

## Direct Deposit Payment Service now available.

### 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 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 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 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 Payment Advice Statement for payments processed by direct deposit from the WCB. Health care provider direct deposit statements are normally mailed on Mondays (on Tuesdays following a holiday Monday). The payment is usually deposited into bank accounts on Wednesdays (on Thursdays following a holiday Monday).

### How do I refund money to the WCB 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 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.

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**For more information**, call toll-free from anywhere in Alberta: 1-866-WCB-WCB1 (1-866-922-9221)

Outside of Alberta call 1-800-661-9608. You can email us at: [contactcentre@wcb.ab.ca](mailto:contactcentre@wcb.ab.ca) or visit our website: [www.wcb.ab.ca](http://www.wcb.ab.ca)

#### WCB Mailing Address:

PO Box 2415  
Edmonton, AB  
T5J 2S5

#### Edmonton

Phone: (780) 498-3999  
Fax: (780) 498-7999

#### Calgary

Phone: (403) 517-6000  
Fax: (403) 517-6201

## 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. 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 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](http://www.wcb.ab.ca) or can be obtained from one of our offices:

WCB Edmonton  
WCB Calgary

9912 107 Street  
300-6 Avenue SE

Edmonton AB T5K 1G5  
Calgary AB T2G 0G5.

## Who can I call for further information?

WCB representatives at: (780)498-4262 or (780)498-4316 or (780)498-4619  
Customer Contact Centre numbers: Edmonton (780)498-3999 or Calgary (403)517-6000  
Toll free in Alberta 1-866-922-9221 or Toll free outside Alberta 1-800-661-9608

## Send completed applications to:

**Mail:** Workers' Compensation Board - Alberta  
P. O. Box 2415  
Edmonton AB T5J 2S5

**Fax:** (780) 498-7506  
1-800-661-1993 (Toll Free)

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