

# WCB Billing Guide



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# Billing for Goods and Services Provided to 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.

## GST

WCB is GST/HST exempt. Our GST/HST exemption number is 107863847RT0013.

## Submitting Invoices or Billing Forms

To invoice the WCB, you will need a WCB account number. If you do not have an account number, please complete the [Provider Registration/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.

If you work out of more than one clinic or location, you must complete a separate form for each location.

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

- Invoice date
- Service provider/clinic information, including:
  - WCB account name and account number
  - Physical address
  - Phone and fax number
- Patient information, including:
  - Claim number
  - Name and date of birth
  - PHIN
  - Personal address and phone number
  - Date of incident and area of injury
- Date of service (e.g. initial and/or subsequent visits)
- Tariff or service codes, description and applicable fees

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.”





## 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, schools, 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

## Tariff/Service Codes & Fees

Fees for medical aid are set by the WCB. Each service provided to an injured worker and billed to the WCB has an associated tariff or service code. Certain codes and fees mirror those set out by Manitoba Health, while others are specific to the WCB.

Be sure to include the appropriate tariff or service code(s) and a description of the injury treated and/or services provided on your invoice.

For a list of tariff and service codes and the associated rates, please see the [WCB Service Code Manual](#).

The WCB utilizes the Manitoba Health tariff codes for services that would have been covered by Manitoba Health had it not been for the injury. Please see the Manitoba Health Physicians Manual for a list of tariff codes and applicable rates, accessible on the Government of Manitoba's website at <http://www.gov.mb.ca/health/documents/physmanual.pdf>.

## Out-of-Province Providers

WCB will pay fees that are reasonable, most often at the rate paid by the workers compensation board in the province in which the services were provided.

## Audiological Goods & Services

The following information is available on our website:

- [Hearing Aid Service Provider Guidelines](#)
- [Hearing Aid Approved Product List](#)
- [Hearing Loss Billing Invoice](#)



## Direct Deposit

The fastest way to get paid by the WCB is to sign up for direct deposit, so payments can be deposited 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, please complete a [Direct Deposit Request Form](#) and email to [DirectDeposit@wcb.mb.ca](mailto:DirectDeposit@wcb.mb.ca) or fax to [204-954-4999](tel:204-954-4999).

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

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

The WCB processes invoices in the order they are received. You should invoice the WCB immediately after seeing an injured worker 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 "re-submission" on the invoice.

## Late Invoices

In accordance with subsection 27(7) of *The Workers Compensation Act*, the WCB will not process invoices received later than 12 months from the date that the goods or services were provided to the worker or the medical report was provided to the WCB.

## Processing and Payment

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 Claims and Invoices

When a worker's claim is denied, the WCB will send you a letter stating that the WCB no longer requires 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, the WCB may recover the costs against future payments owed to you, except for reporting fees. Costs that are typically recovered are those that are covered by another insurer, such as Manitoba Health.



# 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>.

## 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 the WCB 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 *The Workers Compensation Act*, *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 the WCB must pre-approve some treatments and 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