

Section Title: Benefits Administration - Healthcare Services  
Subject: Role of Healthcare Services  
Effective Date: December 1989

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## **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, health-care 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(10)

### **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.