

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 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 WCB 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 WCB 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?

We can email you an electronic copy of your payment advice statement listing the deposited payment(s). The payment is usually deposited into bank accounts on Wednesday (or on Thursday following a holiday Monday). Please call us toll-free at 1-866-922-9221 to confirm your email on file.

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

If an error or an overpayment has occurred, you will need to contact Medical Aid at medical.aid@wcb.ab.ca. Please include all of the appropriate information (claim number, payee, date of service, etc.) to ensure we can correct the error.

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

Your banking information is safe with us. Receiving money through direct deposit is more reliable and confidential than being paid by cheque. 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 us 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](#) is available on our web site at www.wcb.ab.ca.

Who can I call for further information?

Please call us toll-free at 1-866-922-9221 if you have any questions.

