

For Injured Workers: The WCB Appeal Process

As an injured worker, you have the right to appeal a decision on your injury claim. There are **three steps** to the appeal process that must be completed. A decision must be made at each step before you can move on to the next step.

IF YOU NEED HELP

Before considering an appeal, try the Fair Practices Office or the Office of the Workers' Advocate.

They may be able to help.

The Fair Practices Office (FPO) is an independent office within the WCB. The FPO provides impartial assistance to anyone who has concerns or questions about the services they received from the WCB.

Phone: 306.787.8651

Toll free: 1.888.787.8651

Fax: 1.866.787.6751

Email: fairpracticeoffice@wcbask.com

Online: www.wcbask.com/about-wcb/who-we-are/fair-practices-office

Office of the Workers' Advocate

The Office of the Workers' Advocate provides free and independent advice about your injury claim and your appeal.

Phone: 1.877.787.2456

Email: workersadvocate@gov.sk.ca

Online: www.saskatchewan.ca

Step 1 Initial review

If you have questions or disagree with a decision, call or email the staff member who made the initial decision on your claim. He or she will be able to explain the decision and answer your questions.

If you have new information that could affect your claim decision, let the initial decision maker know. He or she may reconsider the decision.

1.800.667.7590



All appeals (**steps 2 and 3**) must be in **writing** and include:

- the decision you are questioning
- the date the decision was made
- the staff member that made the decision
- why you disagree with the decision
- how you think the decision should be resolved
- any other information to support your position



Step 2 Appeals department

If you have completed step 1 and disagree with the decision made, you can appeal to the appeals department, which is independent of the WCB's claims operations division.

Appeals department process:

- Once your appeal is registered, the appeals department will send you a letter with the expected wait time for a decision.
- Your appeal will be assigned to an appeals officer. As part of their review, they may require more information, which could

include further investigation, phone calls and meetings.

- The appeals officer will research relevant legislation and policy, weigh evidence and determine a decision on your appeal.

Send your appeal by email, file it online or send it in writing addressed to the appeals department.

Email: appeals@wcbask.com

Online: www.wcbask.com/workers/worker-appeals

Mail: 200-1881 Scarth St. Regina, SK S4P 4L1



Step 3 Board Appeal Tribunal

If you have completed step 2 and disagree with the decision of the appeals department, you can appeal to the Board Appeal Tribunal. This is the final level of appeal (unless you have a valid medical question).

Board Appeal Tribunal process:

- Board services staff will send you a letter with the expected wait time for a decision once your appeal is registered.
- An assistant to the board will summarize your claim for the Board Appeal Tribunal. If they require additional medical or other information, they will request this from you or your care providers.

- If you would like to discuss your appeal with the tribunal, it will consider your request. If granted, a hearing can be arranged and you will meet with the tribunal either in person or by phone.
- If you have not requested a hearing, the tribunal determines a decision based on the information in your claim file.

Send your appeal by email, file it online or send it in writing addressed to the Board Appeal Tribunal.

Email: boardappeal@wcbask.com

Online: www.wcbask.com/workers/worker-appeals

Mail: 200-1881 Scarth St., Regina, SK S4P 4L1



Medical Review Panel

Where steps 1, 2 and 3 have been completed, a worker can request a Medical Review Panel if a physician or chiropractor identifies the medical position taken by the WCB with which they are in disagreement. The physician or chiropractor must

provide the detailed medical grounds on which the disagreement is based. The physician or chiropractor must provide this information in an Enabling Certificate, which can be obtained by contacting the board services department. The Board Appeal Tribunal

will determine whether the legislated requirements of *The Workers' Compensation Act, 2013* have been met by the physician or chiropractor in the Enabling Certificate.



Additional forms

To appoint someone to represent you, send us an Authorization Letter of Representation (WREP) form.

To get copies of the information in your claim file, you or your representative must send us a Request for Copy of File (WROI) form.

You can find these forms on our website at www.wcbask.com/workers/worker-resources.

Resources and tools

Find more information, including fact sheets on the appeal process, online forms and contact information, on our website at www.wcbask.com/workers/worker-appeals.