

## Direct deposit payment service

### What is direct deposit payment service?

Direct deposit payment service is a voluntary electronic payment service where payments are deposited directly into a designated bank account. This convenient service is provided by the WCB-Alberta at no charge.

### Who can sign up for this service?

This service is available to any health care or business provider that invoices or bills the WCB-Alberta for claimant-related services.

### What payments can be issued by direct deposit?

Any payments issued to health care providers or business providers of claimant-related services are eligible to be paid by direct deposit.

### What billing number(s) should I list for direct deposit payment service?

All billing numbers to be set up for direct deposit must be identified on the form. All billing numbers identified on the form will be deposited to the bank account indicated on the form.

If an organization bills the WCB-Alberta on behalf of the practitioners at the location, the clinic billing number(s) selected for direct deposit must be listed. If payments are issued to individual practitioners at the location, the billing number and banking information for each practitioner must be provided on separate forms.

### How can direct deposit payments be issued?

Direct deposit payments can be issued to a chequing, savings or deposit account at any Canadian financial institution.

### What payment options cannot be used for direct deposit payments?

- Payments split between different bank accounts.
- When a portion of a payment needs to be routed elsewhere.
- A portion paid as direct deposit and the remaining paid as a cheque.

### How will I know that a payment has been deposited?

You will receive a WCB-Alberta Payment Advice Statement for payments processed by direct deposit from the WCB-Alberta. Health care provider direct deposit statements are normally mailed on Monday (or on Tuesday following a holiday Monday). The payment is usually deposited into bank accounts on Wednesday (or on Thursday following a holiday Monday).

### How do I refund money to the WCB Alberta if there has been an error or an overpayment?

If an error or an overpayment has occurred, the business will need to write a cheque to the WCB-Alberta for the incorrect or overpaid amount. Include all of the appropriate information (claim number, payee, date of service, etc.) to ensure that the refunded amount is applied correctly.

### If I sign up for direct deposit how can I be sure that no one else will have access to the account?

The banking information is safe with the WCB-Alberta. Receiving money through direct deposit is more reliable and confidential than being paid by cheque because fewer steps are involved in the delivery and deposit of the payment. We regularly receive and protect confidential information. Our access to the account is limited solely to the depositing of payments.

## What happens if the direct deposit was not successful?

If a bank account is no longer open, or the account number we have on file is incorrect, the bank will notify the WCB-Alberta that the direct deposit has failed. In this case we will issue the payment by cheque until the banking information is updated.

## Where do I get a form?

A Business Request/Change for direct deposit form (C894 <https://www.wcb.ab.ca/assets/pdfs/providers/C894.pdf>) is available on our web site at [www.wcb.ab.ca](http://www.wcb.ab.ca) or can be obtained from one of our offices:

Edmonton, 9912 -107 Street, Edmonton, AB T5K 1G5

Calgary, #150 4311-12 Street NE, Calgary, AB T2G 0G5.

## Who can I call for further information?

WCB-Alberta representatives at: 780-498-4262 or

780-498-7704 or 780-498-4619

Mail or fax completed applications to:

Workers' Compensation Board - Alberta

P. O. Box 2415 Edmonton AB T5J 2S5

Fax: 780-498-7506

1-800-661-1993 (Toll free)

