SUBMITTING INVOICES TO THE WCB MEDICAL AID DEPARTMENT

When does the WCB process my invoices?

The WCB’s Medical Aid Department processes payments for healthcare providers and medical suppliers twice a month (payments are issued on or about the 15th and 30th of the month and mailed out the next business day).

A remittance statement is mailed with your cheque; if you receive your payments by direct deposit, a remittance statement will be mailed when your deposit has been processed. Remittance statements include details of what was paid; this information can be used to reconcile your records. Please keep your remittance statements for two years, for your own records.

What information should I include on my invoice to the WCB?

In an effort to ensure consistent billing, and timely and accurate payments, the WCB requires the following information on your invoices:

If you are a healthcare professional:

- Current claim number
- Injured worker's name, date of birth and mailing address
- Date of injury, diagnosis and/or area of injury
- Employer's name and address
- Correct date of service being billed
- Tariff codes and applicable fees
- WCB account number, including address, phone and fax number, and signature

Please visit our website at www.wcb.mb.ca/resources/healthcare-form for our NEW general billing form for physicians and chiropractors.

WCB currently follows the fee guide/schedule issued by Manitoba Health. Physician and hospital rates are paid according to the Manitoba Physician's Manual, including interprovincial billing rates.

If you are a physiotherapy clinic:

- Current claim number
- Injured worker's name, date of birth and mailing address
- Date of injury, diagnosis and/or area of injury
- Date of initial and/or subsequent visits
- Tariff codes/description and applicable fees
- WCB account number, including address, phone and fax number
If you are a vendor (e.g. supply companies, professional service, school, etc.):

- Current WCB claim number
- Injured worker's name and mailing address
- Correct date of service being billed
- Complete description of services being billed, including applicable fees
- WCB account number, including company name, address, phone and fax number

If you are a hearing loss clinic please use our Hearing Loss Billing Invoice, located at www.wcb.mb.ca/resources/healthcare-form.

If you are a pharmacy:

- Current WCB claim number
- Injured worker's name and mailing address
- Date of prescription being filled
- Drug name, DIN and quantity
- Prescribing doctor's name and address
- Cost of prescription
- WCB account number, including address, phone and fax number

Please file each WCB injured worker separately by month of service.

**How long should I wait for payment before I resubmit an invoice?**

WCB's goal is to pay invoice in a timely manner; every effort is made to process invoices within 30 business days from when it was received. However, if you need to resubmit an invoice, please wait at least **45 business days** from the date you originally submitted the invoice to the WCB. If you are re-submitting an invoice, please ensure you write "over-due" or "re-submission" on your invoice and we will do our best to ensure your invoice is reviewed immediately.

**What services need to be pre-authorized by the WCB?**

Services for physiotherapy, chiropractic treatment, and surgery need to be pre-authorized by the Adjudicator and/or Case Manager. When in doubt, please contact the Adjudicator and/or Case Manager directly to discuss.

**How long do I wait before I invoice the WCB?**

Please invoice the WCB immediately or on a regularly scheduled basis. No invoices will be processed by the WCB **after 12 months** from the date of the worker's last
appointment with the physician, or after 12 months of the date from which the worker returned to work following the incident (whichever period is shorter).

For more information, please refer to Section 27(14) of The Workers Compensation Act, which can be found at http://www.wcb.mb.ca/the-workers-compensation-act-and-regulations.

**GST Exemption**

The Workers Compensation Board is included under the Provincial Crown umbrella for GST/HST purposes, and, as such is not subject to these taxes on goods and services.

**Questions?**

For any inquiries, please contact our Claims Service Centre at 204-954-4321 or toll-free, 1-855-954-4321.