

Personal Injury Protection Plan – Frequently Asked Questions:

What is the Injury Claims Management contact information?

Mailing Address	Telephone/Facsimile
Manitoba Public Insurance Injury Claims Management P.O. Box 6300 Winnipeg, MB R3C 4A4	Winnipeg Telephone: 204-985-7200 Toll Free Telephone: 1-866-254-7639 Winnipeg Facsimile: 204-954-5332 Toll Free Facsimile: 1-877-318-5727

I received an ambulance invoice, what do I do?

Forward the invoice to Manitoba Public Insurance and indicate your injury claim number. Manitoba Public Insurance will pay the ambulance charges directly to the provider.

I am off work, what do I do?

Beginning on the eighth day following the incident, you may be entitled to Income Replacement. Please contact our office to discuss this benefit.

Do I get a settlement for my pain and suffering?

There are no lawsuits or cash settlements for pain and suffering in Manitoba. Under the Personal Injury Protection Plan (PIPP), there is no provision to seek compensation through the courts for injuries sustained in a motor vehicle accident in Manitoba. Instead, specific benefits and payments are available to individuals who qualify, regardless of fault.

My doctor prescribed massage therapy, is it covered?

Massage therapy is only covered when done by a physician, chiropractor, nurse practitioner, physiotherapist or athletic therapist.

I have property damage, what do I do?

Please contact your physical damage adjuster if there are damages or expenses for items such as:

- Car seats
- Bicycles
- Motorcycle helmets
- Rental vehicles
- Cell phones
- Non-prescription sunglasses

Personal Injury Protection Plan – Frequently Asked Questions (continued):

What medications are covered?

PIPP covers medication expenses related to the injury resulting from the accident. However, certain medications are not covered or are only covered within a set timeframe.

- **Naturopathy** is a form of alternative medicine. PIPP does not cover any expenses for any products or services that are deemed naturopathic or homeopathic, such as:
 - Epsom salts
 - Vitamins ○ Traumeel gel
- Should your doctor prescribe **opioid** medications, there is an Opioid Policy that must be followed. Please contact our office if you are taking opioid medications such as:
 - Tylenol #3 ○ Fentanyl ○ Oxycodone ○ Tramadol

Please ensure to submit a copy of the Pharmacare receipt for reimbursement of your prescription medications, and a copy of the store receipt for your eligible over-the-counter medications.