

## Claims process

You've been hurt at work and need to submit a claim to us. The information below will briefly describe the claim process. Feel free to call our Claims Contact Centre if you have any questions.

We are here to help you through your recovery toward a safe return to work.

### Filing a claim

First, you need to complete a [Worker Report of Injury or Occupational Disease form \(C-060\)](#) and submit it to us. Once this is received you have filed a claim. You can expect to hear from WCB-Alberta in regards to your claim within seven days of submitting your report. You can update your claim information at any time by contacting WCB-Alberta.

### What happens with your claim?

Once your claim is filed, it is assigned to an adjudicator or case manager who will review the injury information provided by you, your employer and your healthcare provider. They use this information to determine if the [Workers' Compensation Act](#) applies to your injury and if you are eligible for benefits and services. This decision is based on our [policy](#), the information initially received and any additional information we ask for. Our goal is to always make fair decisions.

### If your claim is accepted

If your claim is accepted, you will receive a letter from us outlining the next steps. If you are losing time from work, we will work with you and your employer to help you return to work safely. Your adjudicator/case manager will coordinate rehabilitation services and wage replacement payments based on our policies, the severity of your injury and availability of modified work with your employer.

### If your claim is not accepted

If your claim does not meet policy and legislation requirements for coverage, it cannot be accepted. You will receive a phone call and letter explaining the reasons for not accepting your claim. You may submit more information at that time which your adjudicator/case manager will review. If the decision remains the same, you have one year to request an internal review. If, after a formal, internal review the decision remains unchanged, you may appeal to an external review body (also within one year). For more details, see the [Questioning a WCB-Alberta decision fact sheet](#).

### Return to Work

Speak to your employer about return to work options such as making short-term adjustments to your current job (modified work) or finding something else you can do at work short term. Working while you recover is helpful. Stay as active as you can. Ask your doctor what physical activity you can do and when.

Wage replacement benefits are assessed based on whether you are totally disabled from all forms of work, or are participating in modified work. These benefits are continuously assessed based on the progress you are making in your recovery. Our [worker handbook](#) gives you additional information.

### Talk to your adjudicator/case manager

If you have questions or are unsure of the claims process, your adjudicator/case manager can help. Keep him or her updated on your progress to ensure you receive the right benefits and services at the right time. Our Claims Contact Centre is also available to answer your questions. It is important to us that you get the answers to your questions quickly.

## Representatives

You do not need to find or hire a representative to help you with your claim. However, if you want to have the assistance of a friend, family member or advocate, you must complete the Worker's Authorization of a Representative form and notify your adjudicator/case manager who your representative will be. You can download the form from our website at <https://www.wcb.ab.ca/assets/pdfs/workers/C622.pdf> or contact a Claims Contact Centre representative.

## Translation

Tell your adjudicator/case manager if you need help communicating in English. He or she can arrange for a translator to help ensure everyone is understood.

## What you can expect from us

You can expect:

- To be treated fairly and impartially – entitlement decisions are based on the *Worker's Compensation Act*, our policies and weight of evidence.
- Clear communication – both verbally and in writing regarding eligibility benefits and services.
- Privacy and confidentiality – any information given to WCB-Alberta will only be used for the purposes of the claim.
- Courtesy and respect – it is important to us that you are treated with courtesy and respect from all WCB-Alberta staff.

## Who is involved in your claim?

- **You** – it is important that you are actively involved in your claim, especially with return-to-work planning. Do not hesitate to contact us at any time if you have questions.
- **Your employer** – your employer is important to your recovery as he/she may be able to adjust your work to allow you to get back to work sooner. Talk to your employer about modified work.
- **Your healthcare providers** – we should receive regular progress reporting from your healthcare providers. This helps us identify how we can support you toward a successful return to work outcome.
- **Your adjudicator or case manager** – this is your primary source of information. Adjudicators and case managers use the [Workers' Compensation Act](#), policies and claim information to ensure you receive timely and accurate benefits and services. They are committed to helping you return to work.

