

WCB UPDATE

June 2017

WCB Streamlining Services

Every employer wants to navigate bureaucracy with as much ease as possible, so the Workers Compensation Board of Manitoba is taking steps to make that happen. In an attempt to simplify the process, WCB has significantly streamlined its processes.

WCB wants to continuously enhance its service and ensure the system is user friendly and easy to navigate for users.

The majority of services employers need to regularly access are already available online for your convenience, such as:

- Registrations
- Payroll reporting
- Online payment
- Automatic withdraws
- Claim reporting
- Clearances
- Claim cost transactions
- Safe Work related reports

In addition, the process employers follow to update their information and report to WCB has been streamlined and requires less reporting:

- Employers only required to report their payroll once a year, compared to five times a year previously
- Employers are able to choose their payment frequency
- There are now more payment methods available



- WCB automatically renews personal coverage, eliminating the need for employers to request this yearly

The WCB will continue its efforts to make the navigation of our system as easy as possible for employers.

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WCB Delivers Its 100th Annual Report

Strong Financial and Return to Work Results Contribute to Successful Year



The Workers Compensation Board of Manitoba's (WCB) 2016 Annual Report was recently tabled in the provincial legislature. The highlights include 100 years of success in building a workers compensation system that benefits Manitobans, continued enhancements to the rate model and customer service initiatives and rewarding employers who have embraced prevention and return to work initiatives by lowering the average assessment rate.

"We were pleased to celebrate 100 years of serving Manitoban employers and workers," said Winston Maharaj, President and CEO of the WCB. "Employers' efforts and successes in injury prevention and Return to Work are paying off. That progress, combined with strong investment income, allow us to lower the rates employers pay while at the same time maintaining the benefits injured workers rely on."

The average assessment rate decreased by \$0.05 in 2016 to \$1.25 and the downward trend continues with the recent 2017 rate announcement of \$1.10. Since 2014, the WCB's two consecutive years of rate decreases returned \$85 million to employers.

"We are encouraged by the great strides employers have made with injury prevention which saw the time loss injury rate dip below 3.0 for the first time," said Maharaj. "This, coupled with more employers embracing Return to Work efforts which minimizes a worker's absence from work are paying off for both employers and workers."

The WCB also continued to implement the assessment rate model and focused on lessening the impact of transitional changes to small and medium-sized employers. Work on prevention initiatives continued with the time loss injury rate dipping below 3.0 for the first time.

The WCB is committed to reducing the risk and lessen the impact of workplace injuries and illness as well as ensuring the system is fair and efficient, with customers who get seamless service and with partners who feel their views count.

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Payment Options



Employers have many options for paying premiums, including:



Debit - online, in person, Winnipeg location only (WCB Assessment Services, 363 Broadway, 2nd Floor), or use your online banking application.



Credit Card - online, phone or in person, Winnipeg location only (WCB Assessment Services, 363 Broadway, 2nd Floor); accounts with annual premiums of \$5,000 or less. If paying by phone, call 204-954-4978, or toll free 1-855-954-4321, ext. 4978 during regular business hours (Monday to Friday, 8:30 a.m. to 4:30 p.m.).



Cash - in person Winnipeg (WCB Assessment Services, 363 Broadway, 2nd Floor), Brandon or Thompson office.



Cheque - in person at our Winnipeg, Brandon or Thompson offices or by mail (The Workers Compensation Board of Manitoba 333 Broadway Winnipeg, MB R3C 4W3).



Electronic Payment - the WCB accepts payment from electronic bill payment services.



Pre-authorized Payments - Visit www.wcb.mb.ca to download the pre-authorization forms.

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Improvements made to WCB website



We are continuing to improve our website, www.wcb.mb.ca, in order to better serve our customers.

Recently, we have created a printable version of website pages that is a significant improvement over the way the site used to print. The new print version includes just the page content you want, and none of the extra formatting and “behind-the-scenes” content that used to be included. Simply click the **print icon** and you will receive print outs that you can use.

Another exciting development is our new and improved method for choosing the **resource** that is best for you. In the past, we had a resource section that included brochures, fact sheets, forms, videos, reports and presentations. However, they organized by type (such as “brochures” or “forms”) instead of by use (“return to work” or “benefits and services”). Finding the resource that you need is now easier, quicker and more efficient. You can select what your role is and the topic you are looking for, and a list of pertinent resources will be created for you.

Finally, soon we expect to introduce a **new look for our home page**. The new look will include a larger, more vivid slideshow near the top. Also, **Access Clearances** will be on the first row of our “More Services and Info” section. QuickFinder will be renamed **Search Our Resource Library** and is at the top right margin under the slide show items. **This feature is in the testing stage and will be available by July.**

We will continue to let you know about any more important updates to our website as they happen.

WCBUPDATE

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

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