

## Injured Worker Appeals

Injured workers have the right to appeal a decision on their WCB claim.

### The Appeal Process

All appeals must be made in writing and must include:

- The decision you question;
- The date the decision was made;
- The WCB staff member that made the decision;
- Why you disagree with the decision;
- How you think it should be resolved; and
- Any other information to support your position.

There are 3 steps to the appeal process and they must be completed in order. A decision must be made at each step before you can move on to the next step.

#### Step 1: Initial Review

Contact the WCB staff member who made the initial decision on your claim. Provide any additional information you feel may have been missed. Many misunderstandings and disagreements can be settled at this stage.

#### Step 2: Appeals Department

If you still do not agree, you can appeal to the [Appeals Department](#). The Appeals Department is independent from the Operations Division.

You can email your appeal to [appeals@wcbask.com](mailto:appeals@wcbask.com) or write to the Appeals Department at the street address at the top of this fact sheet. The Appeals Department will send you a letter telling you that they received your appeal and when you can expect a decision.

An appeals officer will review all claim information related to the decision or issue you are appealing.

#### Step 3: Board Appeal Tribunal

If you disagree with the decision of the Appeals Department, you can ask for a further appeal by the Board Appeal Tribunal. Send your appeal to the Board Services Department at the street address at the top of this fact sheet.

The Board Appeal Tribunal is the final step in the appeal process, unless your appeal is about a valid medical question.

A valid medical question is one where your doctor or chiropractor disagrees with the medical position taken by the WCB on your claim.

#### Medical Review Panel

If you have a valid medical question, you can ask for a Medical Review Panel. You can only ask for the panel if Steps 1, 2 and 3 have been completed.

There is a fact sheet that gives you information on a [Medical Review Panel](#). The fact sheet is on our website or you can call 1.800.667.7590 and ask that it be mailed to you.



Here is the basic information:

- Your doctor or chiropractor must sign an Enabling Certificate explaining why they believe the WCB decision is medically incorrect. Enabling Certificates are available from the WCB's Medical and Board Services departments.
- The Medical Review Panel is made up of three people: a Chair selected by the WCB in consultation with the Saskatchewan Medical Association and two doctors who you select.
- The decision of the Medical Review Panel is final and binding on you and on the WCB. This means that you cannot appeal the panel's decision. It also means the WCB must accept the panel's decision.

For more information on the Board Tribunal or Medical Review Panels, refer to the detailed fact sheets found at [www.wcbask.com](http://www.wcbask.com).

### **If you need help**

You can have someone help you with your appeal and you can ask for information from your claim file. You have to complete forms to do this.

- To appoint someone to represent you, send an [Authorization Letter of Representation \(WREP\)](#) form to the WCB. The form gives us permission to discuss your confidential information with that person.
- To get copies of the information from your claim file, you or your representative must send a [Request for Copy of File](#) form.

The forms are on our website. Print them off, complete them, and mail or fax them to us. Our mailing address and fax numbers are at the top of this fact sheet.

### **Fair Practices Office (FPO)**

The FPO receives inquiries and questions about WCB practices in all areas of service delivery. It cannot review issues that are under appeal. For more information on the FPO, refer to the detailed fact sheet found on our website.

#### **FPO contact information:**

**Phone:** 306.787.8651 or **toll free:** 1.888.787.8651

**Fax:** 306.787.6751 or **toll free fax:** 1.866.787.6751

**Email:** [fairpracticeoffice@wcbask.com](mailto:fairpracticeoffice@wcbask.com)

### **Office of the Workers' Advocate**

You can also ask the Office of the Workers' Advocate to give you free and independent advice about your claim and your appeal.

#### **Workers Advocate contact information:**

400 – 1870 Albert Street

Regina SK S4P 4W1

**Phone:** 306.787.2456 or **toll free:** 1.877.787.2456

**Fax:** 306.787.0249

**Website:** [www.saskatchewan.ca](http://www.saskatchewan.ca)