

Effective Claims Management

This two-day course is designed for management, supervisors, and office personnel who are involved in Workers' Compensation Board claims and Modified Work Programs within the organization/company.

Course Objectives:

The purpose of the course is to familiarize personnel who may be involved in managing claims effectively. Understanding WCB legislation, modified work programs, company and external reporting forms and requirements, effectively managing a claim, and monitoring the associated costs are all part of an Effective Claims Management program.

Course Content:

- Definitions
- Claims Management Audit
- WCB Statistics for the construction industry
- Cost of incidents and experience Rating
- Goals of Effective Claims Management
- Implementing a Claims Management Program
- Physical Demands Analysis/job descriptions
- WCB Claims – Responsibilities
- WCB Forms
- Modified Work
- Millard Health Centre
- Ten Principles of WCB Case Management
- Reviews and Appeals process
- Bill 26 – Directors' benefits
- Pain and Stress Management
- Duty to Accommodate

Summary:

Once the course has been completed, the participant should have the knowledge and understanding of what an effective claims management program can do for the injured worker and the employer.

