

Claims process

Filing a claim

Once you have submitted your report of injury to WCB-Alberta, you have filed a claim. You can expect to hear from WCB-Alberta in regards to your claim within seven days of submitting your report. You can update your claim information at any time by contacting WCB-Alberta.

What happens with your claim

WCB-Alberta will review the injury information provided by you, your employer and your healthcare provider. WCB-Alberta will use this information to determine if the *Workers' Compensation Act* applies to you and if you are eligible for compensation benefits.

If your claim is accepted

WCB-Alberta will work with you and your employer to help you return to work safely. Your case manager will coordinate rehabilitation services and wage replacement payments. For more information on benefits and payments, see the [Determining compensation rates fact sheet](#).

If your claim is denied

If your claim does not meet policy and legislation requirements for coverage, your claim will be denied. You may submit more information at this time. Your case manager will review all your input and if the decision remains the same, you have one year to request an internal review. If after a formal, internal review the decision remains unchanged, you may appeal to an external review body (also within one year). For more details, see the [Questioning a WCB-Alberta decision fact sheet](#).

Return to Work

Speak to your employer about return to work options like modified work. Wage replacement benefits last while you are totally disabled from all forms of work. Once you are medically able to return to employment (even if it is not exactly what you were doing when you were injured), wage replacement benefits stop. Depending on your circumstances, re-employment benefits may be available for a limited time.

Talk to your case manager

If you have questions or are unsure of the claims process, your case manager can help. Call him or her regularly to discuss your progress.

Representatives

You do not need to find or hire a representative to help you with your claim. However, if you want to have the assistance of a friend, family member or advocate, you must complete a form to Authorize a Worker Representative and to notify WCB-Alberta who your representative will be. You can download the form from our website at <http://www.wcb.ab.ca/pdfs/workers/C622.pdf> or contact a Claims Contact Centre representative.

Translation

If you need help communicating with WCB-Alberta in English, inform your case manager. WCB-Alberta can hire a translator to help make sure that everyone is completely understood.

Your rights with a claim

<i>Fairness and impartiality</i>	Fair and impartial determination on any issue arising from the WC Act.
<i>The presumption of honesty</i>	You are presumed honest unless proven otherwise.
<i>Privacy and confidentiality</i>	Any information given to WCB-Alberta will be used only for the purposes of the claim within the WC Act.
<i>Courtesy and consideration</i>	You will receive courteous and considerate treatment from all WCB-Alberta staff.

Who is involved in your claim

You	It is important for you to be actively involved in your return-to-work planning.
Your employer	Talk to your employer about modified work. Your employer has access to your claim information.
Your healthcare providers	Regular reporting of your progress with your injury/illness is needed on your claim.
Your adjudicator or case manager	This is your primary source of information. Case managers and adjudicators are trained to apply the Workers' Compensation Act and are committed to helping you return to work.

You can reference the *Workers' Compensation Act* at:
<http://www.wcb.ab.ca/public/policy/legislation.asp>