

# Psychology electronic injury reporting

In November 2022, psychology reporting will be accessed through WCB's easy to use online reporting platform, myWCB. This will give you access to streamlined reporting, invoicing at your fingertips and faster payments.

This document covers highlights and features of electronic injury reporting along with some frequently asked questions. We hope you're excited to join us for this enhanced reporting experience.

## Highlights & features

- myWCB is available 24 hours a day, seven days a week, except during short pre-planned outages for maintenance.
- Reports have been consolidated from 12 to five.
- New and subsequent forms will pre-fill information based on previously input data.
- Save incomplete reports to access later at your convenience.
- Search based on the worker's name and/or claim number.
- Track the status of reports and payments.
- Claim owners will have access to information on the claim file soon after you submit it to support workers.
- Complete and error-free invoices will be processed within seven days.
- Help pages describe and define report fields.
- Help icons appear throughout the report to support users.
- A user-friendly, reference guide will be available on WCB's [website](#).

## Frequently asked questions

### Technical

#### **Do I need any specific tools, technology or additional programs?**

myWCB supports Windows, Mac and Linux operating systems and Chrome, Firefox or Microsoft Edge browsers, tools and technologies.

#### **Is it safe to submit an electronic report?**

WCB's electronic reporting system is a secure external security system that must be accessed through the myWCB account. There are security protocols in place to ensure the integrity of the data.

#### **What should I do if I'm having issues with submitting a report or need technical support?**

WCB's eBusiness support team is on standby to help during regular business hours. Please contact them by phone at 780-498-7688/1-866-922-9221 or email at [ebusiness.support@wcb.ab.ca](mailto:ebusiness.support@wcb.ab.ca). If you need help after hours, please send all the details to the email address above and we'll follow up with you the next business day.

#### **Will this electronic version make things easier for me?**

Yes! You will no longer need to fill out paper reports and fax them in.

Electronic reporting pre-fills information and saves incomplete reports to access at your convenience. Plus, you can view the status of your invoice and submit invoice corrections at any time.

## What happens if I can't view or print my reports?

Please ensure your computer has Adobe Reader 6.0 or higher and you should disable the pop-up blockers for WCB's website.

## Can I use electronic reporting if my clinic uses an electronic medical record (EMR)?

Unfortunately, this secure portal does not connect with EMRs. However, there are many benefits to using our system including self-populating abilities and automated notifications to the claim owner if a case conference is requested.

## Reports

### How can I ensure the report I submit is complete?

Incomplete reports cannot be submitted electronically and will not be processed for payment. We've designed the user interface to help you understand what fields need to be completed. All mandatory fields are denoted by (\*) and an error message will appear preventing submission if a field is missed.

### How were mandatory fields determined?

Timely and complete reporting is important to help us support your client and collaborate with each other. These fields represent information that is critical and is based on best practice in supporting a worker's recovery and their return to work.

An evidence-based approach to treatment is valued by WCB because those interventions are expected to provide more reliable treatment gains that are sustained over time. The College of Alberta Psychologists (CAP) has endorsed regular monitoring of treatment through systematic use of reliable and valid measures ([The CAP Monitor Winter Issue](#), Issue 57, 2018). Monthly administration of measures through psychometric reporting is anticipated to provide valuable feedback to gauge improvement, treatment needs, change in treatment plan or support for discharge.

### Will the system tell me when the progress report is due before submitting an invoice?

We've embedded invoices into the C851 (initial) and C852 (progress, extension, and discharge) reports. When submitting a standalone invoice for past services, the system will check for a progress report in last 30 days. If no progress report is found within this timeframe, the system will show an error message preventing the invoice submission.

A standalone, family-counselling invoice can be submitted without any restrictions.

### Will my administrative assistant be able to submit reports and/or invoices?

Yes. After self-registering on myWCB, you can create other user profiles as the account administrator. Your staff will gain access to the system after you've created their profile, allowing them to submit reports and invoices on your behalf.

### What should be written into the report from a consent and ATIA and POPA standpoint?

The worker's report of injury or occupational disease form includes signed consent:

*"I consent to WCB collecting any information that it considers relevant to determine benefit entitlement, including information pre-dating my accident, from any source including physicians, other health care providers, employer(s) and vocational rehabilitation service providers. This information is collected to determine my entitlement to compensation under the Workers' Compensation Act."*

If a file is requested, any information that does not pertain to the work injury or return to work (RTW) is redacted from the reporting by our Access to Information team.

The purpose of counselling is to address a psychological injury so please include information as it directly relates to the reason for the referral.

The Worker's Compensation Act (WCA) authorizes WCB to collect an injured worker's personal health information. This collection is also authorized by the Access to Information Act (AITA) and the Protection of Privacy Act (POPA) Act. Section 35(1) of the Health Information Act (HIA) outlines circumstances that allow you to disclose diagnostic, treatment and care information without the consent of your client. Furthermore, this section explicitly provides WCB permission to collect this information under the WCA.

If you require further information, please call WCB's Privacy Office at 780-498-3876.

**Can I save a PDF version of the report after it's submitted to WCB?**

Yes, once the report is saved or submitted in myWCB, you'll be able to download a PDF version to your local system.

**Can I attach a document to the report?**

Yes, under the Additional Information tab there will be an option to attach up to three documents, with each being one MB or smaller in size.

## Payments

**Will I get paid faster?**

Yes. When an electronic invoice is submitted, payments will be issued the following week if the report was completed accurately.

**Do I have to enter my billing number on the invoice?**

No. This field will be pre-populated from the corresponding report that the invoice is being completed for.

**How do I know if my invoice has been accepted?**

The invoice status will be updated to "Requested" in the report pdf once the invoice has been accepted. If the invoice fails for any reason, the invoice status will be updated to "Held for Manual Processing", which means WCB's Medical Aid department will manually review it for payment within 28 days from the date of the submission.

**How do I know if my invoice has been rejected?**

If the payment failed, you'll receive a message that states the payment is "Held for Manual Processing". This review will be completed in 28 days from the date of submission. Medical Aid will advise you of any errors and possible next steps.

**What should I do if I made a mistake on my invoice?**

Submit an online invoice correction with the amended information.

**Can I submit an invoice after the final report has been submitted?**

Yes, you can send a standalone, electronic invoice. The invoice should have a date of service that is prior to the date of discharge.

**Can I view all invoices submitted and paid?**

Yes, these are updated every Tuesday.