing invoices and submitting them all at once, it could impact our ability to process your submissions in a timely basis.

Save Your Work

After 30 minutes of inactivity, the Portal will automatically log you out. If you were in the middle of completing a submission (i.e. report, visit entry, sundry invoice, etc.), the information you entered will not have been saved.

Also, please save your work before leaving the application.

Manage Portal Access/Security

Follow these suggested business practices to maintain security within your organization:

- Do not permit or endorse sharing user ID's between staff. The user who is signed in at the time of a submission should ultimately be responsible for the contents of that submission.
- Ensure the Administrator is diligent about removing access from former staff members.

How do I submit reports and invoices?

To submit reports and invoices, you must first find the worker's claim using the Search Recent Claim or Search WCB Claim feature (the Portal only accepts submissions on reported claims). Click on the hyperlink which will take you to that claim's landing page.

From here access the Action Menu to access all the submissions you can perform.

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The eHealth Portal takes into consideration most scenarios and automatically creates invoices based on your submissions:

A Portal Submission for …	Creates Invoices for …
Initial Report	☑ Initial Report Fee ☑ Initial Visit ☑ Acupuncture Tray Fee (If Applicable)
Progress/Discharge Report	☑ Progress/Discharge Report Fee
Progress Report with Request for Additional Treatment	☑ Request for Additional Treatment Report Fee
Subsequent Visit	☑ Follow Up Visit
Subsequent Visit with Acupuncture	☑ Follow Up Visit ☑ Acupuncture Tray Fee
Multi-Site Visit	☑ Follow Up Visit ☑ Multi-Site Treatment Fee
Multi-Site Visit with Acupuncture	☑ Follow Up Visit ☑ Multi-Site Treatment Fee ☑ Acupuncture Tray Fee
No Show or Cancellation	<Not Applicable>
Sundry Items	☑ Each sundry item

How can a worker report a WCB claim?

The eHealth Services Portal will only allow you to submit reports and invoices on reported claims.

If a worker needs to report a claim, advise them to call the WCB at 204-954-4100, or toll free 1-855-954-4321 (8:00 a.m. to 7:00 p.m., Monday to Friday), or report online at www.wcb.mb.ca.

It is suggested that you request the worker have their WCB claim number prior to their appointment.

What if I have questions? Where can I get help?

- Refer to the "Frequently Asked Questions" document, which can be found on the WCB's website. (https://www.wcb.mb.ca/ehealth-services-for-physiotherapists).
- Access to the eHealth Portal User Guide after you are logged into the Portal:
  - From the "Help" menu, click on "User Guide". You will be taken to the WCB's website ***eHealth Portal User Guide*** landing page.
  - Click on , → View File to open a PDF version of the User Guide.
  - Use the Table of Contents to navigate to the topics you have questions about.

- Contact us:
  - For Portal-related questions, email *Your eHealth Support Team* at eHealthSupport@wcb.mb.ca.
  - For technical support contact the WCB Technical Support Team:
    - Call 204-954-4803 (toll-free 1-866-751-9245) Monday to Friday, 8:00 am to 7:00 pm
    - Email ServiceDesk@wcb.mb.ca
  - For any claim-related questions, call the Claims Service Centre at 204-954-4321 (Toll free 1-855-954-4321).