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Section Title: Benefits Administration – *Healthcare Services* 

Subject: Role of Healthcare Services

Effective Date: December 1989

## A. POLICY

The role of the Healthcare Services Department of the Workers Compensation Board of Manitoba is to:

- 1. Support the case management process by clarifying or obtaining medical/chiropractic information, confirming or establishing health status of claimants, providing educational, adjudicative, and case management support, and ensuring the effectiveness of the healthcare support provided to other Board personnel.
- 2. Maintain effective relations with the healthcare community in terms of information and education on workers compensation issues, and advise management during negotiation processes with the healthcare community.
- 3. Supervise and control medical/chiropractic aid within the context of *The Workers Compensation Act*, ensuring timely and adequate service delivery.
- 4. Advise the Board regarding healthcare matters in support of appeals, policy development, healthcare trends, and research funding proposal.
- 5. Contribute toward the education of WCB constituents and the general public.
- 6. Maintain and support professional development in the fields of General and Occupational Medicine through active participation in Doctors Manitoba.

## B. REFERENCES

The Workers Compensation Act, Section 27

## **History:**

- 1. Policy approved by the Board of Directors by Board Order 39/89 on March 15, 1989, effective December 1989.
- 2. Minor formatting changes were made to the policy, organizational names were updated, and a history section was added, June 27, 2012.
- 3. Minor formatting changes made to the policy February 2021.
- 4. In December 2022, the policy was updated to reflect the amendment and renumbering of section 27 by *The Workers Compensation Amendment Act* (commonly referred to as Bill 18).