

Guide to Viewing Payments in the eHealth Portal

Physiotherapy and athletic therapy clinics can view payment status through the eHealth Online Services Portal. Registered clinics can access these records online for convenient payment tracking. If this section is not visible, you do not have the required security access.

Please note that payment information will be downloaded as a CSV file, which can be saved and opened in Excel. You can use functions like SUM and sorting to organize and display the information as needed.

This file does not resemble the WCB Remittance Statements you receive with payments. It provides a summary of the payment status and amounts for services billed through the eHealth Portal or submissions made outside of the eHealth Portal.

Accessing clinic payment information on the eHealth Portal

Navigate to the main page and click on Payment History to access the clinic's payment history.



After clicking on Payment History, two tabs will display (Payments and Overpayments). Payments lists all payment items created through your account, on all claims, including those submitted via the eHealth Portal and submissions made outside of the eHealth Portal.

Payments

Overpayments

Payment Number:

Status:
--Select--

Service From Date:

Service To Date:

Invoice Number:

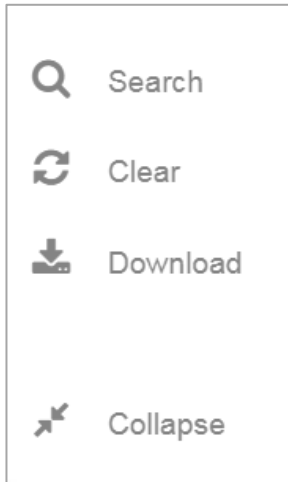
WCB Claim Number:



Patient Last Name:

Service Type:
--Select--


Invoice Number	Patient Name	Claim Number	Service Date	Service Type	Quantity	Status	Processed Date	Payment Number	Requested Amount	Paid Amount


Navigation buttons are located on the left-hand side of the window.



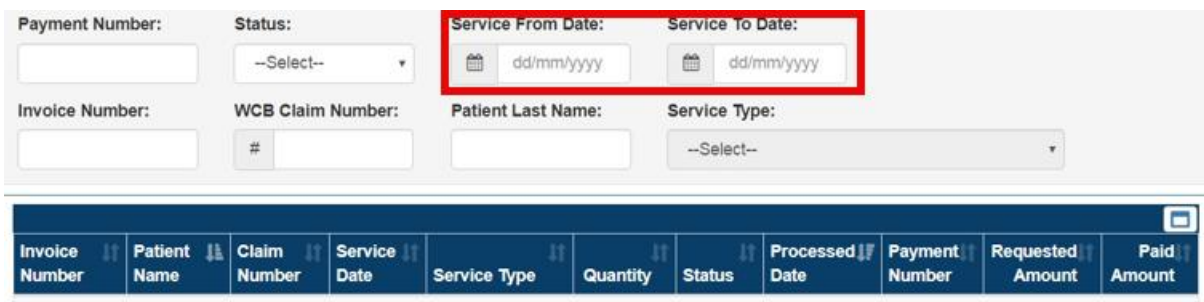
To view payment information, enter one or more search criteria and click  Search. If no search results appear, modify your search criteria and click  Search.

Click  Clear to clear all search criteria.

The  Download button is displayed when your search results contain a minimum of one payment item. A maximum of 500 payment items will be displayed.

The  Collapse button will hide the navigation buttons, but they can be revealed again.



To search the payment history, enter the "Service From Date" and "Service To Date" for the desired period (e.g., August 1–31, 2025). Leave other filters blank to view all submitted payments, regardless of status. You can use the other search function to refine the results if needed.



Payment Number:	Status:	Service From Date:	Service To Date:
<input type="text"/>	--Select--	<input type="text" value="dd/mm/yyyy"/>	<input type="text" value="dd/mm/yyyy"/>
Invoice Number:	WCB Claim Number:	Patient Last Name:	Service Type:
<input type="text"/>	# <input type="text"/>	<input type="text"/>	--Select--

Invoice Number	Patient Name	Claim Number	Service Date	Service Type	Quantity	Status	Processed Date	Payment Number	Requested Amount	Paid Amount
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The payment items are listed in descending order of the service date. To sort by a different column, click  within the desired column heading.

To hide the search criteria, press  on the top right-hand corner of the list of payments, and to reveal the search criteria press .

The status of the payments is real-time, and updates occur regularly throughout the day.

Here are what the different status types mean:

Pending	The payment request is in the process of being reviewed.
Approved	The payment request has been approved, but payment has not yet been made. It will be paid out on the next scheduled bi-monthly pay run.
Paid	The payment request has been paid. Payment Number and Paid Amount are populated.
Denied	The payment request has been denied by the WCB.
Cancelled	The payment request has been cancelled by the WCB.

Additional payment status information

Invoices submitted outside of the eHealth Portal (i.e., fax, mail or courier) will not appear on the list of pending payment items until they are entered by the WCB.


The Requested Amount reflects the amount that was entered by the WCB and may not reflect an amount entered in a submission.


The Paid Amount is the amount that was actually paid.

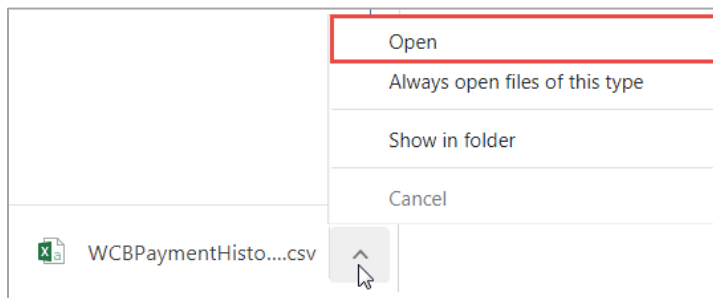
If the Requested and Paid amounts differ, it means the requested amount was reduced due to an overpayment or the payment was denied. Pending payments will show no value.

Overpayments may be recovered from any payment to your clinic, not only from the original claim.

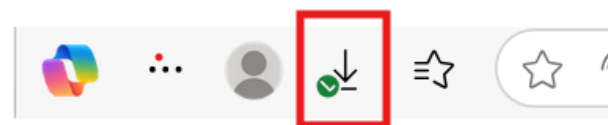
Downloading your payment information - steps to access and save your payment records

You can download search results containing between one and 500 payment items. If the  Download button is not displayed, try refining your search or running a new one.

Click  Download to generate a Comma Separated Value (CSV) file that contains your search criteria and search results.



The CSV file will appear in the bottom left corner of the Payments tab. To open it, click the drop-down menu and select Open. In some browsers, you may need to click on the down arrow in the top right of the address bar and select the file to open.



It is recommended to Save As and select an application such as Excel or QuickBooks to review and save Payment History Download.

To save an electronic copy for your records:

1. Choose a location on your computer or network to store the report.
2. Modify the file name, if desired.
 - o The default file name is: WCBPaymentHistory - <User Name> - <Download Date> - <Numeric Identifier>.
3. The default file type is CSV.
 - o Select an alternate file type with your preferred application.

Overpayments

The Overpayments section lists all overpaid items on your account for the past three years, including the claims from which amounts were recovered. You can search by the worker's last name or claim number, or filter by overpayment status (Approved, Completed or Suspended).

Payments
Overpayments

WCB Provider Account Number:

Patient Last Name:

Overpayment Balance: \$0.00

WCB Claim Number:

#

Overpayment Status:

--Select--

Approved
Completed
Suspended

To view recovery details of an individual overpayment, click the **+** sign beside the overpayment record. Recoveries may be applied from claims different than the original overpayment as overpayments are settled at the account level, not the claim level.

To expand or view the recovery details for an overpayment, press **+**. To collapse or hide the recovery details for an overpayment, press **-**.

Search Results: 2 found

Patient Name	Claim Number	Service Date	Processed Date	Overpayment Amount	Recovered Amount	Overpayment Balance	Status	
- Injured, Joe	41010001	13-Aug-2018	23-Aug-2018	(\$44.07)	\$44.07	\$0.00	Completed	
Overpayment recovery transactions:								
Patient Name	Claim Number	Service Date	Service Type	Quantity	Invoice Number	Payment Number	Recovery Date	Recovery Amount
Worker, Ima	41020002	27-May-2018	0181 - Athletic Therapy, Follow Up Visit	1 Visits		5163615	21-Aug-2018	\$8.21
Worker, Ima	41020002	06-Jun-2018	0181 - Athletic Therapy, Follow Up Visit	1 Visits	1234	5163615	21-Aug-2018	\$35.86
+ Worker, Ima	41020002	13-Jun-2018	23-Aug-2018	(\$44.07)	\$44.07	\$0.00	Completed	

Additional Notes

In some cases, the WCB may pay an invoice under a different claim number than the one you submitted. Examples include:

- Merged claims: The claim number you used may be merged into another claim number.
 - All other invoice details remain the same (invoice number, patient name, service date and type).
- Administrative Claims: The invoice may be processed under an Administrative Claim instead of the original claim.
 - The submitted invoice status will show Cancelled.
 - The Paid Amount will display as follows:
 - Under the Invoice Number column, you may see the patient's name and/or the original claim number, and/or your invoice number.
 - The patient's name may appear as Admin Costs, Adjudication.
 - the Administrative Claim Number will display (e.g. 210#####).
 - The same service date and service type will display

Invoice Number	Patient Name	Claim Number	Service Date	Service Type	Quantity	Status	Processed Date	Payment Number	Requested Amount	Paid Amount
112112 - Injured, Joe	Admin Costs, Adjudication	21010055	01-May-2018	0177 - Physiotherapy - Follow Up Visit	1 Treatments	Paid	15-May-2018	3023222	\$52.28	\$52.28
112112	Injured, Joe	41010001	01-May-2018	0177 - Physiotherapy - Follow Up Visit	1 Treatments	Cancelled	15-May-2018		\$52.28	\$0.00