



Press “0” and Get Your Questions Answered

Our Claims Service Centre’s motto is “We’re here when you call” and in 2016 they answered the phone over 85,000 times. The Claims Service Centre, along with the rest of the WCB, are committed to providing great service every time you call. A customer recently remarked, “The customer service person who took my initial call was very patient. He listened and took a lot of time with my call. He was friendly.”

Your claim questions can be answered quickly when you call our Claims Service Centre. When calling your WCB Adjudicator or Case Manager and you hear a recorded message, you

can press “0” to speak to someone immediately.

Our Claims Service Representatives have the knowledge to answer the majority of your questions. As one caller recently noted, “Every time I call and talk to the customer service people they have all the information I am looking for.”

If your question requires Adjudicator or Case Manager attention, the Claims Service Representative may ask for detailed information and will refer your question to your Adjudicator or Case Manager for a callback.

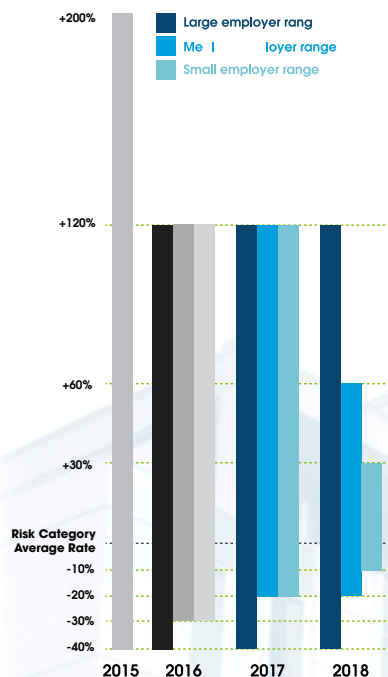
In addition to answering your questions, our Claims Service Representatives also approve certain medical expenses, which speeds up the process for obtaining prescriptions and other medical devices.

In this Issue	
Press “0” and Get Your Questions Answered	1
Continuing our Transition to a New Rate Model.....	2
Annual Payroll Information - if you haven’t submitted yet, we still need to hear from you	3
WCB Grants Aim to Support Innovation and Research	4



Continuing our Transition to a New Rate Model

Risk Category Range



We're now into the second year of phasing in changes to the way we calculate your premiums. Based on feedback that we'd gathered from employers like you, we're moving towards a rate model that is more fair and balanced, responsive, and unique to the needs of different-sized employers.

There are five core changes that we're making to the way we calculate premiums. The first is narrowing our rate ranges, which minimizes how much your rate can move above or below your classification average. The final phase of this change will take place for the 2018 rate year.

Another change that we've now fully implemented is putting a cap on our annual rate change limit, which reduces how quickly rates can rise and fall in any given year. Rate increases and decreases remain capped at 15 per cent up or down, which reduces volatility and helps protect against large rate increases.

We're currently reviewing and will introduce a new feature called the experience factor for the 2018 rate year. This will help to more fairly balance individual and collective risk based on the relative size of your business. More information on this will be available on our website in the fall.

For the 2019 rate year, we'll be introducing new risk categories, which means that industries may move to a category that's more reflective of their actual risk. We'll also be changing our experience window, which means that the costs that we use to set your rate will be accumulated differently: over two years in 2019 and over three years beginning in 2020. Both of these changes will further help to ensure that the rates you pay are more fair and balanced.

"Ultimately, the most effective ways to reduce your WCB costs is by improving health and safety at your workplace and strengthening your return to work programs," says Maharaj. "All of the changes that we're making are part of our commitment to modernizing the workers' compensation system to meet the evolving needs of our customers."

We'll continue to phase in further changes to our new rate model until it is fully implemented by 2020. We'll provide you with ongoing updates on these changes as they evolve.

For more information, visit wcb.mb.ca and click on **Employers**, or contact Assessment Services at 204-954-4505 or toll free at 1-855-954-4321, extension 4505.



SAFE Work Manitoba continues to make strides towards helping you improve health and safety at your workplace.

We've developed SAFE Work Certified, a province-wide certification program that provides workplaces with a benchmark for safety and health performance while promoting a culture of safety.

In 2017, workplaces that meet this standard can begin to qualify for financial rebates, which will be distributed starting in 2018.

To learn more, visit safemanitoba.com > **Safety Topics** > **SAFE Work Certified**. You can also call 204-957-SAFE (7233) or email swc@safeworkmanitoba.ca.

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Annual Payroll Information

- if you haven't submitted yet, we still need to hear from you



February 28th was the deadline for submitting your annual payroll information and even though the deadline has come and gone, we still need your information. If you are not employing workers right now, your payroll information is still required to manage your account properly.

The easiest and fastest method to provide us with your payroll information is through the Online Payroll Reporting application on the WCB website - just click on the Payroll Reporting link beside the slide show near the top of the page.

You are also welcome to provide your information over the phone. Simply give us a call at 204-954-4505 (toll free at 1-855-954-4321, extension

4505). Providing the information only takes a few moments whichever method you choose. To make it easier, have the following information available:

- WCB Account number
- Access code (if you are using the online application; this information was provided in the Annual Payroll letter sent to you in January)
- Contact information
- Total actual payroll for 2016
- Total estimated payroll for 2017

This information is critical to manage your account, in particular, for calculating your 2017 premium. If you don't provide the information

to us, we are required to calculate an amount for your actual 2016 payroll and your estimated 2017 payroll, but this will mean also having to apply a Late Filing Penalty to your 2017 assessment premium. In addition, if you have Optional Coverage and have not provided your payroll information, you are at risk of having your account closed, potentially leaving yourself and/or your workers without coverage. You can avoid this situation if you contact us prior to the end of April.

If you're not sure what information to provide or if you have any questions at all, please call us directly and we can talk you through the requirements. We're here to help, and you might be surprised at how little time it actually takes.





WCB Grants Aim to Support Innovation and Research



On February 27, the WCB announced the recipients of seven grants in support of projects that will help keep Manitoba workers safe and recover from workplace injuries.

The funding is part of the WCB's Research and Workplace Innovation Program (RWIP). This year's initiatives range from injury prevention projects, to scientific research projects, and health and safety training for newcomers to Manitoba's workforce.

Since 2009, funding has supported 66 workplace prevention, education and training initiatives.

The RWIP is now accepting applications for 2017 grants. For more information, call Bruce M. Cielen at **204-954-4650** or visit the WCB website at www.wcb.mb.ca/research-and-workplace-innovation-program-0.

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