



Frequently asked questions

Physicians who use medical software vendors accredited by WCB will have the capability to attach files to electronic forms C-050 and C-568. The technical requirements for attachments through software vendors remain the same as online attachments. **Please note that the individual medical software vendor will need to modify their software in order to offer this functionality to their customers.**

1. What information can physicians attach?

Medical Care Invoice (C-568)

Physicians are encouraged to submit a Consultation Report or a Surgical Report along with this form, although they could submit anything they feel is relevant to the claim.

Physician's First Report (C-050)

Physicians with an Occupational Injury Service (OIS) contract are encouraged to submit an Occupational Injury Work Readiness report (C-783) or an Occupational Injury Service Early Intervention report (C-578) along with this form. However, all physicians can submit anything they feel is relevant to the claim.

2. What file-types are allowed for submission?

There are **four file-types** that are currently accepted by electronic injury reporting – Portable document format (.pdf), Plain text format (.txt), Rich text format (.rtf), and a Microsoft Word document (.doc).

3. What is the size limit of the file I can attach?

The maximum size of the file that can be attached is **220 kilobytes (KB)**.

4. Is there anything that will not appear properly within a file attachment?

Please keep your attachment text-based with very simple formatting as you have a small file size allowance for attachments (see above question).

5. How many files can I send?

You are able to attach only one file, and you cannot fill out multiple invoices for the same visit to attach more files. There are a few different ways you can attach multiple documents – you may paste all of your information into a single file (such as a Word document), or with Adobe Acrobat (professional edition) you may convert multiple files into a single PDF file.

6. How do I know if WCB received my attachment?

The transaction report/batch return file you receive from your medical software vendor will list reports submitted with an attachment. The report ID at the bottom of the form will have the suffix 'A'. The most common reasons WCB would not receive your report are if the file exceeds the size limit, it is an incorrect file type, or there was a virus detected.

7. Who can I contact if I have questions?

If you have any technical issues, contact your medical software vendor or WCB's **eBusiness Support Team** weekdays from 8 a.m. to 4:30 p.m. at 780-498-7688 (Edmonton) or 1-866-922-9221 (toll-free).
