

New online access to return-to-work information from your worker's physician (pink copy)—Frequently Asked Questions

1. Will all employers have access to online pink copies?

All employers who submit an online Employer's Report of Injury or Occupational Disease form (C-040) will have access to electronic pink copies. If you are not currently registered for Electronic Injury Reporting, please visit WCB's website at www.wcb.ab.ca to get started.

2. Will all pink copies be available for viewing by eligible employers?

Pink copies that are generated from medical reports submitted online will be available for viewing. Doctors still using paper copies will continue to provide your injured employees with a paper pink copy.

3. Will the pink copy be available for viewing if the claim has not been charged?

No. Only claims charged specifically to your account and which you have submitted a C-040 for will potentially have pink copies available for viewing. To assure compliance with Freedom of Information and Protection of Privacy legislation, only claims charged to your account can have medical pink copies made available to you.

4. What if a claim was charged to an incorrect employer?

When a claim is recharged, the link to the pink copy will then become available only to the properly charged employer. Because an online C-040 must still be on file from the charged employer in order for the pink copy to be accessible online, the risk of release of information to the incorrect employer is minimal.

5. Which medical reports generate pink copies?

Both first (C-050) and progress (C-151) physician reports generate pink copies.

6. Will more than one pink copy be available per claim?

All pink copies generated by the specified electronically submitted medical reports for a specific claim will be available.

7. Do physicians know about this functionality?

Some physicians may not be aware of this functionality; however, providing employers with online access to this key information helps everyone in the claim management process.

8. Will this pink copy differ from the old paper pink copy?

No. The pink copy has been available electronically since Electronic Injury Reporting was implemented. It mirrors the paper form.

9. What if a worker is concerned about this information being available to the employer?

There is no medical information on this report. All of this information is available to an employer if they choose to phone WCB and request an update.

10. Who at the employer site has access to the pink copy?

The pink copy is available to the person that submitted the C-040 report, and also to those people within the company that have the WCB Claims Administrator/Manager role within their myWCB online services UserID.

11. Who will have access to the pink copy?

The pink copy is available to the person that submitted the C-040 report, and also to the people within your company that have the WCB Claims Administrator/Manager role within their myWCB online services UserID. If you would like to review who has access, please contact your company's myWCB Online Administrator or the eBusiness Support Team at ebusiness.support@wcb.ab.ca or 780-498-7688 (toll free within Alberta at 1-866-922-9221). The team is available 8:00 a.m.-4:30 p.m., Monday through Friday.

12. Can physicians see C-040s?

No.

13. What if an employee quits after an injury occurs? Will I continue to have access to their pink copies?

As long as the claim remains charged to your account you will have access to the pink copies.

14. How do I view the pink copy?

You will first need to log into Electronic Injury Reporting and search for a claim or worker in the usual manner. The results of the search will include a link to any pink copies available for viewing if you have submitted the C-040 report, or have the WCB Claims Administrator/Manager role within your myWCB online services UserID.

15. Because only the person who submitted the C-040 receives the email notification indicating that a new pink copy is available for viewing, can I get it changed to an alternate address?

No. The email address must be the one attached to the UserID that submitted the report.

16. If I no longer wish to receive email notification, can it be turned off?

Yes, but you should be aware that it will be turned off for everyone who submits reports from your company. To request this change, please contact WCB's eBusiness Support Team at ebusiness.support@wcb.ab.ca or 780-498-7688 (toll free within Alberta at 1-866-922-9221). The team is available 8:00 a.m.- 4:30 p.m., Monday through Friday.