



## **Cold Lake Physiotherapy Clinic**

Unit-C, 5412 55 St Cold Lake AB T9M 1R5

Phone: (780) 594-2083 Fax: (780) 594-2375

Email: [getbetter@coldlakephysio.com](mailto:getbetter@coldlakephysio.com)

## **WCB: The claim process**

- 1) Report injury to your supervisor and to WCB.  
Call clinic @ **780-594-2083** to make an appointment.
- 2) You will be asked to provide:
  - Date of injury/what was injured.
  - Name and contact information of your employer.
  - WCB claim number.
- 3) Your assessment (your first visit to the clinic) will be covered by WCB. From there your physiotherapist will submit a report to WCB. If your claim is approved you will be required to attend treatment three times per week for a period of six weeks. If your claim is denied you are welcome to attend therapy, however, you will be responsible for paying for your treatment.

Once you have reported your injury or illness, a WCB-Alberta adjudicator will review your claim. Your adjudicator will determine if your claim meets legislation and policy requirements. He or she will contact you, your doctor or your employer if more information is required to reach a decision.

### **Claim accepted:**

- Once your claim is accepted, your adjudicator will discuss with you what benefits and services will help you return to work.
- A claim requires ongoing communication and updated medical information. Your adjudicator may transfer your claim to a case manager who will work with you and your employer to determine the best return-to-work options available to you.
- WCB-Alberta may be able to help with your progress by expediting some medical testing and treatment, arranging for medical assessments and providing return-to-work planning support.
- Our goal is to minimize the impact of a workplace injury or illness by helping you get back to work.



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### **Claim denied:**

Your adjudicator may reject your claim if any of the following is true:

- Your injury did not arise out of employment.
- Your diagnosis is for a condition not caused by work.
- There is not enough information in your file to support that an injury or illness occurred.
- Your claim was not filed within 24 months of your injury.
- Your employer is not required to have workers' compensation coverage and did not purchase this for you.

### **If your claim is rejected, you have options:**

- You may request for your adjudicator or a supervisor to review the claim again. They will discuss with you the reasons your claim was rejected. If you have information that will help change this determination, you may submit it to us at any time.
- You also have other options like requesting an internal review from the Dispute Resolution and Decision Review Body.
- If the internal review does not result in a change of decision, you may request a review by the independent Appeals Commission for Workers' Compensation.