

Action Planning:
*Improving your health
&
safety performance*



Agenda

- WCB key features
- Action planning
- Resources to help you manage your premiums
- Recap
- Questions

WCB key features

- A not-for-profit disability insurance system with exclusive jurisdiction, legislatively based and guided by the *Workers' Compensation Act*.
- Fully funded by employer premiums.
- No-fault coverage and we provide protection from lawsuit for over 160,000 employers and 1.9 million workers.
- Commitment to fair decisions in consideration of all the relevant facts.
- Workers and employers have the right to have decisions reviewed and to seek appeal for a decision.

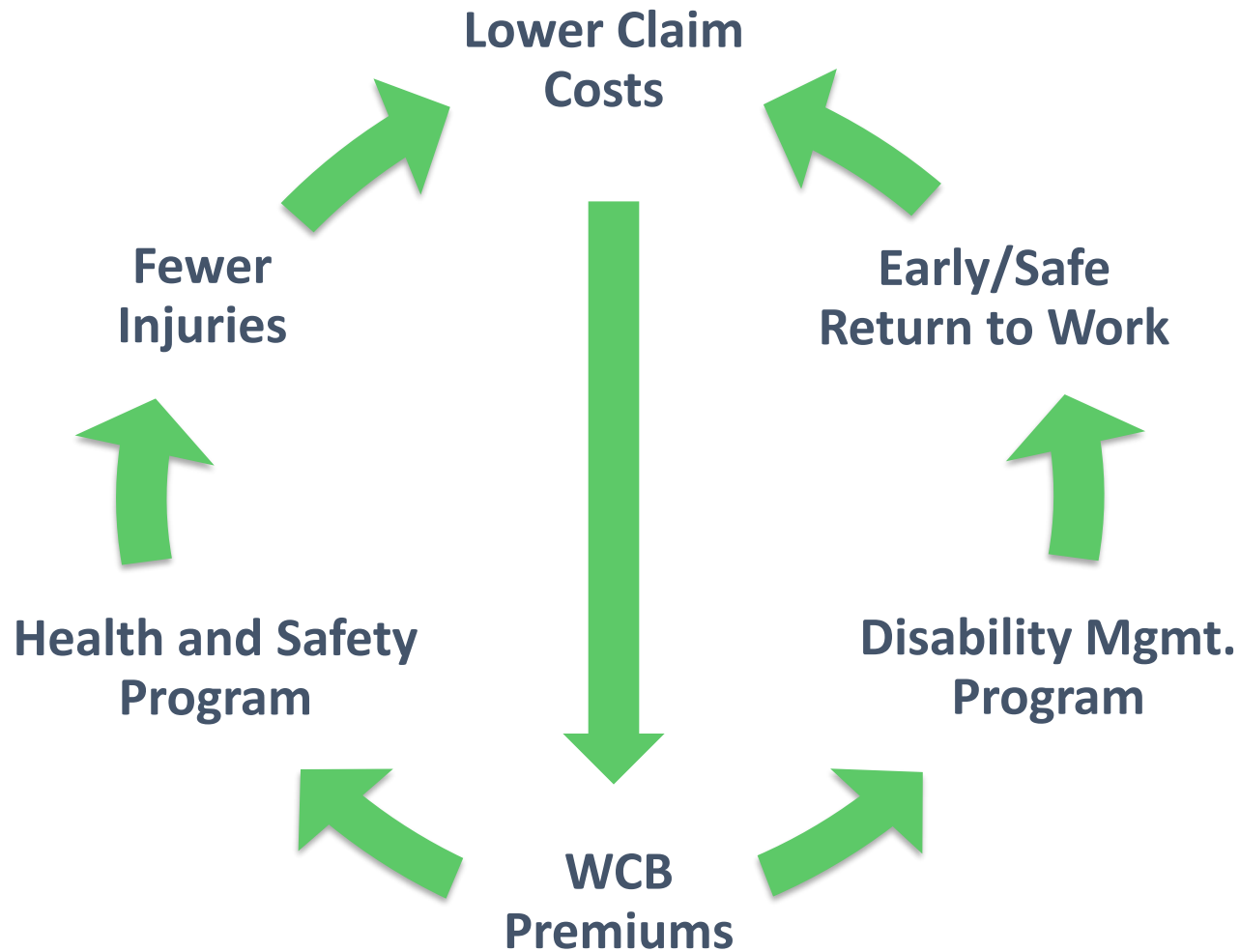
What is action planning?

Action planning is developing a strategic document that outlines the tasks and steps that are need to achieve a specific goal(s).

Your performance drives the premiums you pay

- ✓ Health & safety
- ✓ Disability management
- ✓ Early claim reporting
- ✓ Claim coordination and communication
- ✓ Modified work

Health and safety / Return-to-work continuum



Areas for opportunity

- Claim costs (current year and developing costs)
- Modified work performed on disabling injury claims
- Number of lost-time claims
- Number of lost-time days
- Reporting timeliness

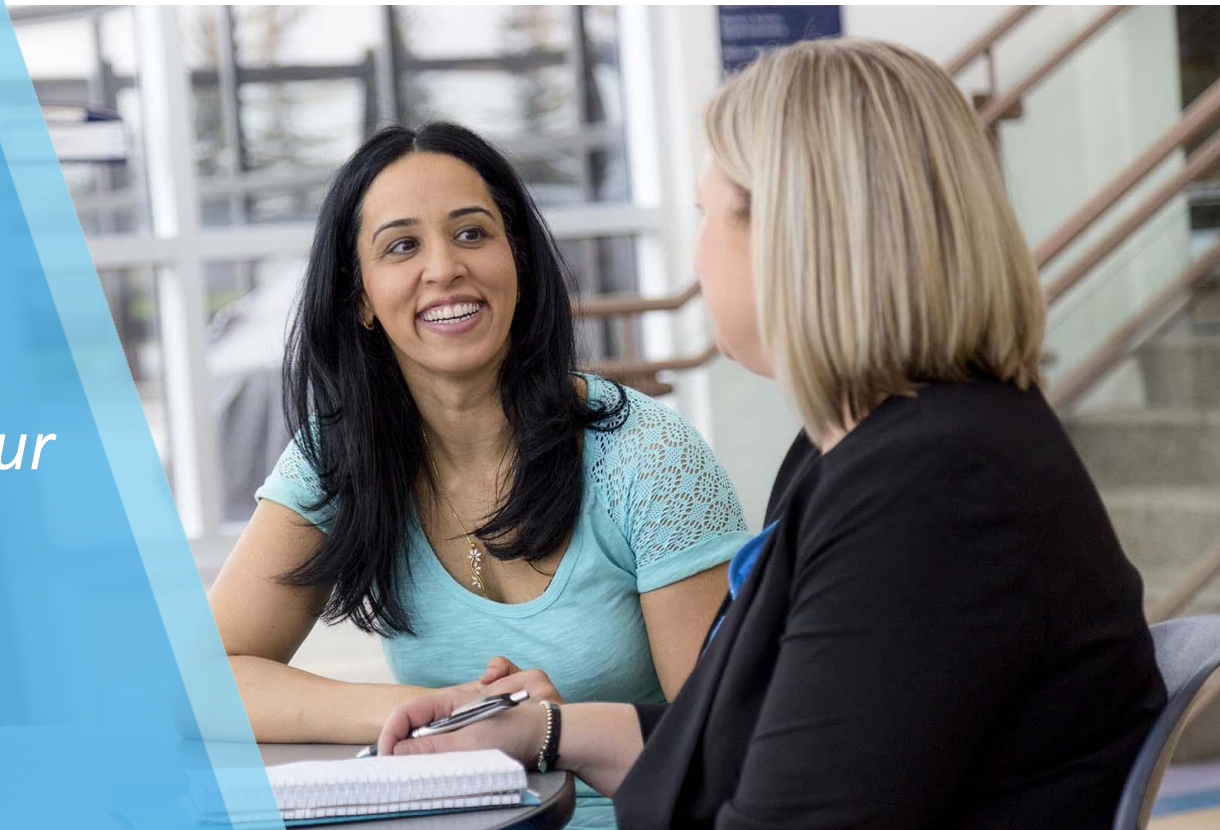
*Don't forget **safety**

Action planning can make a difference

	Company A	Company B
Assessable earnings	\$10.2M	\$12.5M
Lost time claim volume (2020 – 2022)	17	28
Lost time days (2020 - 2022)	330	968
Experience rating adjustment	-0.37%	40%
Poor Performance Surcharge	0	25%
Total employer rate adjustment	-0.37%	65%
Premiums to be paid in 2024	\$157,771	\$317,500
Certificate of Recognition (COR)?	Yes	No
PIR incentive potential (20%)	5%	0%
Net premiums	\$149,882	\$317,500

Resources

*Help to manage your
premiums*

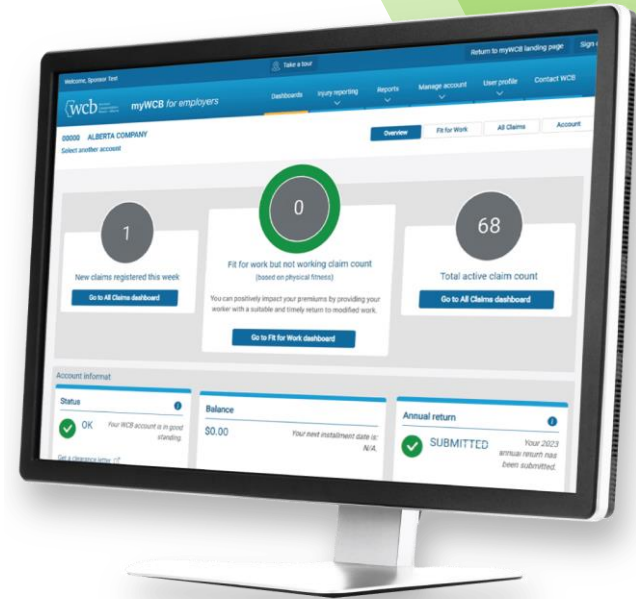


myWCB employer portal

Provides more comprehensive claim and return-to-work support for those who manage a larger volume of active claims (e.g., 10 or more).

With the myWCB employer portal, you can:


- **Report an injury, get a clearance, pay your premiums, adjust your coverage** and more.
- **Receive reminders** when you need to report an injury.
- **Access key claim and account details** to identify where you may need to take action on your account.
- **Gain insights from interactive dashboards**, like opportunities to lower your premiums and help your workers achieve their best return-to-work outcomes.
- **Use the premium simulator tool** to see how your performance impacts the premiums you pay.
- **Compare your performance to industry** with the help of key performance indicators.
- **Access resources** that can help further improve outcomes.
- **Connect with our claim and account experts.**



Sign up or log into [myWCB](#) to access the employer portal.

Sign into myWCB

June 07, 2023 home | myWCB home | contact us | sign out


 **Workers' Compensation Board - Alberta****myWCB**
employers

My Account
Account information, clearances, earnings

My Claims and Costs
Claims, rate statements and other reports

myWCB Administration
My profile, my users, support

My User Types
Access other online services




We're improving myWCB for you

We're building a new myWCB portal to help save you time, so you can focus on what's important: supporting your workers in a safe return to work.

Explore your new myWCB portal

NEW



Messages

Welcome to myWCB

Getting started with myWCB:
To use an online service, select a service from the menus above.

Browsers
See the [browser support chart](#) for a list of supported browsers.

Hours of availability
myWCB is available 24 hours, 7 days a week except for occasional maintenance. See the schedule for [Electronic Injury Reporting](#).

For assistance, please contact our eBusiness Support Team:
Email: ebusiness.support@wcb.ab.ca
Tel: 780-498-7688, toll-free in Alberta: 1-866-922-9221
Hours: 8:00 a.m. - 4:30 p.m., weekdays
Fax: 780-498-7866

For more detailed information on WCB-Alberta, visit the [WCB website](#).

myWCB employer portal dashboard

Select another account

Overview

Fit for Work

All Claims

Account

0

New claims registered this week

[Go to All Claims dashboard](#)

0

Fit for work but not working claim count

(based on physical fitness)

You can positively impact your premiums by providing your worker with a suitable and timely return to modified work.

[Go to Fit for Work dashboard](#)

17

Total active claim count

[Go to All Claims dashboard](#)

Data is updated nightly and may not include recently submitted claims.

Account information

Status



OK

Your WCB account is in good standing.

[Get a clearance letter](#)

Balance

Something went wrong on our end. We apologize, we can't show your balance at this time. Please try again later or contact us.

Documents



New Documents

0 ADDED since April 20, 2024.

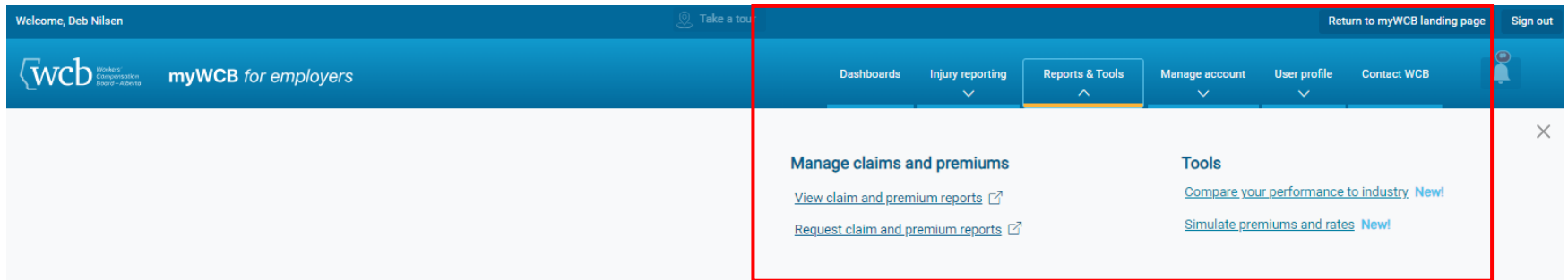
[Go to my documents](#)

Annual return



SUBMITTED Your 2024 annual return has been submitted.

New tools available



The screenshot shows the user interface of the myWCB for employers website. The top navigation bar is blue and contains the following elements from left to right: a welcome message "Welcome, Deb Nilsen", a "Take a tour" button, a "Return to myWCB landing page" link, and a "Sign out" link. Below the navigation bar is a secondary menu with the following items: "Dashboards", "Injury reporting", "Reports & Tools" (which is highlighted with a yellow bar and has a dropdown arrow), "Manage account", "User profile", and "Contact WCB". A dropdown menu is open under "Reports & Tools", showing two main sections: "Manage claims and premiums" and "Tools". Under "Manage claims and premiums", there are two links: "View claim and premium reports" and "Request claim and premium reports", both with external link icons. Under "Tools", there are two links: "Compare your performance to industry" (marked as "New!") and "Simulate premiums and rates" (also marked as "New!"). A close button (X) is located in the top right corner of the dropdown menu.

Welcome, Deb Nilsen Take a tour Return to myWCB landing page Sign out

wcb WorkSafe
Compensation
Board - Alberta **myWCB for employers**

Dashboards **Injury reporting** **Reports & Tools** **Manage account** **User profile** **Contact WCB**


Manage claims and premiums

- [View claim and premium reports](#)
- [Request claim and premium reports](#)

Tools

- [Compare your performance to industry](#) **New!**
- [Simulate premiums and rates](#) **New!**

New tools available

 Take a tour

[Return to myWCB landing page](#)

[Sign out](#)

Dashboards

Injury reporting
▼

Reports & Tools
▲

Manage account
▼

User profile
▼

Contact WCB



Manage claims and premiums

[View claim and premium reports](#) 

[Request claim and premium reports](#) 

Tools

[Compare your performance to industry](#) **New!**

[Simulate premiums and rates](#) **New!**



Claim costs: Premium simulator



Simulate your premium

Adjust your claim costs and/or assessable earnings using the premium simulator to see how your rate and premium can change based on changes to your business.

[Learn more about how rates are calculated](#)

Select a rate year

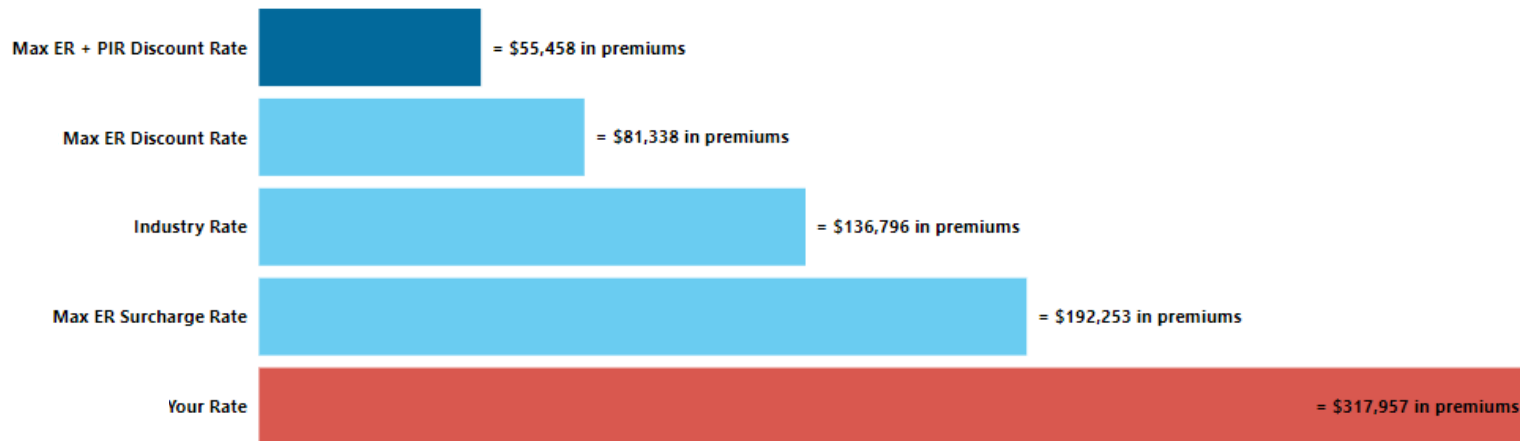
For which year would you like to simulate the rate and premium?

- 2023
- 2024
- 2025
- 2026

Claim costs: Performance impact on premiums

Premium impact	Click to see potential PIR discount	Click to see max PPS rate
<p>Save \$181,161 in premiums by improving your performance compared to the industry.</p> <p>Save \$236,619 in premiums when you achieve the maximum experience rating discount.</p>	<p>With our Partnerships in Injury Reduction (PIR) program, employers who hold a certificate of recognition (COR) can further reduce their premium and earn up to an additional 20% off while investing in a safer workplace.</p> <p>Take the first step if you haven't already and register in PIR.</p>	<p>The Poor Performance Surcharge (PPS) is an additional surcharge levied to employers with consistently higher than industry average claim costs. PPS applies to employers that have reached the maximum surcharge for their size for two or more consecutive years in the large employer experience rating plan.</p> <p>For more information or support on this, please contact us.</p>

Impact of discount and surcharges on your premium



Claim costs & reporting: All Claims Dashboard

Welcome, [View Profile](#) [Take a tour](#) [Return to myWCB landing page](#) [Sign out](#)

wcb Workers' Compensation Board - Alberta **myWCB for employers**

Dashboards Injury reporting Reports Manage account User profile Contact WCB

Overview Fit for Work **All Claims** Account

ALL CLAIMS DASHBOARD

Data current as of Saturday, June 17, 2023

Employer: **MEDICAL ONE SHIFT OPERATIONS CORP.** Employer Operation Title: **All** Claim Number: Claim status: **Open** [Reset Selection](#)

Worker Name:

Registered this week

Employer report missing on claims: **1**

Worker report missing on claims: **7**

Claims by lost time (open claims only)

Lost time: **12**

No lost time: **9**

Claims reported within 72 hours (all claims within the last 12 months)

Lost time: **100%**

No lost time: **67%** (Yes) **33%** (No)

On Time ● Yes ● No

Claims with temporary total disability payments (TD01) in the last two weeks: **2**

Claims with temporary partial disability payments (TD02) in the last two weeks: **1**

Claim Number	Registered This Week	Claim Status	Worker Name	Accident Date	Entitlement Decision	Primary Nature of Injury	Primary Part of Body	TTD Days	Lost Time Claim	Recent Wage Loss Benefit Paid	Compensation Cost	Medical Aid Cost	Lo Di
TR00001	No	Open	LEVIN, BRADLEY	2023-06-07	Pending	Oth Traumatic Injuries	Back	0	No lost time	N/A	\$0	\$188	
TR00002	No	Open	LEVIN, BRADLEY	2023-06-03	Pending	Inflammations of Joints/Muscles	Foot(Feet)/Ank(s)/Toe(s)	0	No lost time	N/A	\$0	\$304	
TR00003	No	Open	LEVIN, BRADLEY	2023-05-29	Pending	Sprains/Strain	Hand(s)/Wrist(s)	0	No lost time	N/A	\$0	\$581	
TR00004	No	Open	LEVIN, BRADLEY	2023-05-18	Accepted	Sprains/Strain	Hand(s)/Wrist(s)	0	No lost time	N/A	\$0	\$80	

Employer About FAQ

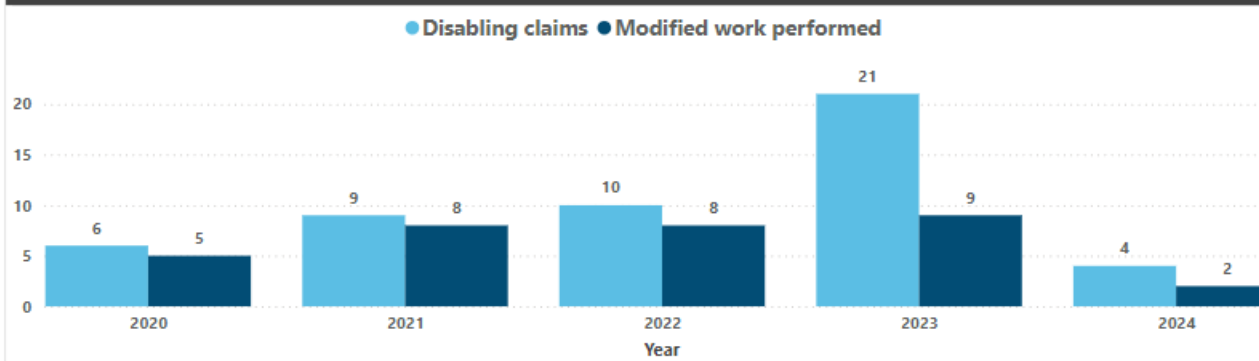
Modified work

Modified work is your best tool to manage costs once you have a claim.

Modified work helps your worker return to employment while recovering, decreasing their time away from work and reducing costs associated with the claim.

Modified work performance

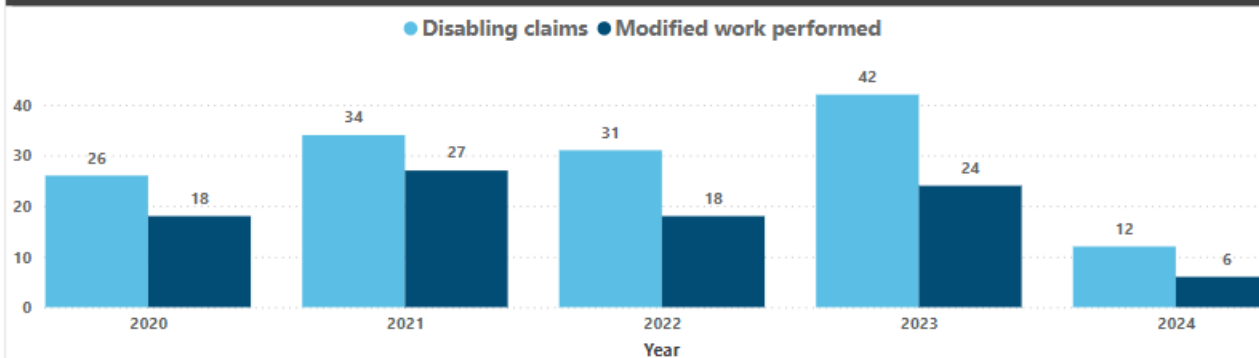
Your disabling claims and modified work by year



Your claims with no modified work

Year	Disabling claims	Claims where modified work was not performed
2020	6	1
2021	9	1
2022	10	2
2023	21	12
2024	4	2

Industry disabling claims and modified work by year



Comparison to industry

Year	Your percentage of claims where MW is performed	Industry percentage of claims where MW is performed
2020	83.3%	69.2%
2021	88.9%	79.4%
2022	80.0%	58.1%
2023	42.9%	57.1%
2024	50.0%	50.0%

Occupational Injury Services Clinics can help with modified duties

A medical clinic that has been granted OIS status by WCB, staffed by physicians, nurses and rehabilitation staff and is set up for people who are hurt at work.

- ✓ Expedited access (target within 30 minutes of worker arrival)
- ✓ Expedited diagnostic services
- ✓ Return-to-work case conference with OIS provider, worker and employer
- ✓ Work readiness medical report provided to employer immediately
- ✓ Treatment plan details provided to the worker's family practitioner

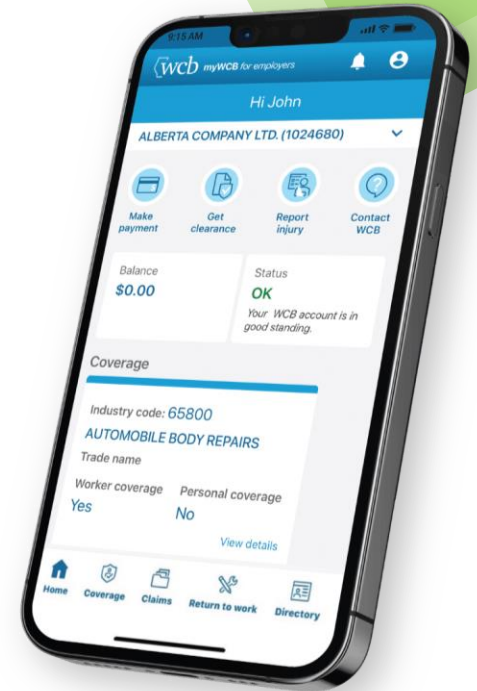
myWCB employer mobile app

Convenient for those on the go with a smaller number of active claims (e.g., less than 10), who may need to get a clearance or make a payment while out in the field.

With the myWCB mobile app, you can:

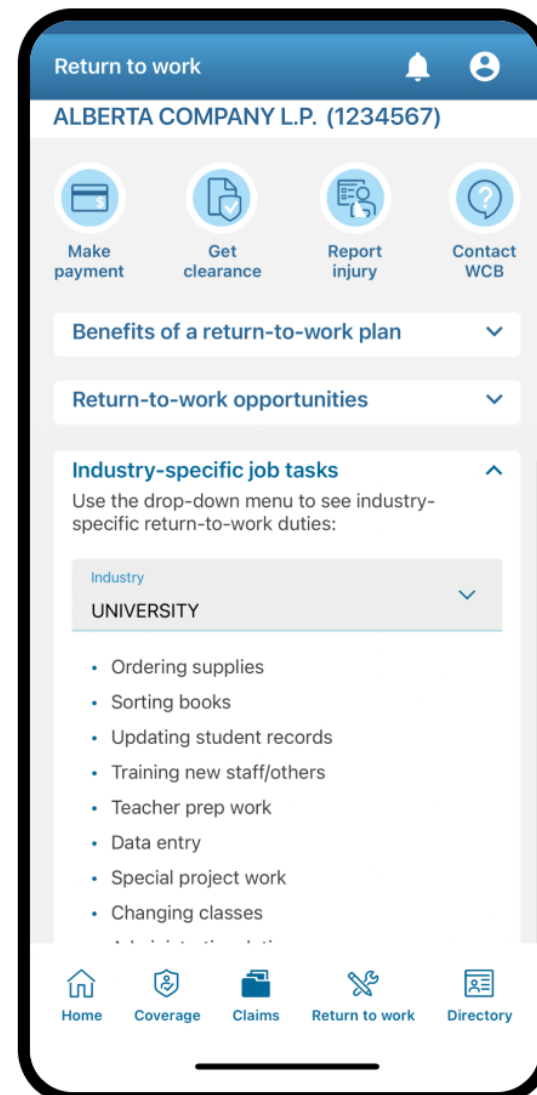
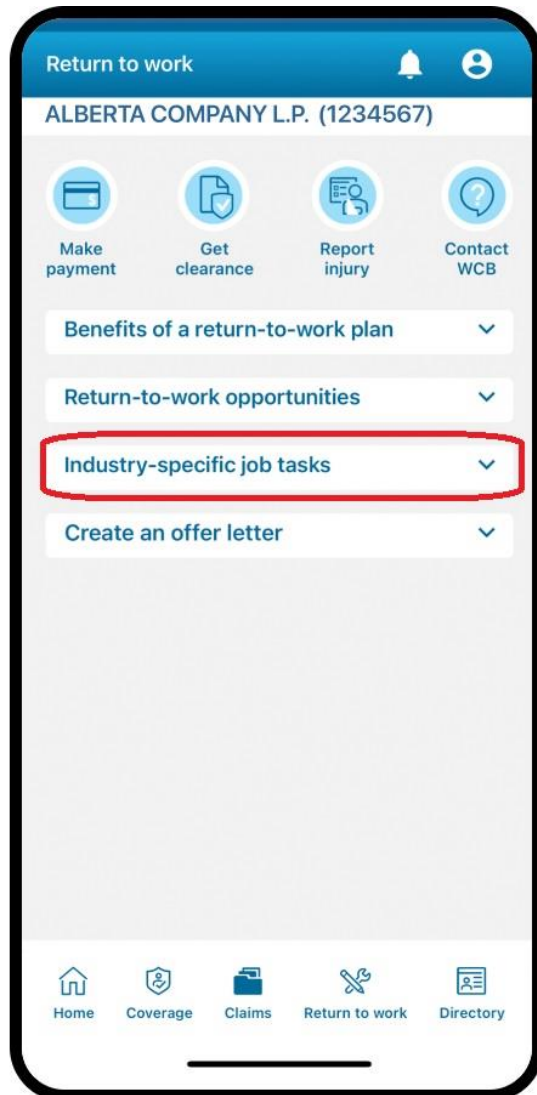
- **Report an injury** from wherever you are.
- **Receive notifications** when one of your workers reports an injury.
- **Identify return-to-work opportunities** and create a return-to-work offer letter for your injured worker.
- **View physical ability status reports** for workers with active time-loss claims.
- **Request real-time clearance letters.**
- **Manage payments** and check your account balance.
- **Adjust your coverage**, revise payroll and update your account details.
- **Connect with WCB** directly.

*Download the app to get started today.
Available in the App Store and Google Play.*

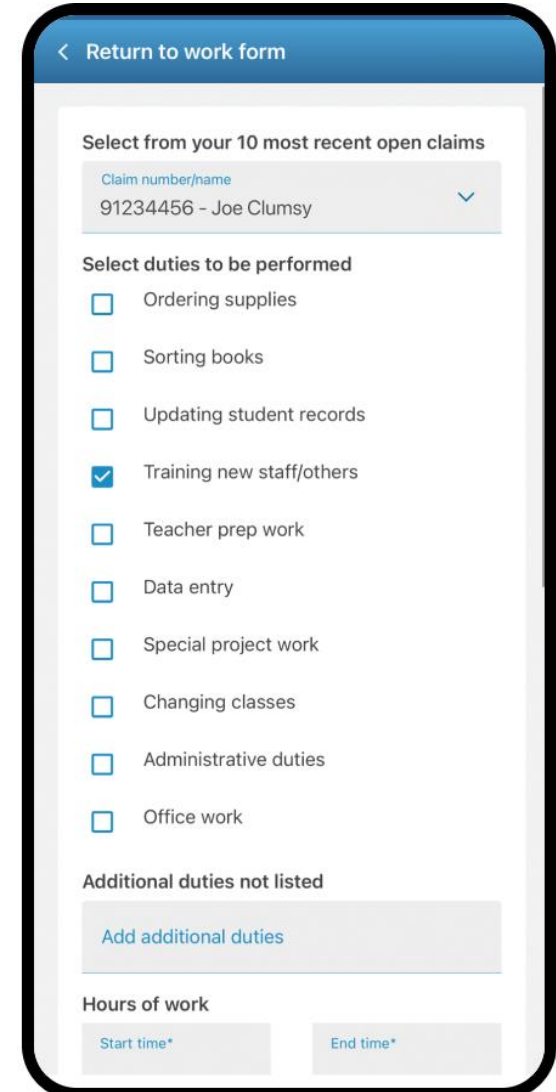
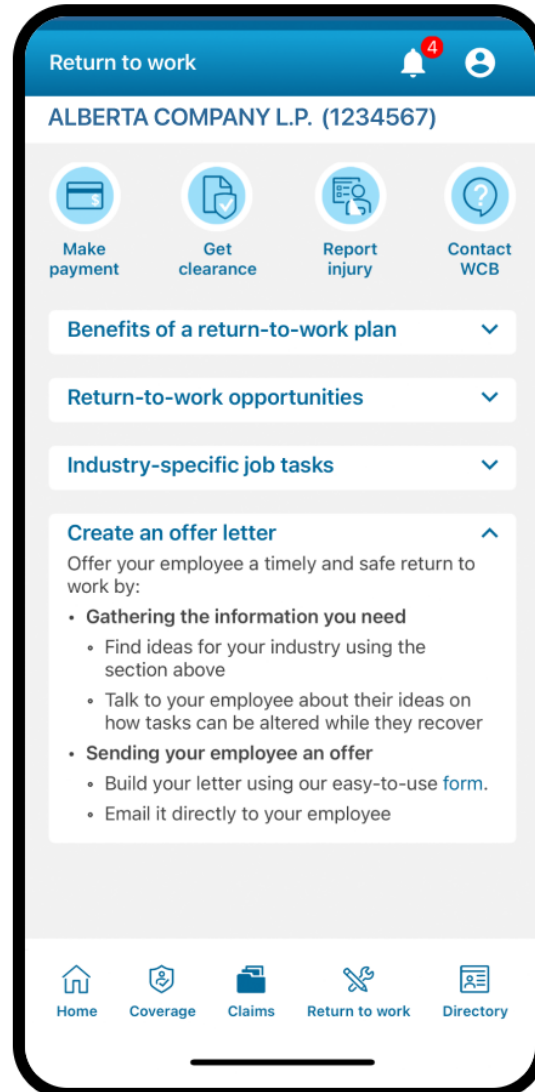
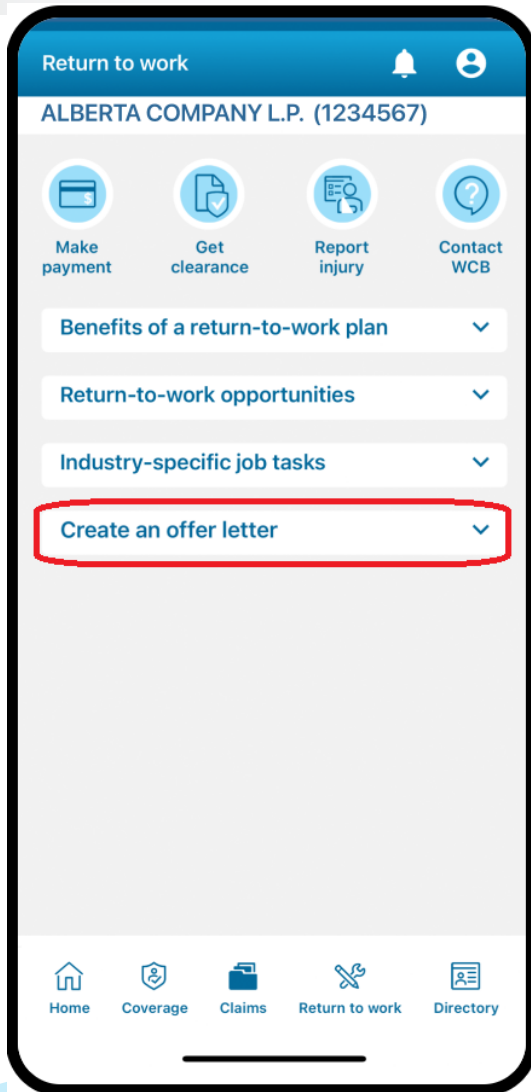


[Online Services](#)

Modified duties: Employer App



Modified duties: Employer App



Partnerships in Injury Reduction

A voluntary program designed to help you lower your premiums by encouraging injury prevention and the development of effective workplace health, safety and return-to-work plans.

Potential Refunds for PIR Employers

5% for Certificate of Recognition (COR)

1-20% for Improving Your Performance

10-20% for Maintaining Industry Leadership

- Contact your local [safety association](#) to sign up for your Certificate of Recognition (COR).
- Refund is based on the highest of the three incentive opportunities, up to a maximum discount of 20%.

Determining your action items



WCB-Alberta

Disability Management
Self Assessment

Three key takeaways

1. Your performance drives the premiums you pay.
2. Modified work is your 'deductible' when it comes managing your claim costs.
3. The myWCB employer portal is a powerful tool to assist with managing your claims.



Thank you

Please complete the survey

