

# FAQs about how to submit your medical invoice



## Where do I send a medical invoice for payment?

For timely payment, email your invoice to [WSCCAP@wsc.n.ca](mailto:WSCCAP@wsc.n.ca).

If you prefer, you can mail your invoice to P.O. Box 8888, Yellowknife, NT, X1A 2R3 or send it by fax, toll-free to **1 (866) 277-3677**.

## Is there a deadline to submit my medical invoice for payment?

**Yes.** Submit your invoice no later than one year after providing a service/treatment.

## What information do I include on my medical invoice?

To ensure payment, you must include the following:

- Our billing address: Workers' Safety and Compensation Commission, P.O. Box 8888, Yellowknife, NT, X1A 2R3
- Your company name and its full address
- Invoice date, Invoice number
- Full name of injured worker and WSCC claim number (if known)
- Date(s) for when each service/treatment was provided
- Type of service/medical supplies (You are required to list specific services and include the Drug Identification Number (DIN) of prescription drugs, itemized medical supplies, etc.)
- Invoice amount without GST or HST (WSCC is exempt from paying GST or HST).

## How do I check if I need to submit a medical report?

It depends on the treatment you are providing. If you are unsure if you need to submit a report, in the Northwest Territories, contact [CaseAidesYK@wsc.n.ca](mailto:CaseAidesYK@wsc.n.ca), and in Nunavut, contact [CaseAidesIQ@wsc.nu.ca](mailto:CaseAidesIQ@wsc.nu.ca).

## I have to submit a medical report. When and where do I send it?

Submit the report separately from the invoice and within 3 business days of attending to an injured worker. Please include the name of the person you are sending it to and your contact address (email or mail). Submit the report to one of the following:

### NWT:

Email: [reportsnwt@wsc.n.ca](mailto:reportsnwt@wsc.n.ca)

Fax: **(867) 873-4596**

Toll-free Fax: **1 (866) 277-3677**

### NU:

Email: [reportsnu@wsc.nu.ca](mailto:reportsnu@wsc.nu.ca)

Fax: **(867) 979-8501**

Toll-free Fax: **1 (866) 979-8501**

## How do I confirm you have received my medical invoice and are processing it?

Once you submit your invoice to [WSCCAP@wsc.n.ca](mailto:WSCCAP@wsc.n.ca), you will receive an automated confirmation email. Financial Services will be aware of receiving your invoice within 2 business days.

## How do I arrange for payment through Electronic Fund Transfer (EFT)

We can deposit payments directly into a designated chequing, savings or deposit account at any Canadian financial institution. The **Electronic Fund Transfer** authorization form is available on our website. Complete the form and send it along with a void cheque to [finance@wsccl.nt.ca](mailto:finance@wsccl.nt.ca). We use the email information you provide on the EFT form to send the payment advice/EFT notification.

## If I submit my medical invoice more than one year after the service/treatment is provided, will I still be paid?

We pay invoices only if submitted for payment within one year from the date a service/treatment is provided. There may be an exception if the supplier provides a reason for the late invoice, and the WSCC considers it acceptable. If we resolve to pay the late invoice, we retain the discretion to deduct 25% from the invoice amount.

*For more details, please see **WSCC Policy 04.02 – Medical Aid and Associated Costs**, available on our website.*

## How do I find out the status of my submitted medical invoice?

Please send an email to [finance@wsccl.nt.ca](mailto:finance@wsccl.nt.ca), and attach the statement of account or provide the invoice number(s). Someone will get back to you within 3 business days.

*Please: **Do not** contact the Claims Department about your invoice status, and **do not** resubmit your invoice unless requested by a WSCC representative.*

## Is it okay to use another workers compensation board's medical invoice format?

**No.** Please use the WSCC **Medical Invoice** form. Other formats received will be returned to the sender to revise.

## Once I submit a medical invoice, how long will it take until you pay me?

We pay invoices within 30 business days. If you do not receive payment within this time, please email [finance@wsccl.nt.ca](mailto:finance@wsccl.nt.ca). Your email should include the invoice number(s) or a statement of account. Once you send us the email, our system sends you an automated receipt of email confirmation. A WSCC Finance representative will contact you about the status of your invoice.



Workers' Safety  
& Compensation Commission

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[wsccl.nt.ca](http://wsccl.nt.ca) 1.800.661.0792

[wsccl.nu.ca](http://wsccl.nu.ca) 1.877.404.4407