

WCBinsider

June 2014

WCB Assessment Rate Model to Undergo Review

Stakeholder consultations to be part of the process

The WCB is consulting with stakeholders as part of a comprehensive review of its assessment rate model.

Stakeholder feedback, gathered from the consultations, will be used to gauge the relative strengths and limitations of the model, including its impact on employers and workers. The WCB is looking at ways to improve the model to ensure that all employers are treated fairly, and to prioritize injury prevention by rewarding employers for safe workplaces while addressing concerns about claims suppression.

The costs of the workers compensation system are paid by employers, and the assessment rate model determines how those costs are allocated among employers. The current rate model has been in effect since 2001.

A comprehensive rate model review was a recommendation of Paul Petrie's *Fair Compensation Review*. The review is also a key action item identified in *Manitoba's Five-Year Plan for Workplace Injury and Illness Prevention*, a report released by the provincial government earlier this year.

After a competitive process, the WCB selected the firm of Morneau Shepell to undertake the review, with Mr. Doug Stanley conducting the stakeholder consultations. Once the consultations are complete, Morneau Shepell will explore options for change and make recommendations to the WCB Board of Directors.

If you are interested in taking part, please visit wcb.mb.ca for the discussion paper and information on how to make a submission. Deadline for submissions is June 30, 2014.

Check the Address so Your Cheque Arrives

The WCB continues to receive payments that are delayed due to an incorrect address. By law, Canada Post is required to deliver mail to the address on the envelope, regardless of who it is addressed to. If you have a computerized Accounts Payable system you may be unwittingly sending your payment to the WCB using an incorrect address.

To avoid late penalty fees, ensure your premium payment arrives in time at the WCB by using the correct mailing address:
333 Broadway
Winnipeg, MB
R3C 4W3

WCB Expands Efforts to Remind Manitobans to Report Workplace Injuries

In May, the WCB launched an expanded public awareness campaign that encourages workers and employers to report workplace injuries to the WCB.

The campaign reinforces that employers have an obligation to report injuries in their workplace, as it's the law. Early reporting means that workers return to health and meaningful work quicker, and the workplace has less disruption as a result.

New this year, the campaign includes television advertising to raise the

Report Workplace
Injuries to the WCB

204.954.4100

WCB
Workers Compensation
Board of Manitoba

profile of this message and further increase awareness of the benefits of reporting workplace injuries to the WCB. In addition to television, you can see the campaign ads on transit, radio, Facebook, in print and in doctors' offices. The WCB website also features short web videos that introduce the claim reporting process

in English, French, Spanish, Tagalog and German as well as claim reporting brochures available in 17 languages. These

resources, and more, are available at wcb.mb.ca/campaigns.

Remember, everyone has a responsibility within the workers compensation system. To request workplace posters, brochures or other information on how to report a claim, email wcb@wcb.mb.ca.

WCB's 2013 Annual Report Reveals Strong Financial Position: Lower Rates Anticipated

The WCB recently released its 2013 Annual Report and 2014-2018 Five Year Plan. The report was highlighted by stable rates, innovative service enhancements for workers and employers, and a strong financial position generated as a result of positive investment returns and the WCB's continued commitment to its prevention and recovery goals.



Message to Our Customers

At the WCB we are committed to providing service that is fast, easy, caring, right and clear. Lately, we have experienced some issues during the transition to a new employer assessments computer application. As a result, problems with our Account Statements have affected some of our customers. We have taken immediate action to rectify these issues.

You deserve Account Statements that are clear, timely and easily understood. Some of our customers with Optional and/or Personal coverage have offered us feedback about our new Account Statements. We have listened to this feedback and in the coming weeks and months we will introduce updated Account Statements that will clearly explain the sections of the your statement.

We are sorry if you have not received the level of service you expect from the WCB. Our goal is to put our customers at the centre of all we do. Through these actions we hope you will regain confidence in our service commitment to you.

In 2013, the WCB achieved a surplus of \$78 million, which will provide the flexibility to adjust to the many organizational changes taking place in the years ahead. It also allows the WCB to consider potentially lowering assessment rates in the future.

“While we are not yet making a formal rate announcement for 2015, we are anticipating lower rates based on our reserve surplus,” says WCB President and CEO Winston Maharaj. “Our reserves are above target and we will be undergoing a process to bring them closer to target. Successful prevention and return to work efforts by the WCB, its partners, and the workers and employers of Manitoba contributed to these results.”

In 2013, the WCB Board of Directors approved a new strategic plan to guide the WCB into the future as the organization is on the cusp of significant change, following the completion of several reviews and the government's release of *Manitoba's Five-Year Plan for Workplace Injury and Illness Prevention*. Preliminary work on many of the initiatives in the Plan began in 2013, including the creation of SAFE Work Manitoba, the entity that will consolidate prevention services from the WCB and Workplace Safety and Health.

The WCB's new corporate vision – to be “a trusted partner, insuring today

and building a safer tomorrow” – emphasizes the dual mandates of compensation and prevention and is reflected throughout the Annual Report.

“The WCB made substantial progress in modernizing our service offerings through technology and business process renewal in 2013,” says Maharaj. “This included focusing on the effectiveness of employer feedback mechanisms and beginning the development of a Business Intelligence unit that will build capacity in data collection and analysis. We also expanded our assessment payment options to include credit cards through our new FlexPay system.”

In 2013, the WCB also began the process of reviewing its assessment rate model to ensure it prioritizes prevention and strengthens system accountability; and embarked on the development of an enhanced compliance framework to focus on protecting the integrity of the compensation system.

As a result of its strong financial position, the WCB was able to maintain the 2013 average assessment rate at \$1.50, the third lowest rate among Canadian WCBs. The WCB announced that the rate would remain stable in 2014. The time loss injury rate, which has been generally consistent for the past three years, is estimated to be slightly lower at 3.2 per 100 full time workers.

Return undeliverable copies to:
WCB Communications, 333 Broadway, Winnipeg, MB R3C 4W3
Telephone: (204) 954-4760 Fax: (204) 954-4968

PM 40062754