

Administrative Errors – Examples

Operations staff will review claims on a case by case basis using the above guidelines when considering if an administrative error has occurred. The following scenarios are examples.

Clerical or Calculation Errors

- An Operations staff member enters an incorrect number when calculating a worker's initial wage base. The error is discovered a few weeks later after the worker contacts the WCB to review their entitlement information. The cause of the error was a result of incorrect information entered when calculating benefit entitlement by WCB staff and therefore considered an administrative error.
- A worker submits an expense form to the WCB after incurring additional expenses for attendance at medical treatment. When calculating sustenance entitlement, an Operations staff member issues benefits beyond what was claimed on the expense form. This would be considered an administrative error made by a WCB staff member as a result of a data entry error.
- An employer provides the WCB with a worker's gross earnings information in order to calculate a recurrent wage base. Upon review, the worker notifies the WCB that the gross earnings information used to calculate their wage base entitlement is incorrect. A WCB staff member contacts the employer and determines that the employer provided incorrect employment information to the WCB. While an administrative error did not occur, the worker's benefits are still adjusted to account for the correct earnings information.

File Management Errors

- Operations staff receive a request to expedite a specialist appointment for a worker. A month later, the worker contacts the WCB inquiring on the status of their appointment. After review, the appointment request was initially overlooked so staff immediately submit the request. It is determined that the delay in arranging medical treatment resulted in a prolonged period of disablement for the worker. An administrative error has occurred.
- An Operations staff member approves massage treatment for a worker even though the situation does not meet the criteria for approval. There is no reasoning documented on the claim file that would justify why the decision was made. An Operations Team Leader reviews the file and determines that an administrative error has occurred based on the incorrect approval of medical aid costs. A task is sent to write-off the additional medical costs as it is determined that it would not be fair and reasonable to recover those benefits from the worker.
- A worker is scheduled for a diagnostic appointment to confirm a medical diagnosis and establish a recovery plan. The worker fails to attend three appointments over the course of two months. As the delay in attending medical treatment is due to factors outside of the WCB's control (i.e., the worker's non-attendance) an administrative error did not occur.