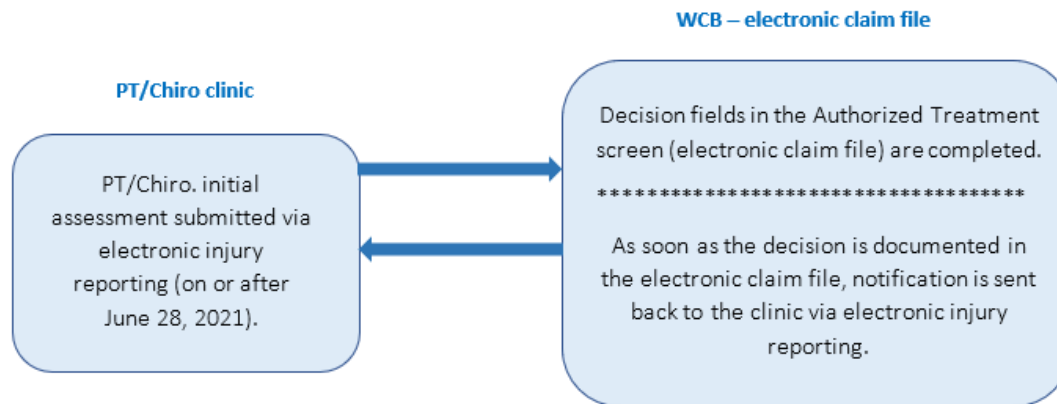


Treatment authorizations – Electronic injury reporting

We now have real time electronic notification for treatment authorizations! As soon as we update the treatment decision in the worker’s claim file, an email notification is sent to the address associated with your facility’s electronic injury reporting account. [This real-time notification applies to initial assessments submitted on or after June 28, 2021.](#)

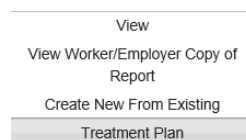
The diagram below demonstrates this electronic notification:



How will I know there is a decision on my treatment recommendation?

If your initial assessment is [submitted on or after June 28, 2021:](#)

- An email is sent to the address associated with your facility’s electronic injury reporting account. This email tells you there is an update in the treatment plan. To find that update you will go to your electronic injury reporting (EIR). This process replaces the letter.
- Next, once in your EIR, when you click on the menu dropdown, you will see Treatment Plan:



Clicking on the Treatment Plan option displays this window:

Treatment	Start Date	Anticipated Discharge Date	Decision Date
Authorized	2021-05-05	2021-06-15	2021-05-26

History
This treatment has no history.

Close

For additional explanation of service authorizations, please refer to www.wcb.ab.ca. Should you have any questions around the treatment plan (injuries approved for treatment, specialized billing, etc.) please contact the WCB Contact Centre at 1-866-922-9221.

- ❶ Other options in this section could be 'Not authorized' or 'Pending'.
 - *Not Authorized* - You can expect to receive a letter from the claim owner providing a reason for the denial and how to bill for the assessment.
 - *Pending* – a decision (either authorized or not authorized) will be coming soon.
- ❷ **Authorized dates** are here. When the anticipated discharge date is updated in our system, the new anticipated discharge date is communicated back to you through the electronic injury reporting. You will receive an email notifying you of the change.
- ❸ You'll find your treatment history here.

- Your assessment report has the part(s) of body you are recommending for treatment. When we authorize treatment, it is for the part(s) of body you included in your initial report. If we have any concerns, we'll call you.
- Authorization of treatment *includes any extension requests following the initial assessment*. For example, an extension request, following an initial assessment *submitted on or after June 28, 2021*, will have the decision communicated through the electronic injury reporting.

If you submitted your initial assessment *before June 28, 2021*:

- You will get a letter from the claim owner confirming the treatment decision.

- You will also notice the Treatment Plan option in the menu dropdown looks different:

Treatment Plan for [redacted] on Claim			
Claim Decision: Accepted			
Treatment	Start Date	Anticipated Discharge Date	Decision Date
No active treatment plan found for display.			
			Close
For additional explanation of service authorizations, please refer to https://our.wcb.ab.ca/assets/pdfs/ . Should you have any questions around the treatment plan (injuries approved for treatment, specialized billing, etc.) please contact the WCB Contact Centre at 1-866-922-9221.			

The reason it says *'No active treatment plan found for display'* is because we did not convert existing records pre-June 28, 2021.

- Extension requests following an initial assessment *submitted before June 28, 2021*, will be handled in the previous fashion. Please refer to your respective contracts for extension details:
 - *Note:* Find physiotherapist contract information [here](#), chiropractic contract information [here](#):

All other communication from WCB is staying the same: via fax, letter, and/or telephone.

Who can I call if I have questions?

Please call our Claims Contact Centre at 780-498-3999.