

**Alberta WCB  
Policies &  
Information**

Chapter:

**GENERAL POLICIES**

Subject:

**RECONSIDERATIONS, REVIEWS, AND APPEALS**

Authorization:

**BoD Resolution 2024/03/08**

Date:

**April 30, 2024**

**APPLICATION 1: RECONSIDERATIONS (GENERAL)**

**1. *What is a reconsideration?***

A reconsideration is when a decision-making body [WCB, the Dispute Resolution and Decision Review Body (DRDRB), and/or the Appeals Commission (AC)]:

- reviews *its own* previous decision (on a claim-related or employer account-related matter), and
- confirms, varies, or reverses that decision.

This is different from a review or appeal, which is when a decision-making body reviews a decision made by another decision-making body. See Application 3.

**2. *What decisions can a decision body reconsider?***

WCB may reconsider its own previous decisions on its own initiative (see Questions 4 - 6) or may reconsider a previous decision when information is submitted as new evidence (see Application 2).

When information is submitted as new evidence, DRDRB may reconsider a previous decision made by DRDRB and the AC may reconsider a previous decision made by the AC. See Application 2.

**3. *Who can request a reconsideration?***

A previous decision may be reconsidered at the request of a party with **direct interest** in the decision. For the definition of direct interest, see Part I, 2.0.

There are some circumstances where WCB may reconsider a previous decision on its own initiative (see Question 4).

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**4. *When does WCB reconsider a previous decision on its own initiative?***

Although WCB does not automatically review all claims to confirm previous decisions, there are several WCB processes that require administrative review of a claim (e.g., when a file is transferred to a new Case Manager, annual reviews of some supplements, etc.). WCB may reconsider previous decisions identified during an administrative review (see Questions 5 - 6).

**5. *Which WCB staff can reconsider and change decisions?***

WCB can only reconsider and change a decision if it has not been reviewed by DRDRB or the AC already.

The following WCB staff can reconsider and change claim-related decisions:

- case assistants, adjudicators, and case managers, as long as the decision being reconsidered is within the scope of their position, and
- supervisors with the ability to authorize decisions on a worker’s entitlement to benefits

The following WCB staff can reconsider and change premium assessment and employer account related decisions:

- audit and underwriting staff, and
- supervisors with the ability to authorize decisions on an employer’s account or premium assessment

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**6. *What does WCB consider when determining whether to change a previous decision?***

The WCB staff member authorized to change a decision (see Question 5) will not change the previous decision if reasoned judgment was used and the decision:

- is consistent with the available evidence and a reasonable interpretation of legislation and policy in effect at the time the previous decision was made, and
- if it is a claim-related decision, gives the benefit of the doubt to the worker when the evidence in support of the opposite sides on an issue is approximately equal (see Policy 01-03, *Benefit of Doubt*).

**7. *What happens if a decision is changed as the result of a reconsideration?***

If a decision is changed following a reconsideration, WCB implements the changed decision as appropriate. For information on implementing a changed decision, see Application 4.

**8. *When is this policy application effective?***

This policy application [Application 1 – Reconsiderations (General)] is effective July 1, 2024, and applies to all reconsideration decisions on or after that date, except when noted otherwise in a specific policy section(s).

**Previous versions**

Effective July 1, 2024, Policy 01-08 was renamed and restructured. See [Document History](#).

Previous versions for October 2002 – July 2024:

**Policy 01-08, Part II, Application 1: Interaction with the review and appeal processes**

- [Policy 0108 Part II – Application 1 - April 2021](#)
- [Policy 0108 Part II – Application 1 - September 2018](#)
- [Policy 0108 Part II – Application 1 - April 2018](#)
- [Policy 0108 Part II – Application 1 - August 2015](#)

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- [Policy 0108 Part II – Application 1 - January 2006](#)
- [Policy 0108 Part II – Application 1 - January 2004](#)
- [Policy 0108 Part II – Application 1 - January 2003](#)
- [Policy 0108 Part II \(1st Issue\) – Application 1 - October 2002](#)

**Policy 01-08, Part II, Application 2: Claims**

- [Policy 0108 Part II - Application 2 - April 2018](#)
- [Policy 0108 Part II - Application 2 - August 2015](#)
- [Policy 0108 Part II - Application 2 - June 2010](#)
- [Policy 0108 Part II - Application 2 - January 2004](#)
- [Policy 0108 Part II \(1st Issue\) - Application 2 - October 2002](#)