# Electronic Forms Frequently Asked Questions

**Q: Why won't the form open?**
**A:** Check what version of the Acrobat Reader you are using. You will require Version 9.0 or higher. Download the latest Acrobat Reader from the Adobe site http://get.adobe.com/reader/

**Q: Can I save the completed PDF form without losing data?**
**A:** No, unless your computer has the full version of Adobe Acrobat. The Acrobat Reader (Free software) does not have the ability to save completed forms.

**Q: How do I check what version of Adobe Reader I am using?**
**A:** Open Adobe Reader, click on 'Help' from the menu bar and then click on 'About Adobe Acrobat'.

**Q: Can I save the blank form?**
**A:** Yes, you can save the blank form. However, we discourage you to do so. This form site is dynamic and it changes on a regular basis. We recommend that you complete the form directly from the website each time to ensure that you are using the most current version. To save a blank copy of the form, open the link, go to File, Save As.

**Q: What is the difference between a *"Fill and Print"* form, a *"Fill and Submit"* form and a *"Print and Fill"* form?**
**A:** The *"Fill and Print"* form must be completed online, then printed and forwarded to Manitoba Health via mail, fax, or email for processing.

The *"Fill and Submit"* form is completed online, and submitted electronically to Manitoba Health for processing by clicking the 'Submit' button and entering a *Verification Code* also known as a *Captcha*. Once you have entered the *Verification Code (Captcha),* you will receive a confirmation number that your request has been successfully submitted.

The *"Print and Fill"* form must be printed and filled in by hand, then forwarded to Manitoba Health via mail, fax, or email for processing.

**Q: Once the form is completed and printed to whom do I mail the form?**
**A:** If you have completed the eNotice of Change form, you can submit the form online by pressing the 'Submit' button.
The Application Form, along with the required documentation, can be mailed, faxed or emailed to:
Manitoba Health
300 Carlton St Winnipeg, MB R3B 3M9
Phone: 204-786-7101 Toll Free: 1-800-392-1207
Fax: 204-783-2171 Toll Free: 1-866-608-2983
TDD (Hearing Impaired): 204-774-8618
Email insuredben@gov.mb.ca

**Q: Can I complete the forms using my smart phone?**
**A:** No. The version of Adobe reader used on smart phones is incompatible with the electronic forms.

**Q: The Verification Code (also known as a Captcha) appears in capital letters, however it will only allow me to enter lower case letters. Can I still submit the form?**
**A:** Yes. In lower case letters, enter the code that appears and select validate to submit the form.

**Q: How can I contact you if I have a problem completing the form?**
**A:** Office hours are from 830am to 430pm, Monday thru Friday excluding holidays.  You can contact us by phone, mail, fax or email at:
Manitoba Health
300 Carlton St Winnipeg, MB R3B 3M9
Phone: 204-786-7101 Toll Free: 1-800-392-1207
Fax: 204-783-2171 Toll Free: 1-866-608-2983
TDD (Hearing Impaired): 204-774-8618
Email insuredben@gov.mb.ca

**Q: I am using an Apple computer and I am unable to view the form.**
**A:** You may encounter an error if you are using an Apple computer to view the form. This is caused by the PDF being automatically opened by the Apple app "Preview.app" instead of Adobe Reader. To change it to Adobe Reader, please follow the steps below:
1. Download the latest version of Adobe Reader here: http://get.adobe.com/reader/
2. Set it as the default PDF viewer by starting the application Adobe Reader. You should get the following message "Adobe Reader is currently not configured to be the default application for pdf files. Would you like to make pdf files open with Adobe Reader instead of Preview?" - > Click "Yes".
3. Shut down all instances of your browser and re-launch it.

**For questions about Health Care coverage please visit our website**
http://www.gov.mb.ca/health/mhsip/index.html