

# Chapter 3

## Workers' Compensation Board: Claims Management



### Overall Conclusions

- The Workers' Compensation Board generally manages workplace injury claims effectively, in compliance with policies and procedures. However, we identified 12 recommendations for improvement.
- Weaknesses identified include not being timely and inadequate complaint and privacy processes.

### Claims and Benefits Administration

- Our testing showed that decisions on workers' claims met policies and were supported
- Over half the time, our testing showed workers did not receive written claim decisions within 30 days
- Half of workers tested did not receive communication about the calculation of their benefits
- Workers' complaints may not be addressed properly due to significant deficiencies in the complaint process

### Internal Appeals

- Our testing showed that appeals were evaluated in line with policies
- Almost half of our tests showed that employers inappropriately received sensitive private medical information that was not claim related
- Several workers' appeals were not processed in line with the WCB's 90-day target
- Our testing showed that workers' appeals, on average, took 50 business days to assign
- Almost half of the approved appeals tested took more than 2 weeks for the implementation process to begin

### Return-to-Work Planning

- WCB managed workers return to work on a timely and appropriate basis in accordance with policies
- Most files tested needed improved documentation to support effective monitoring and to prevent potential errors

### Quality Assurance and Staff Development

- Quarterly manager file reviews were not done as required for half of caseworkers tested
- Poor tracking of training records meant it was unclear if WCB workers took their required training
  - 65% of WCB employees tested had no record to show crisis prevention training had been taken
- Performance management processes were not always completed
  - 30% of tested employees did not have a six-month performance review in 2017

### Service Provider Contracts

- The service contract for complex sprain and strain injuries was awarded in line with procurement policy
- WCB monitors services to workers and evaluates results against performance targets
- WCB could improve its required quarterly reporting meeting process
- Services were received, and payments made, in accordance with contract terms
- Reported incidents were investigated with actions taken as required