

WCB-Alberta

# Claims Audit Self-Evaluator

Roles and  
Responsibilities



## *The Self-Evaluator helps employers:*

- *understand your responsibilities when a work-related injury/illness occurs.*
- *evaluate if you are in compliance with legislative requirements.*
- *evaluate your return-to-work program.*

## Completing the Self-Evaluator helps you:

- Improve your overall injury management process.
- Identify shortcomings in meeting legislated requirements.
- Identify gaps in managing return to work.

## Did you know:

Early reporting results in faster entitlement decisions and benefit payments to your workers. This allows workers to focus on recovery and safe return to work.

Managing a successful return-to-work program helps you reduce claim costs and lower your WCB premiums.

**Under the Workers' Compensation Act** employers have a number of responsibilities when a work-related injury/illness occurs. These responsibilities include: recording, reporting and worker entitlement issues. Effective management of return to work minimizes the impact of the injury/illness.

**Use the checklist to determine if you are meeting all of your responsibilities.**

## Checklist

### RECORDING

#### Do you:

- Keep a record of all work-related injuries/illnesses reported to you?
- Record the right details?
- Keep records confidential and for three years minimum?
- Give the injured worker a copy of the record?

**You must keep a record of all work-related injuries/illnesses that are reported to you by your workers. The details you must record are:**

- full name.
- date and time of injury/illness.
- date and time reported to you.
- where it occurred.
- cause and description of injury/illness.
- description of first aid, if provided.

*In respect of worker privacy, employers must maintain confidentiality of records. Records may no longer be open to general viewing, such as being left in first aid kits or at first aid stations, unless access is limited.<sup>1</sup>*

*Use individual record forms, and have someone responsible to maintain the records for at least three years and control access to them.*

<sup>1</sup>Access to accident records is limited to the injured worker, those providing medical treatment, worksite inspectors, accident investigators, those evaluating health and safety programs and statistics, and WCB.

## REPORTING

### Do you:

- Submit a WCB Employer Report of Injury on all reportable accidents within 72 hours of becoming aware of them?
- Provide complete and accurate earnings information on the Employer Report of Injury?
- Notify WCB within 24 hours of an injured worker's return to work?
- Notify WCB of any change in an injured worker's status that may affect his/her entitlement under the Act?
- Give the injured worker a copy of the report?

## WORKER ENTITLEMENT

### Do you:

- Pay injured workers their full wages for the date of accident and not deduct them from sick pay?
- Provide for and pay the cost of transportation to initial medical treatment?
- Tell injured workers to submit all medical aid expenses including prescriptions to WCB?
- Not reduce sick pay or other benefits due an injured worker when compensation on assignment is paid by WCB?
- Not enter into agreement with injured workers to waive or forego WCB benefits, or discourage or impede workers from reporting an accident to WCB, or knowingly provide false or misleading information to WCB?
- In making modified work available, provide work that is necessary to your operations and keeps the injured worker active in the workplace?

### Reportable accidents are those that result in:

- lost time or the need to temporarily or permanently modify work beyond the date of accident.
- death or permanent disability (such as amputation, hearing loss, etc.).
- a disabling or potentially disabling disease or condition caused by occupational exposure or activity (such as poisoning, infection, respiratory disease, dermatitis, etc.).
- the need for medical treatment beyond first aid (such as assessment by physician, physiotherapy, chiropractic, etc.).
- the worker incurring medical aid expenses (such as dental treatment, eyeglass repair or replacement, prescription medications, etc.).

### A change in status that may affect entitlement includes:

- a change in a worker's ability to perform work resulting in time loss or the need to modify work duties.
- a change in hours of work or rate of pay while on modified work.
- unpaid time loss following return to work to attend medical treatments/appointments.

**You are required** to pay injured workers the full wages they would have received for the date of accident had they not been injured and cannot deduct those wages from their sick pay or other entitlement.

Employers are responsible to provide and pay the cost of necessary transportation to initial medical treatment.

WCB is responsible for all medical aid for work-related injuries/illnesses. Medical aid includes dental, vision and prescription coverage that often is submitted to the employer's health benefit plan carrier.

Employers cannot reduce an injured worker's sick pay or other benefits when wage loss benefits are paid to the employer by WCB.

An employer cannot discourage or impede a worker from reporting an accident to WCB, or knowingly provide false or misleading information to WCB in connection with a claim, or enter into any agreement to waive or forego WCB benefits. Agreements include:

- paying an injured worker for time loss resulting from a work-related accident instead of reporting it to WCB; or
- altering work schedules or taking vacation/sick time to cover time loss for a work-related injury/illness.

If you provide modified work to expedite return to work it must be meaningful and productive work that is part of your operations and performed at the employer's premises or other suitable location for the work being performed.

## MANAGING RETURN TO WORK

### Do you:

- Have someone assigned to coordinate and monitor return-to-work planning?
- Give injured workers an information package post-accident?
- Utilize the OIS clinics?
- Offer modified work to expedite return to work?
- Obtain medical clearance for return to work?
- Use a written offer of modified work and send a copy to WCB?
- Pay injured workers their pre-accident rate of pay while on modified work?
- Maintain an inventory of physical demands analyses?

*Managing the return to work process benefits you and your injured worker.*

*Having someone responsible to coordinate return-to-work planning with the injury worker, health care providers and WCB helps ensure workers return to work when safe to do so.*

*An information package should include:*

- *details of what is expected of the worker during the return to work process.*
- *A fitness for work form which includes medical assessment form with medical release.*
- *a description of available modified work duties.*
- *a physical demands analysis of worker's regular duties.*

*Consider using an Occupational Injury Service (OIS) that provides timely and appropriate medical care and disability management services specifically for work-related injuries.*

*Offering modified work in keeping with the work restrictions set out by the treating health care provider enables injured workers to safely return to work at the earliest opportunity and may reduce claim costs.*

*Obtaining medical clearance for return to modified or regular work helps ensure workers are physically able to perform the work and do not aggravate their injury.*

*Using a written offer of modified work ensures mutual understanding by all parties. The offer should stipulate the modified duties assigned, start date, hours of work, rate of pay, injured worker's acceptance/refusal, and who is responsible to monitor the injured worker's progress.*

*Paying injured workers their pre-accident rate of pay while on modified work keeps claim costs down and allows workers to focus on recovery and return to full duties.*

*Maintain an inventory of physical demands analyses (PDAs). This allows treating healthcare professionals to determine fitness for work based on accurate information.*

### Did you know...

**By reporting accidents electronically you have access to medical reports submitted online and will be advised immediately of your worker's fitness for work. Sign up at <https://my.wcb.ab.ca/ess/signup>.**

**You will also be able to access your company and industry statistics, maintain your account, get clearance certificates, submit your annual return and pay your WCB premium.**

### Where to find...

- **Injury record** – [http://work.alberta.ca/documents/WHS-PUB\\_FA009.pdf](http://work.alberta.ca/documents/WHS-PUB_FA009.pdf)
- **Occupational Injury Service information** – [https://www.wcb.ab.ca/insurance-and-premiums/lower-your-premiums/occupational-injury-service-\(ois\).html](https://www.wcb.ab.ca/insurance-and-premiums/lower-your-premiums/occupational-injury-service-(ois).html)
- **Notice to injured employee**
- **Fitness for work form with notice to health care provider and release authorization**
- **Offer of modified work**
- **Physical demands analysis**
- **Hurt at Work? (1,2,3) poster** – [https://www.wcb.ab.ca/assets/pdfs/employers/123\\_english.pdf](https://www.wcb.ab.ca/assets/pdfs/employers/123_english.pdf)
- **WCB seminars** – <https://www.wcb.ab.ca/resources/for-employers/seminars-and-workshops/>
- **myWCB** – <https://my.wcb.ab.ca/ess/signin>

<https://www.wcb.ab.ca/resources/for-employers/forms-and-guides/index.html>

### Any questions?

**Phone:** 780-498-4754, toll free 1-866-922-9221  
**Fax:** 780-498-7872  
**Email:** [claims\\_audit@wcb.ab.ca](mailto:claims_audit@wcb.ab.ca)

