

Claims Management

Managing claims is one of the most important components of the workers' compensation system.

To be successful, claims management must involve the:

- WCB
- Employer
- Injured worker
- Health care provider.

This group works collaboratively to help the worker return to work safely, as soon as possible.

What happens with a worker's claim?

After receiving the required reporting forms from the worker, employer and health care provider, the WCB processes the claim quickly to determine appropriate compensation benefits for the worker.

The claim will be handled in one of the following three ways:

1. No time-lost claim

- The worker has returned to regular hours and duties without losing time from work beyond the day of injury.
- In this case, the WCB will cover up to a \$1000 of costs for medical treatment.
- These claims are processed by a computerized system and are not assigned to an adjudicator or case manager.

2. Time-lost claim - up to 28 days

- The worker is unable to return to regular hours and duties beyond the day of injury.
- Lost-time claims are initially given to an adjudicator who decides whether the claim will be accepted.
- If accepted, the adjudicator sets the compensation rate and issues benefits to the worker.
- These claims remain with an adjudicator if recovery is expected to be uneventful and return to work is expected within 28 days.

3. Time-lost claim - over 28 days

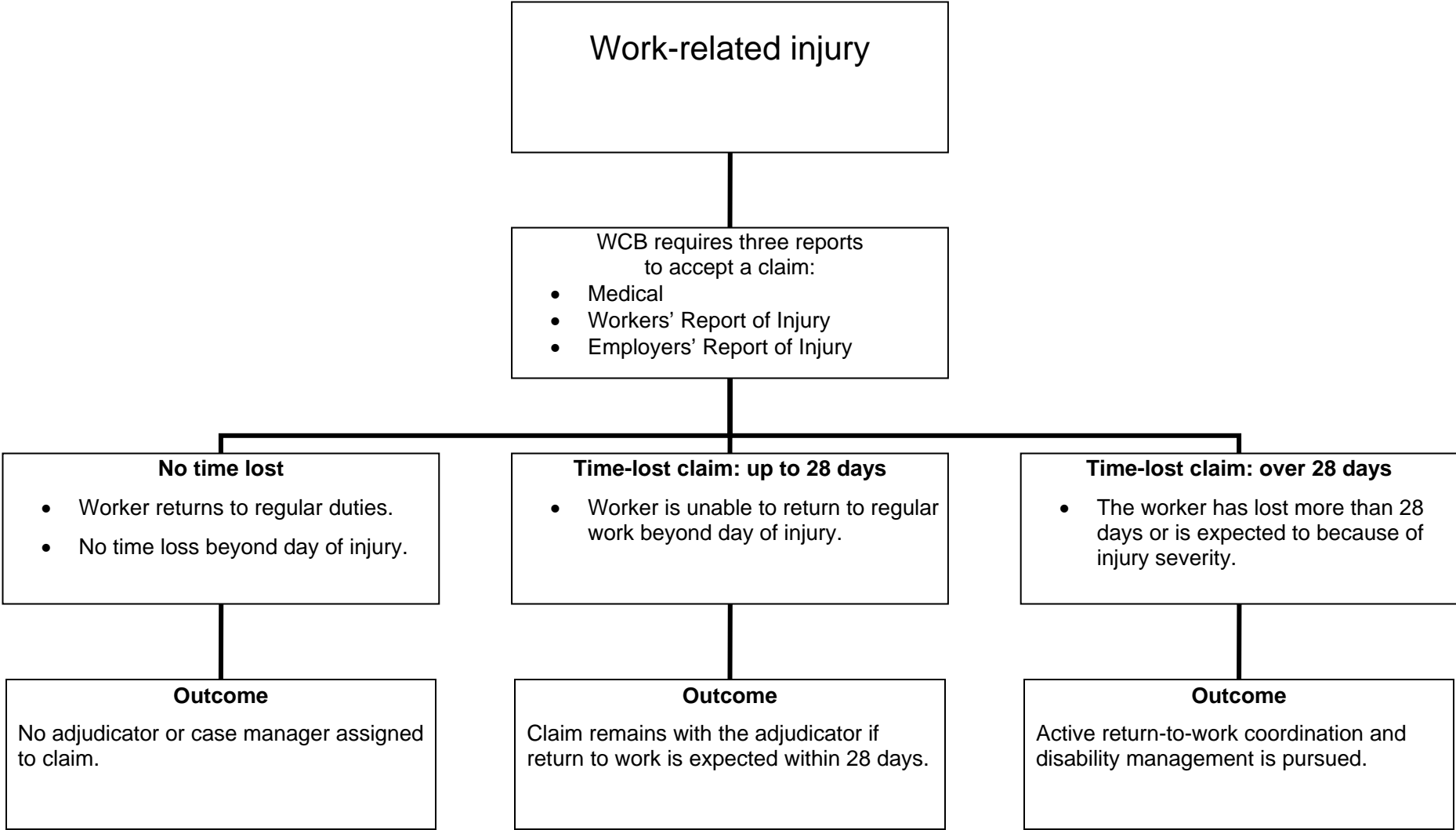
- Time-lost claims are assigned to a case manager when the worker:
 - Has lost more than 28 days.
 - Is expected to lose more than 28 days due to the seriousness of the injury.
- It's the case manager's role to:
 - Coordinate ongoing benefits and services.
 - Assist workers and employers in developing safe and timely return-to-work plans.
 - Be directly involved in the disability management process.
 - Use all medical information when developing a return-to-work plan.

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

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