



WSIB Claims Management Update

March 2013

Flash NEWSLETTER

Obtaining Functional Abilities Information from the WSIB

Employers should be able to obtain functional abilities information when they ask their injured employee to return a WSIB Functional Abilities Form (FAF) or request a copy of page 2 of the Form 8 (Health Professionals Report) containing functional abilities information. Unfortunately this is not always happening because sometimes the health care provider does not give the employee a copy of the FAF or page 2 of the Form 8 and instead simply sends it to the WSIB. When employers have phoned the WSIB to ask for a copy of the FAF or page 2 of the Form 8 they have been getting varying responses. In some instances the information was provided without difficulty but in other instances employers have been told that they needed to object to an issue in dispute and formally request access to the whole claim file in order to obtain functional abilities information that they should have received from their employee as a matter of routine.

SBCI and the Schedule 2 Employers Group raised this issue with WSIB Senior Management and pushed for a practical solution to avoid this unnecessary delay to return to work planning. We are pleased to report that the WSIB has agreed to take action on this issue. The WSIB acknowledged that FAFs are supposed to be provided to employers on request even when there is no issue in dispute. This is specifically mentioned in WSIB Operational Policy # 21-02-03, Disclosure of Claim Information to Employers (No Issue in Dispute). Paul Gilkinson, Vice-President, Service Delivery has advised all Directors to inform their Case Managers and the telephone enquiry representatives that in accordance with the spirit of Operational Policy # 21-02-03 that employers should be provided with page 2 of the Form 8 and/or a FAF without a formal request for access to the claim file. This information should filter down to all claims staff within the next two weeks.

SBCI and the Schedule 2 Employers' Group will be asking that the WSIB add page 2 of the Form 8 to the list of documents that employers can obtain from the WSIB without an issue in dispute. We hope to have page 2 of the Form 8 added to the list in Operational Policy # 21-02-03 later this year. If you have any questions concerning this topic please contact chris@sbc.org or your Claims Manager. Thank you.