



MANITOBA
PUBLIC INSURANCE

Direct Line: 204-985-7200
Toll Free: 1-866-254-7639

Claim Number:
Accident of:

Dear :

This will confirm that you have requested benefits under the Personal Injury Protection Plan (PIPP).

The enclosed material includes information about PIPP coverage and forms related to your claim.

- **Authorization for Release of Health Care Information** – This form authorizes your health care provider to communicate directly with us, so we can process your claim in a timely manner. Please indicate the name and address of your care providers (ambulance, hospital, family doctor etc.). Please complete and submit these forms to Manitoba Public Insurance.
- **Authorization to Communicate by Email** – This form is required if you would like to communicate with Manitoba Public Insurance by email. By completing this form, you acknowledge and understand the risks outlined in the form.
- **Direct Deposit Form** - This form is required if you wish to receive funds deposited directly to your bank account. Please complete and submit this form to Manitoba Public Insurance along with a void cheque or a printout from your financial institution verifying your account information (branch number, transit number, and account number).

If you are missing time from work beyond the seven-day waiting period, the following forms will be required.

- **Authorization for Release of Employment Information** – This form authorizes your employer to provide the necessary information to calculate your entitlement to income replacement. Please complete and submit this form to Manitoba Public Insurance.

- **Employer's Verification of Earnings** – This form documents your current work status, which includes job position and earnings. The legislation provides for a seven day waiting period, which means that any entitlement to income replacement begins on the eighth day following your accident. **Please fill out section 1 and 2 then provide this form to your employer for completion.**

If you are self-employed the two forms above are not required and our Income Replacement Indemnity (IRI) unit will contact you directly to gather information. You will be required to provide income tax documents and proof of recent business activity.

Please note, if you are missing time from school, contact Manitoba Public Insurance as additional forms will be required.

Please endeavour to return all forms to our office in the enclosed postage-paid envelope within three weeks to avoid any delays in processing your claim.

Treatment:

PIPP covers medically required treatment of injuries provided by athletic therapists, chiropractors or physiotherapists. If you plan to see one of these providers, please contact them directly to determine your treatment needs. Please note that coverage may not be provided for treatment with all three treatment modalities at the same time. If you wish to seek treatment with more than one modality of treatment, please discuss this with your treatment provider and advise our office. If there is a lapse or delay in treatment of more than 90 days, a review may be required for continued coverage.

Massage therapy with a Registered Massage Therapist is not covered under PIPP, however massage is covered when done by a physician, chiropractor, nurse practitioner, physiotherapist or athletic therapist as part of their treatment plan could be. Please contact us to discuss coverage for this type of treatment.

There are additional benefits such as medical and travel expenses that you may also be entitled to. The following forms can be used to track those expenses. They should be submitted to Manitoba Public Insurance on a regular basis.

- **Record of Medical and Personal Expenses** – Use this form each month to record any prescription or medication expenses that you incur as a result of your accident. We require a legible copy of the Pharmacare receipt if issued. For over-the-counter medication, please enclose a legible copy of the cash register receipt.
- **Record of Travel Expenses** – Use this form to record and claim travel expenses that you incur to receive medical treatment as a result of your injuries. This applies to

expenses that are *in excess* of your normal travel (e.g., when you visit the doctor on your way to work, the excess distance travelled to the doctor is claimable but the distance to work is not). The use of a taxi or vehicle for hire must be medically required and pre-approved by your case manager.

Please note that receipts will not be returned. We suggest that you send us legible copies and keep your original paid receipts for your own records. After 30 days we destroy paper receipts and retain only an electronic copy.

Ambulance invoice:

If an ambulance attended the scene of the accident and you anticipate receiving an invoice, please contact your applicable fire and paramedic services to obtain a copy via email or mail. This invoice can be submitted to MPI for payment directly to the applicable ambulance service provider.

How to submit forms:

All completed forms must be returned to Manitoba Public Insurance office by either:

1. Pre-paid postage envelope enclosed
2. Scanning or taking a photo of the documents and sending it by email as an attachment to benefitsadmin@mpi.mb.ca with your injury claim number in the subject line.
3. By fax at 204-954-5332
4. Dropped off at a Service Centre near you. Please ensure your injury claim number is on each page dropped off.
5. Mailed in to us at 234 Donald St. Box 6300, Winnipeg MB, R3C 4A4

You can also contact us for further information on treatment or other benefits at 204-985-7200 or Toll Free at 1-866-254-7639.

Thank you,

Injury Claims Management

Enclosures