Claims Process Map

WSCC registers the claim. If more information is required, the WSCC contacts the injured worker, their employer, witnesses to the incident, and/or the physician/healthcare provider.

The claim is accepted.

The injured worker receives an acceptance letter and is assigned to an Adjudicator/Case Manager. The Adjudicator/Case Manager works with the injured worker to educate them about the benefits they are entitled to as a result of their workplace injury.

The Adjudicator/Case Manager monitors the injured worker's progress and recovery and helps determine when it is appropriate for her/him to safely return to work.

To receive benefits the Adjudicator/Case Manager requires documentation that may include medical reports or information, and original expense receipts. Delays in receiving this information may result in payment delays.

The Adjudicator/Case Manager continues to work with the injured worker and her/his employer until the end of the claim process. It is important for the injured worker to maintain frequent contact with both her/his Adjudicator/Case Manager and employer; this will ensure that the injured worker's questions are answered, their claim's status is understood and that s/he returns to work as soon as it is appropriate. Adjudicators/Case Managers can be reached in Nunavut at 1-877-404-4407 or in the Northwest Territories at 1-800-661-0792.

The claim is denied.

The injured worker receives a letter explaining why claim was denied.

The injured worker disagrees with the WSCC's case for denying the claim.

The injured worker can decide to appeal the WSCC's decision by contacting the Review Committee at 1-800-661-0792.

Level one of the appeals process begins.

The injured worker agrees with the WSCC's case for denying the claim.

The injured worker's file is closed.