

Claims Audit



Claims Audit Files

Purpose for collection: Claim Audit information is used to ensure employers are complying with legislation and to make sure workers are receiving all benefits that the employer is required to provide.

Information maintained: Name, claim number, date of accident, employer, accident details, injury type, occupation, time loss from employment, modified work/work restrictions recommended, medical treatment, earnings information.

Categories of individuals: Injured workers identified when their employer undergoes a claims audit.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Customer Contact Centre



Employment Insurance and Government Inquiries

Purpose for collection: The information is collected as a record of government entities that have requested information about injured workers and what personal information was provided.

Information maintained: Name, claim number, benefit details, rate information, claims status, medical information, reason for information request.

Categories of individuals: The information pertains to individuals about whom Employment Insurance or other government departments have requested information.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Management Audit



Management Audit Files

Purpose for collection: To ensure that appropriate financial payments and benefits have been provided to claimants.

Information maintained: Name, claim number and financial information related to compensation and benefits.

Categories of individuals: Claimants being audited to ensure that the proper payments and benefits are being paid.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Medical Aid



Medical Aid Inquiries

Purpose for collection: The information is collected to verify whether our records indicate we have received a billing and made the payment, if the payment is outstanding, or if we are not aware of the service provided.

Information maintained: Name, address, phone number, claim number, personal health number, date of birth, medical information, medical billing details.

Categories of individuals: The information pertains to workers who have received medical treatments and in situations where the service provider believes the examination/treatment invoice is not paid.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Registration and Account Services



Request for Direct Deposit

Purpose for collection: The information is collected to arrange for payments to be made via an electronic funds transfer rather than the WCB issuing a cheque.

Information maintained: Name, address, phone number, claim number, worker/employer/vendor status, bank name, bank branch, bank account number, type of account (chequing/savings), signature, void cheque.

Categories of individuals: The information pertains to individuals requesting direct deposit of funds into their bank account.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Employee and Corporate Services

The Employee and Corporate Services division provides various services to support WCB employees and programs. The Human Resources area provides employee services and support. Facility Services is responsible for the overall management, coordination, planning and delivery of administrative services to WCB personnel. Contracting and Procurement Services and the Corporate Security program are both administered through the Employee and Corporate Services Division.

Personal information banks:

Contracting and Procurement Services



Contracting and Procurement Services (CAPS) Travel Charges

Purpose for collection: The information is used to reconcile claimant charges on the corporate charge account to ensure costs are charged to the appropriate claim.

Information maintained: Name, claim number, airfare provider name and charges, accommodation provider and charges.

Categories of individuals: Claimants who have had to use WCB travel service providers at some point during the management of their claim.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Corporate Security



Incident Response Management System (IRMS)

Purpose for collection: The information is used to document unacceptable actions and communicate concerns or restrictions that will be implemented to reduce the likelihood of further incidents.

Information maintained: Name, claim number, address, phone number, details of the incident(s), any restrictions that have been implemented concerning contact with WCB staff.

Categories of individuals: Individuals whose actions have necessitated the involvement with Corporate Security staff.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Finance Division

There are three units within the Finance Division that offer different areas of expertise. Financial Management provides accounting, budgeting, reporting, payment processing, financial process improvements, financial system support, and financial oversight. Financial Planning includes Actuarial Services, Statistical Services, and Financial Planning. Investment Management provides cash and investment services, banking relations and risk management (insurance) services.

Personal information bank:

Finance



Garnishee Requests

Purpose for collection: The information is collected in order to process garnishees of workers income to Revenue Canada, Employment Insurance, Maintenance Enforcement, Court Orders and Irrevocable Direction to Pay Orders.

Information maintained: Name, address, claim number, arrears owing, spouse's name, information about dependents, Social Insurance Number, date of birth, name of organization receiving funds.

Categories of individuals: Individuals who have garnishee orders issued against them for monies owing to third parties.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Secretary and General Counsel

The Secretary and General Counsel (SGC) division of the WCB provides Legal Services related to interpreting the WC Act, advice and legal representation and assists in the business operations. The Policy Development area's role is to support the Board's policy mandate by carrying out the WCB's policy development process. The Office of the Appeals Advisor is included in SGC and provides independent advice, assistance and advocacy services to injured workers, and their dependents, with respect to Workers' Compensation entitlements. The Labour Liaison office acts as a resource for unions and injured worker groups. The Freedom of Information and Protection of Privacy (FOIP) Office offers counsel, coordination, support and services in relation to the organization's compliance with the FOIP legislation.

Personal information banks:

Freedom of Information and Protection of Privacy (FOIP) Office



FOIP Request/Privacy Complaint Files

Purpose for collection: The information is used to verify identification of individuals requesting their personal information, to contact applicants and process the information request or privacy complaint.

Information maintained: Name, claim number, address, fax and phone number, e-mail address,

Social Insurance Number, gender, marital status, personal health number, date of accident, employer's name, occupation, employment history, injury site, injury type, medical treatment, medical history, diagnostic information, assessment test results, vocational assessments, surveillance observations, earnings information, compensation payment and benefit details.

Categories of individuals: Individuals who submit requests for personal or general information; correction of their personal information; or breach of privacy complaints under the FOIP Act.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Labour Liaison



Labour Liaison Claimant Files

Purpose for collection: Claimant information is collected to assist claimants in resolving their claim management issues.

Information maintained: Name, address, telephone number, email address, claim number, details of claim issues.

Categories of individuals: Claimants who have contacted the Labour Liaison Unit and requested involvement with claim management issues.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act



Labour Liaison Courses

Purpose for collection: The information is collected to advise individuals of course dates and times, and future offerings.

Information maintained: Name, address, telephone number, fax number, email address, union/local number, courses attended.

Categories of individuals: Union representatives who have attended, or who are attending, a course delivered by WCB Labour Liaison Unit.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Legal Services



Legal Action Files

Purpose for collection: The information is used by WCB in legal claims/proceedings. The legal proceeding may involve appeals of WCB decisions at the Appeals Commission level or Judicial Reviews.

Information maintained: Name, claim number, address, phone number, fax number, email address, Social Insurance Number, medical history, medical treatment, personal health number, marital status, date of accident, employer's name, occupation, employment history, injury site, injury type, diagnostic information, assessment test results, vocational assessments, surveillance observations, earnings information, compensation payment /benefit details, and particulars of the legal action related to the individual.

Categories of individuals: Persons commencing legal proceedings against the WCB, or persons against whom the WCB is commencing legal proceedings.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Office of the Appeals Advisor



Office of the Appeals Advisor Files

Purpose for collection: The information is used to determine if claimants have received their full entitlements under the WC Act; and to ensure all available benefits have been paid.

Information maintained: Name, claim number, address, phone number, fax number, email address, Social Insurance Number, medical history, medical treatment, personal health number, marital status, date of accident, employer's name, occupation, employment history, injury site, injury type, diagnostic information, assessment test results, vocational assessments, surveillance observations, earnings information, compensation payment /benefit details, representatives contact information and particulars of the worker's claim issues.

Categories of individuals: Workers who have requested the assistance of an Appeals Advisor.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Policy Development



Policy Notification Database

Purpose for collection: The information is used to contact individuals and advise them of policy announcements posted on the WCB website.

Information maintained: E-mail address.

Categories of individuals: Individuals who asked to be notified of policy announcements on the WCB website.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act



Policy Consultation Project Files

Purpose for collection: The information contained in submissions was summarized into a report for policy development use.

Information maintained: Name, address, fax number and telephone number, personal opinions expressed about proposed policy amendments.

Categories of individuals: Individuals who participated in policy consultation projects between 1998 and 2001.

Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act



Proposed Policy Amendments Database

Purpose for collection: The information contained in submissions is summarized and provided for review at Policy Committee and for the Board of Directors.

Information maintained: Name, email address, personal opinions expressed about proposed policy amendments.

Categories of individuals: Individuals who submitted comments on WCB proposed policy amendments.

Legal Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Special Investigations Unit



Special Investigation Unit Records

Purpose for collection: The information collected is used for adjudicative purposes or to determine if the subject under investigation has committed a violation of the Criminal Code, WC Act or other WCB policies.

Information maintained: Name, address, telephone and fax numbers, email address, Social Insurance Number, medical history, medical treatment, personal health number, marital status, date of accident, employer's name, occupation, employment history, injury site, injury type, diagnostic information, assessment test results, vocational assessments, surveillance observations, compensation payment /benefit details, earnings information, criminal history, licensing permits, credit history, motor vehicle registration, photographs and video images.

Categories of individuals: Employers, workers, health care providers and other vendors who have been, or are, involved with the WCB and are subject of an investigation.

Authority: Workers' Compensation Act, Police Act and the Freedom of Information and Protection of Privacy Act

Subrogation Unit



Third Party Litigation Files

Purpose for collection: The information is used in pursuit of damages on behalf of claimants and WCB in third party litigation.

Information maintained: Name, address, telephone and fax numbers, email address, Social Insurance Number, personal health number, photographs, family history, insurance information, police reports, medical history, medical treatment, marital status, date of accident, employer's name, occupation, employment history, injury site, injury type, diagnostic information, assessment test results, vocational assessments, compensation payment /benefit details, earnings information, witness statements, and expert opinions.

Categories of individuals: Injured workers, defendants, witnesses and experts involved in third party actions.

Legal Authority: Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

Conclusion

The WCB Directory of Records was prepared by the FOIP Coordinator's Office. If you have any questions about the *Directory* please contact the Coordinator.

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