



## Questions? We're here to help!

Contact	Email	Reason
Lauran Chittim Health Care Strategy Health Care Consultant 780-498-3222	<a href="mailto:lauran.chittim@wcb.ab.ca">lauran.chittim@wcb.ab.ca</a>	<ul style="list-style-type: none"> <li>- contract management</li> <li>- financial approvals</li> </ul>
Carolina Diaz Health Care Strategy Performance Specialist 780-498-7585	<a href="mailto:carolina.diaz@wcb.ab.ca">carolina.diaz@wcb.ab.ca</a>	<ul style="list-style-type: none"> <li>- contract questions (not requiring authorizations)</li> <li>- reporting questions including what code to use</li> <li>- process inquiries/coaching</li> </ul>
Lorelei Kozsan Health Care Strategy Business Assistant 780-498-3867	<a href="mailto:hcs.psychology@wcb.ab.ca">hcs.psychology@wcb.ab.ca</a>	<ul style="list-style-type: none"> <li>- updating contact information including availability</li> <li>- general questions</li> <li>- not sure who to contact</li> </ul>
Medical Aid	<a href="mailto:medical.aid@wcb.ab.ca">medical.aid@wcb.ab.ca</a>	<ul style="list-style-type: none"> <li>- billing, invoicing, or outstanding payments</li> </ul>
Referral expeditors	Calgary: <a href="mailto:pss.calgarycounsellingreferrals@wcb.ab.ca">pss.calgarycounsellingreferrals@wcb.ab.ca</a>  Edmonton: <a href="mailto:pss.edmontoncounsellingreferrals@wcb.ab.ca">pss.edmontoncounsellingreferrals@wcb.ab.ca</a>  Rural: <a href="mailto:pss.ruralcounsellingreferrals@wcb.ab.ca">pss.ruralcounsellingreferrals@wcb.ab.ca</a>	<ul style="list-style-type: none"> <li>- any questions about your referrals</li> <li>- updating your availability</li> </ul>
Psychology consultants	<a href="mailto:jennifer.jette@millardhealth.com">jennifer.jette@millardhealth.com</a>  <a href="mailto:jerry.rose@millardhealth.com">jerry.rose@millardhealth.com</a>  <a href="mailto:mollie.schodorf@millardhealth.com">mollie.schodorf@millardhealth.com</a>  <a href="mailto:theodore.berry@millardhealth.com">theodore.berry@millardhealth.com</a>  <a href="mailto:yvonne.legris@millardhealth.com">yvonne.legris@millardhealth.com</a>	<ul style="list-style-type: none"> <li>- clinical information</li> <li>- guidance</li> <li>- questions about the use of psychometrics</li> </ul>
E-business	<a href="mailto:ebusiness.support@wcb.ab.ca">ebusiness.support@wcb.ab.ca</a>	<ul style="list-style-type: none"> <li>- assistance navigating electronic reporting</li> </ul>
Claim owner	Contact the claim owner directly using their phone or email. If you don't have that information or are unsure who the claim owner is, call the <b>Customer Contact Centre at:</b>  <i>Toll Free in Alberta: 1-866-922-9221</i>  <i>Calgary: 403-517-6000</i>  <i>Edmonton: 780-498-3999</i>	<ul style="list-style-type: none"> <li>- claim information, decisions, approvals</li> <li>- collaborative phone calls about client progress, concerns, discharge, extensions, etc.</li> </ul>