Frequently Asked Questions—Online Services*

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

To retrieve a forgotten username:

a. Go to the myWCB login page located at my.wcb.ab.ca.

b. Click the **Forgot username?** link located under the **Sign in** button.

c. Enter your first name, last name and login email address.

d. Click the **Submit** button.

If the first name, last name and login email address match our records, your username will be emailed to you.

To reset your password:

a. Go to the myWCB login page located at my.wcb.ab.ca.

b. Click the **Forgot password?** link located under the **Sign in** button.

c. Enter your myWCB username and the login email address associated with your username.

d. Click the **Submit** button.

If the username and login email address 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 (724) request form.

Chiropractors/physical therapy clinics: Refer to the appropriate document within the Forms and Guides section of the Health Care Providers homepage.

How do I sign up to submit reports online?

To sign up for myWCB, go to the myWCB sign in page. Once at this page, click the **Sign up for myWCB** button.

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.

* The questions and answers in this section do not apply to health care providers using third party software. For a list of accredited software vendors, go to https://www.wcb.ab.ca/resources/for-health-care-and-service-providers/online-services.html. For assistance with third party software, please contact your software vendor.

Physiotherapist/chiropractor

How can I create a Progress/Discharge or Finalize Treatment Report?

To create a **Progress/Discharge Report** or **Finalize Treatment Report** (physical therapists and chiropractors only):

a. Log in to myWCB with your username and password.

b. Go to the **My Reports** menu, click **Physiotherapist** or **Chiropractor**, and click **Create Report**.

c. You will be presented with a new window asking you to identify the patient.

d. Enter the patient's last name and one of the additional criteria sections. Click **Search**.

e. A list will appear with any reports that match the criteria you entered. Locate the report you would like to create a **Progress/Finalize Treatment Report** for and click **Create a Follow-Up Report**.

f. A menu will appear with the applicable types of forms that can be created from the report. Select the type of report you would like to create.

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

a. Once you have submitted a report, you will be directed to a **Submission Summary** screen which will allow you to **View Your Report** PDF, the **Employer/Worker Copy** PDF, or the **Invoice Report** PDF (if an invoice exists).

b. If you would like to access a previously submitted report, go to the **My Reports**, click **Physiotherapist** or **Chiropractor**, and click **Search for Reports**. You will be presented with a new window to access the **Search** screen.

c. Enter at least one search criteria for the patient (last name, Alberta PHN, transaction ID, etc.) and click **Search**. This will create a list of results that match the criteria you entered. Each will have a **Menu** under the **Actions** column and the option to **View** or View the worker/employer copy of report.

d. Choose the report to view and click the **Menu** action. 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 your computer.

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

a. Log in to myWCB with your username and password.

b. Go to the **My Reports** menu, click **Physiotherapist** or **Chiropractor**, and click **View Payment Remittance Reports**.

c. You will be presented with a new window asking you to specify which billing number(s) and reporting period(s) you would like to view.

d. Choose the type of report you would like to view in the **Report Format** section.

e. If you have access to more than one billing number you will be able to specify which billing number(s) you would like to view in the **Disbursement Recipient** section.

f. Choose if you would like to view all reports for a time period, a specific patient's PHN or claim number and enter the **Duration/Start Week** or **Start Date** and **End Date**.

g. You may also choose how you would like to see the results sorted by specifying the first through third **Sort** options.

h. Click the **Generate Report** button. Your report will open in a new window.

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. Log in to myWCB with your username and password.

b. Go to the **My Reports** menu, click **Physiotherapist** or **Chiropractor**, and click **Create Report**. You will be presented with a new window. Enter the patient's last name and one of the additional criteria sections. Click **Search**.

c. If you have not yet completed a **PT or Chiro First Report**, do so and ensure **Treatment Complete** is set to Yes.

d. If you have already completed a **PT or Chiro First Report,** enter the patient's information in the new window that is presented to you, locate the report that was submitted and click **Create a Follow-Up Report**. Choose **Finalize Treatment Report**.

e. Complete the report and submit your assessment and treatment(s) in the **Invoice Details** tab.

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. Log in to myWCB with your username and password.

b. Go to **My Reports** menu, click **Physiotherapist** or **Chiropractor**, and click **Create Report**. You will be presented with a new window. Enter the patient's last name and one of the additional criteria sections. Click **Search**.

c. Locate the report you submitted discharging the patient and click **Create a Follow-Up Report**. Choose **Additional Treatment Invoice** as the report type.

d. Complete the required areas and click the **Invoice Details** tab to complete your billing.