

Claims Management Process

The goal of claims management is to return the injured worker to meaningful work. For this to happen, the worker, the employer, the health care community, and the WCB must work together.

Getting medical attention if needed, early and correct reporting of an injury helps to manage an injury. When we get an injury report, a staff member begins gathering information on the claim. The staff member gets all the necessary information about the injury and makes a decision based on legislation and policy to either accept or deny the claim. This early decision is important for quick payment of any wage loss and for fair, timely and cost-effective return to wellness.

No-Time-Loss Claims

All injuries including no time loss claims must be reported to us. A no time-loss claim is when a worker does not miss any time from work following an injury. These injured workers recover without missing any time from work. We will pay for travel and medical expenses that are required because of the injury.

Time-Loss Claims

When a worker misses time away from work, beyond the first day, because of the injury – it is called a time loss claim. We will pay the injured worker's medical and necessary travel expenses, and provide wage-loss benefits. Injuries that require more than four weeks away from work are assigned to a case management team.

Case Management

Case management teams are in Regina and Saskatoon. Cases are assigned by the area of the province. Each team has:

- A team leader,
- Case managers,
- Case management support,
- Vocational rehabilitation specialists,
- Payment specialists,
- Administrative support staff, and
- Medical personnel are also available to provide specialized support when needed.

Case management teams manage different services to help workers recover. These services include:

- Early intervention programs to find and provide medical and vocational services to injured workers as soon as possible.
- Return-to-work programs in the workplace to help the worker and the employer as the injured worker returns to the work.

For more information:

Phone: 306.787.4370 or 1.800.667.7590

Fax: 306.787.4311 or 1.888.844.7773

Injury Reporting by *Telefile*: 1.800.787.9288

E-mail: askwcb@wcbask.com

