



Treatment authorizations – Electronic injury reporting on myWCB

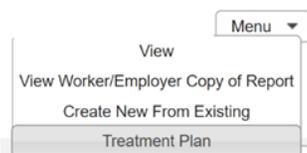
WCB's claims management system produces real-time electronic notifications for treatment authorizations.

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

As soon as we update the treatment decision in the worker's claim file, an email is sent to the address associated with your facility's myWCB account. This email tells you there is an update in the treatment plan. To find that update you'll go to [myWCB](#).

To access the treatment plan on myWCB:

1. Go to the My Reports tab and select Search for Reports
2. Enter valid search criteria – click search
3. Locate PT First Report for worker's episode
4. Click on the Menu button and select Treatment Plan



5. Click on the Treatment Plan option to open and display this window:

Claim Decision: Accepted **1**

2	Treatment	3	Type	Start Date	4	Anticipated Discharge Date	5	Decision Date
+	Authorized		Extension	2022-08-02		2022-09-30		2022-09-14
-	Authorized		Initial	2022-07-05		2022-08-01		2022-09-14

History
This treatment has no history.

Close

For additional explanation of service authorizations, please refer to https://www.wcb.ab.ca/assets/pdfs/providers/Treatment_authorizations_electronic_injury_reporting.pdf. 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.

- 1 Claim Decision – This displays whether the worker’s injury claim is pending (awaiting decision), denied or accepted by WCB.
- 2 Treatment – This column will display the decision regarding your proposed treatment plan. Decisions will show as pending (awaiting decision), not authorized or authorized.
- 3 Type of Treatment – This column will display if the treatment period is for the initial period of care or a requested extension period.
- 4 Treatment Period Dates – This column shows your treatment start date and the anticipated discharge date for each unique period, whether this is an initial period of care or an extension.
- 5 Decision Date – This column displays the decision date.

What else is important to know?

- Your assessment report indicates the part(s) of the body you’re recommending for treatment. When we authorize treatment, it’s for the part(s) of the body you’ve specified in your initial report, and we’ll call you if we have any concerns.
- Authorization of treatment includes all extension requests following the initial assessment. An extension request following an initial assessment will have the decision communicated through EIR.
- 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. You can also visit our website to find [physiotherapist contract information](#) and [chiropractic contract information](#).