

# Frequently Asked Questions - Online Services\*

## I am unable to log on to myWCB. How can I retrieve my UserID and password?

### To retrieve a forgotten UserID:

- Go to the myWCB login page located at <https://my.wcb.ab.ca>.
- Click the **Forgot UserID?** link located next to the UserID field.
- Enter your first name, last name and email address.
- Click the **Submit** button.

If the first name, last name and email address match our records, an email will be sent to you with your UserID.

### To reset your password:

- Go to the **myWCB** login page located at <https://my.wcb.ab.ca>.
- Click the **Forgot Password** link located next to the password field.
- Enter your myWCB UserID and the email address associated with your UserID.
- Click on the **Submit** button.

If the UserID and the email address you entered match our records, a new temporary password will be emailed to you.

## How can I get a WCB billing number?

**Physicians:** Complete and submit the [WCB Billing number \(C724\)](#) request form.

**Chiropractors/Physical therapy clinics:** Refer to the appropriate document within the [Forms and guides](#) section of the Health Care Providers home page.

## How do I sign up to submit reports online?

To sign up for myWCB, navigate to the [myWCB sign in page](#). Once at this page, click on the Sign up now button. For assistance with the sign up process, refer to the Getting Started section of the appropriate [eBusiness guide](#).

## How can I view and print a report I just submitted?

- Go to <https://my.wcb.ab.ca/> and log on with your UserID and password.
- Go to the **My Account** tab and click on the **Submit Medical (Physical therapist/Chiropractor) Reports and Invoices** link.
- You will be presented with a new window to access the **Electronic Injury Reporting** service, click on the grey **Search Reports** tab.
- Enter at least one search criteria for the patient (last name, claim number, transaction ID, etc...) and click the **Search** button. This will create a list of results that match your search. Each one will have an option to View & Print.
- Click the **View & Print** link on the report you wish to print. A pop-up window will open and you will be able to print the report.

If the report is not displayed, ensure that pop-ups are allowed from WCB websites and Adobe Acrobat Reader 6.0 or higher is installed on the computer.

### How can I create a Progress/Status Report?

To create a **Progress Report** (for Physicians and Chiropractors) or **Status Report** (for Physical Therapists):

- a. Go to <https://my.wcb.ab.ca/> and log on with your UserID and password.
- b. Go to the **My Account** tab and click on **Submit Medical (Physical therapist/ Chiropractor) Reports and Invoices**.
- c. You will be presented with a new window to access the **Electronic Injury Reporting** service, click on the grey **New Report from Existing** tab.
- d. Enter one or more search criteria.
- e. From the **Create report as** drop-down menu, select the type of report you wish to create and click the Search button.
- f. The following screen will provide one or more results. Click on the **Create New** link below the appropriate report.

### What is the difference between warning and error messages?

Warning messages generally pertain to the invoice section of the report where the Health Service Code, Modifiers and/or Date of service may be incorrectly entered. With Warning messages, you still have the option to submit the report.

Error Messages are produced when there are mandatory fields that are either not completed or incorrectly entered. Error Messages must be corrected prior to submitting.

### How do I find out if I have been paid for a treatment/Invoice?

- a. Go to <https://my.wcb.ab.ca/> and log on with your UserID and password.
- b. Go to the **My Account** tab and click on **Submit Medical (Physical therapist/ Chiropractors) Reports and Invoices**.
- c. You will be presented with a new window to access the **Electronic Injury Reporting** service, click on the grey **Payment Remittance** tab.
- d. From the **Report Format** drop-down menu, select **Formatted HTML Report**.
- e. Select your 6-character billing number or if your billing number is longer, select the 4-character clinic billing number.
- f. From the **Report Week** drop-down menu, select the week you wish to view.
- g. From the **First Sort** drop-down menu, select how you wish to sort the report. (Second and third sort are optional.)
- h. Click the **Generate Report** button.

\* The questions and answers in this section do not apply to health care providers using 3rd party software. For a list of accredited software vendors, navigate to [http://www.wcb.ab.ca/providers/software\\_vendors.asp](http://www.wcb.ab.ca/providers/software_vendors.asp). For assistance with 3rd party software, please contact your software vendor.

## Physiotherapist/Chiropractor

### Why can't I create an Additional Treatment Invoice?

The Additional Treatment Invoice is available once the patient has been discharged either by selecting "Yes" for Treatment Complete or by completing the Finalize Treatment report. If the patient has not been discharged and there is new information to provide, missed treatments should be billed on the next report.

### The claim has been denied, but I was told I could invoice for the first visit and treatment.

#### How do I do this?

- a. Go to <https://my.wcb.ab.ca/> and log on with your UserID and password.
- b. Go to the **My Account** tab and click on **Submit Medical (Physical therapist/Chiropractor) Reports and Invoices**.
- c. You will be presented with a new window to access the Electronic Injury Reporting service, click on the grey **New Report from Existing** tab.
- d. Enter one or more search criteria.
- e. From the Create report as drop-down menu, choose **Finalized Treatment Report** and click the **Search** button.
- f. The following screen will provide one or more results. Click on the **Create New** link below the appropriate report.
- g. Once this report has been completed and submitted, proceed to the **New Report from Existing** tab.
- h. Enter one or more search criteria.
- i. From the **Create report** as drop-down menu, choose **Additional Treatment Invoice** and click the **Search** button.
- j. The following screen will provide one or more results. Click on the **Create New** link below the appropriate report.

### I've discharged the patient and now realize I missed invoicing for a treatment. How can I invoice for this now?

#### To invoice missed treatments, complete the Additional Treatment Invoice.

- a. Go to <https://my.wcb.ab.ca/> and log on with your UserID and password.
- b. Go to the **My Account** tab and click on **Submit Medical (Physical therapist/Chiro) Reports and Invoices**.
- c. You will be presented with a new window to access the Electronic Injury Reporting service, click on the grey **New Report from Existing** tab.
- d. Enter one or more search criteria.
- e. From the **Create report** as drop-down menu, choose **Additional Treatment Invoice** and click the **Search** button.
- f. The following screen will provide one or more results. Click on the **Create New** link below the appropriate report.