



Claims Management Solutions for Employers



New claims management system will be launched May 11, 2009

WorkSafeBC will launch a new online Claims Management Solutions (CMS) system on May 11. The new system will streamline and speed up the claims filing and payment process, improve service to both workers and employers, and ensure greater consistency in claims decision-making.

CMS, WorkSafeBC's largest-ever technological undertaking, will handle all data related to previous, current, and future claims. It is designed to integrate existing services to workers and employers throughout the life-cycle of their claims.

For the most part, the transition to CMS will not affect the way employers do business with WorkSafeBC. It may be necessary to provide new information

on injury reports, but everyday work done to maintain a WorkSafeBC account and to support injured workers will not change.

CMS is a powerful tool to improve the delivery of services to workers and employers well into the future. During the transition to CMS, WorkSafeBC will continue to provide the best possible service to workers and employers while minimizing any service disruption.

Given the magnitude of the change, WorkSafeBC employees will need time to familiarize themselves with new business processes and feel comfortable working with new tools. As a result, some WorkSafeBC services may be temporarily affected just prior to and immediately following CMS implementation.



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When will the new Claims Management Solutions system take effect?

WorkSafeBC will launch the CMS system on May 11, 2009. Between April 30 and May 10, claims data and new business processes will be moved to this new system. While trying to provide the best possible service in the days immediately preceding and following

implementation, some of the systems may not be fully operational during that period. Please refer to *WorkSafeBC.com* for regular updates which will be available in the near future. We thank all employers in advance for their patience.



Submitting *Employers' Report of Injury and Occupational Disease (Form 7)*

What do employers need to do to get ready for this change?

To streamline and speed up claims processing, it is no longer necessary to provide Claim Contact and Payroll Contact information on every Form 7. WorkSafeBC will enter this information into the new system. To ensure the contact information is accurate, an "Employer Claim Contact Information" Form will be provided that is to be completed and faxed to WorkSafeBC before April 15, 2009. The following details are required:

- 1. Contact information for claims processing**
For each operating location, provide one contact person for claim information, payroll information, and return-to-work support. Please supply each person's first and last name, phone number, phone type, and fax number. WorkSafeBC will set up the contact information in the new system.
- 2. Mailing address for claims-related correspondence**
For each operating location, provide a mailing address for claims related mail to be sent. WorkSafeBC will enter that address into the new system.

- 3. Claim correspondence delivery method**

Please indicate whether the firm wants to receive claims correspondence by mail or fax (if fax, include the fax number). Choose only one method for your firm.

To provide details by phone, or to obtain a form by fax, please contact:

Phone: 604 233-6890
or toll free 1 866-624-6618

Fax: 604 233-6889
or toll free 1 866-624-6603

E-mail: employerinfo@worksafebc.com

"Pre-filled" Form 7s will be available in the future. What does that mean?

If a worker submits an *Application for Compensation* (Form 6), then an *Employer's Report of Injury* form (Form 7) will be partially completed with the worker's reported information. This information will be posted online in the *Employer Incident and Injury Report* as a "pre-filled F7 report". Employers will have the opportunity to view the worker's reported information and accept or change the information prior to submitting the

Form 7. This will save time and reduce any delays associated with processing, submitting and faxing. To obtain maximum benefit from this option, please ensure workers are reporting their time-loss claims through Teleclaim at 1-888-WORKERS.

Employers will need a user ID and password to view pre-filled injury reports online. To get an ID, go to *WorkSafeBC.com* and select "Log on/Sign up." After May 11, employers with a user ID and password can go to "Report Injury or Illness",

select "Enter and submit Form 7" and then access the firm's pre-filled Form 7s.

Can a Form 7 still be faxed to WorkSafeBC?

Yes, but employers can also enter and submit Form 7 details over the Internet. Submitting the form online provides greater accuracy and accelerates decision making. To submit a form online, simply go to *WorkSafeBC.com*, select "Report Injury or Illness," and follow the instructions.



Managing claims

How will claims be managed after CMS is implemented?

To improve consistency and speed up decision making, with a focus on earlier intervention for return-to-work, some routine administrative functions will be automated through CMS. Straight-forward claims may be assessed and processed automatically for eligibility, the wage rate may be set, and a health care management plan could be recommended by the system. These recommendations will then be forwarded

to a WorkSafeBC employee to provide a decision on the claim. Any criterion that falls outside the routine functions (i.e., a serious injury, a fatality, a sensitive incident, or a claim that requires adjudication) will be forwarded for handling by a WorkSafeBC employee.

Will claim numbers be changing?

Yes. The prefixes seen today will no longer be provided on newly-assigned claim numbers, and the eight-digit claim numbers will be assigned randomly.



Viewing claims online

How do employers review the status of a claim between April 30 and May 10?

Please call the Claim Call Centre at 604 231-8888 or toll-free at 1 888-967-5377.

Who will be able to view claims online after May 11?

Only the Access Administrator assigned to each firm can use the "View Claim" feature. All other users can obtain access from the Access Administrator. A user ID and password will be required to obtain access. To get an ID, go to *WorkSafeBC.com* and select "Log on/Sign up."



Changes to claim cost statements

How and when are claim cost statements changing?

To make tracking easier, costs will be organized by classification units, instead of by claim cost location code. This will reduce the number of codes in place today.

The first statements to include the new changes will be the May Claim Cost Statement which will be available in early June 2009.

Will the statements look the same?

They will look slightly different. The payment benefit types will be consolidated into seven broad payment categories, such as *health care only* or *vocational rehabilitation*. These payment types will be listed in the grey column labelled P/B. While the statement previously displayed only the month of injury, it will now show both the year and the month. Employers will find this information in the second column from the left.

Claim cost statements are typically viewed online. Will these change as well?

Yes. Both the comma-separated version (CSV) and the fixed-length versions will undergo some changes. In the CSV format, the column for the cost centre will be eliminated, and the two columns used to display the “From” and “To” dates will be consolidated into one. In the fixed-length version, the number of characters will be reduced by two (i.e., characters 82 and 83, which were previously the cost centre characters).

Claim cost statements will provide greater detail than in the past. They will now include information such as a breakdown of costs from providers, physician form fees, travel expenses for claimants (including travel costs for medical appointments), and costs associated with modifications to the homes and/or workplaces of injured workers.



Contacting us

Does WorkSafeBC have a centralized contact for claims-related matters?

Yes. To make it easier, WorkSafeBC has consolidated all of the mailing addresses and fax numbers for workers and employers. This is in place today. Please ensure all staff are aware of the new contact information noted here for all claims-related matters.

P.O. Box 4700 Stn Terminal
Vancouver, BC V6B 1J1

Toll-free fax: 1 888 922-8807

Fax for the Greater Vancouver area:
604 233-9777

While all current addresses and numbers are still in effect, they will eventually be phased out. All WorkSafeBC's communications are being updated with the new contact information.



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