



WSIB Claims Management Update

January 2013

Flash NEWSLETTER

WSIB Approval Letters of Treatment Extension

SBCI has been lobbying the WSIB to provide consistent and timely written communication to employers when additional health care treatment has been approved in claims. Recently, the WSIB has confirmed and shared a template letter (attached) when a treatment modality extension has been approved such as physiotherapy, chiropractic, or massage. The letter is issued from the Nurse Consultant to the employee with a copy to the employer.

Health care treatment can be costly. It is crucial to be aware of what treatment has been approved, extended and for how long to manage costs. The information allows you, as the WSIB manager for your school board, to case manage for appropriate and timely return to work, integrating rehabilitation to minimize the impact of the workplace injury.

It is also significant to note that the letter contains a paragraph that the *worker is expected to schedule treatment outside of work hours*, where permitted. There is no specific policy requirement on this point, rather it is inferred from the cooperation requirements under Section 40 of the Act and policy document 19-02-02. The fact that this cooperation is stated in the letter is worthwhile. The workers will also share this letter with the treatment provider to schedule appointments with least disruption to the workplace.

These decision letters are also appealable and subject to the appeal time limit. If you have concerns with treatment extensions, please contact your WSIB claims manager or SBCI.