



Reporting A Claim

If you're
hurt at work,
we're
here to help.

WCB 
Workers Compensation
Board of *Manitoba*

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www.wcb.mb.ca

This publication is provided for general information only.
The *Workers Compensation Act of Manitoba and Regulations*, and
WCB policies are the final authority for coverage and claim administration.

Reporting A Claim

No one expects to get hurt at work, but all too frequently workplace injuries do happen. When they do, the Workers Compensation Board is here to help.

At the WCB we understand workplace injuries and their effects on workers and their families. As a result we strive to make the process of filing a claim as easy as possible.



What you need to do.

If you require healthcare attention as a result of your injury, be sure to **tell your healthcare provider you were injured at work**. Your healthcare provider should also be made aware of your employer's return to work program.

Report all injuries to your employer as soon as possible.

If you are unable to perform your usual duties at work, ask your employer if they have a return to work program that you can be involved in while recovering.

- **If you miss time from work as a result of your injury, report the injury to the WCB as soon as possible.** Call **954-4100**, or toll free at **1-800-362-3340** (between 8:00 am – 7:00 pm Monday – Friday) and provide the details of the injury to a Claim Information Representative.



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When you call, please have your social insurance number, your nine digit personal health insurance number, the name of the healthcare provider you saw as a result of your injury and your wage information, such as your pay stub.

After you provide the details of your injury, you will be given a claim number and the name and telephone number of the Adjudicator who will handle your claim. The Adjudicator is the WCB staff person who will work with you on your claim and the person you should call if you have any questions.

If you have to pay for any medication or other expenses related to your injury, keep your original receipts and advise your Adjudicator. These expenses may be covered by the WCB.



What your employer needs to do.

Your employer has a responsibility to report workplace injuries to the WCB as soon as possible after learning of the injury. Your employer must also pay you for the full day of the day you were hurt at work, not just up to the time of your injury.

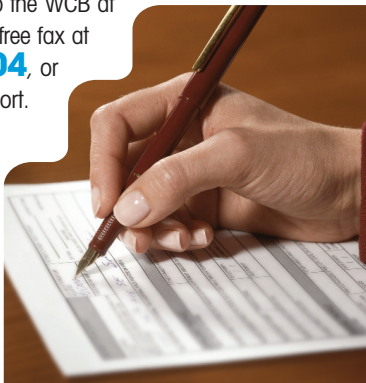
Employers must report all workplace injuries within 5 working days of being notified of the injury.

Employers have several options in terms of how they can report workplace injuries to the WCB.

They can report it electronically using the WCB's internet based "on-line" injury reporting system.

They can report the injury by telephone by calling WCB's Claim Information Centre at **954-4100** or toll free **1-800-362-3340**.

They can complete a WCB Employer's Report of Injury form and either fax it to the WCB at **954-4999** or toll free fax at **1-877-872-3804**, or mail the completed report.



What your healthcare provider

needs to do.

When you see a healthcare provider as a result of a workplace injury or illness, the healthcare provider will:

Fill out a *WCB Healthcare Report*, and

Fax it to the WCB at **954-4999**, or
toll free at **1-877-872-3804**.

Healthcare provider reports may also be
mailed to the WCB at 333 Broadway,
Winnipeg, MB R3C 4W3.



What the WCB will do.

Once the WCB receives information concerning your injury at work, a claim will be opened and assigned to an Adjudicator.

The WCB will then:

- 1** Ensure the injury occurred as a result of your employment and confirm the extent of your injury with your healthcare provider.
- 2** Determine your benefit entitlement.
- 3** Contact you to tell you what the decision is on your claim and when you can expect to receive benefits and services.

What you should do while you are recovering from your injury at work:

- 1** Follow your healthcare provider's treatment plan and attend any follow up appointments.
- 2** Stay in touch with your employer on a regular basis to ensure they are aware of your recovery progress and when you may be able to return to modified/alternate work or your regular job duties.
- 3** Stay in touch with your Adjudicator to ensure she/he is aware of any relevant changes with respect to your injury, recovery, and ability to return to your regular job.



General information you may not know about the WCB

- Your employer pays for all WCB insurance benefits – they are not deducted from your pay nor are they funded by tax dollars.
- The WCB is governed by a Board of Directors that includes three individuals representing workers, three representing employers and three representing the public interest.
- The WCB is committed to providing service that is fast, easy, caring, right and clear.

This document is available in large print format. Please call **1-800-362-3340** or email **info@wcb.mb.ca**

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