

Rehabilitation Provider Network

December 7, 2004

Industry Segmentation

#2004 - 26

The WCB of BC has launched a new initiative called industry segmentation. The purpose of industry segmentation is to provide the best possible service to our customers, while maximizing our own strengths and efficiencies.

One part of this initiative is the formation of approximately 25 industry teams that specialize in areas such as, construction, health care, transportation and manufacturing. The other part of this initiative is the allocation of claims on the basis of industry instead of geography.

Industry segmentation allows us to offer integrated services (i.e. claims, prevention, compensation, and return-to-work) in order to be more responsive and improve services to employers and clients. WCB representatives will now have a better understanding of the issues unique to industry specific jobs and worksites.

The Lower Mainland will see the greatest impact from this initiative. Outside the Lower Mainland there will be less geographic rerouting of claims, however, the new team structures are in place to capture the same benefits of industry grouping.

As of October 6, 2004 all incoming claims were allocated on the basis of this new industry segmentation. All previous claims have remained assigned to the Board officers dealing with them prior to that date.

Some Health Care Providers who were accustomed to dealing with clients referred from one WCB location may now be dealing with referrals from another office. For example, all construction claims in the Lower Mainland will now be handled by WCB teams in the North Vancouver office.

Please contact Health Care Services if you have any questions or concerns.

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