

Requesting Reconsideration of a Claim Decision

If you disagree with a Compensation Services decision, first discuss with the person who made the decision. If you have new information, send the information to the person who made the decision and ask them to revisit their decision. If you continue to disagree with the decision, you have the right to request reconsideration to the Review Office following receipt of a written decision from Compensation Services.

How do I have the Review Office reconsider a decision?

Send a letter to the Review Office. If you do not want to write a letter, you can complete and send a Request for Review form. It is available on the WCB website at wcb.mb.ca or by calling the Review Office at 204-954-4462 or toll free 1-855-954-4321.

Your request should:

- identify the date of the decision you wish to have reconsidered
- provide the reasons you disagree with the decision.

Your request can be sent by mail, fax or email:

Review Office
333 Broadway
Winnipeg MB R3C 2X4

Fax: 204-954-4999 or toll free 1-877-872-3804

Email: reviewoffice@wcb.mb.ca

Who will be reviewing the decision?

At a worker's, employer's or authorized representative's written request, a Review Officer will review the claim and decision. Review Officers are senior WCB staff with considerable knowledge and experience.

What is involved in a review?

Once a reconsideration request has been assigned to a Review Officer, an initial review of the claim will take place. Reconsiderations are reviewed in the order they are received. The Review Office will acknowledge the reconsideration by advising the worker, employer and their authorized representatives that a reconsideration request has been received. The other party is given the option to participate in the reconsideration. If they choose to participate, an information sharing process along with notice to all parties will be followed.

An initial review will be done to determine if the Review Office can proceed with a reconsideration of the issue. The Review Officer reviews the available information and decides if additional information or further



investigation is required. New information gathered by the Review Office may change a decision. Prior to making a decision, new information will be provided to the parties participating in the reconsideration for their response.

Once a decision has been made, a letter will be sent outlining the Review Office decision and reasons for the decision.

The length of time for the review process will vary, depending on the issues under appeal, the information sharing process (outlined above) or if further information is required. The majority of decisions are completed within 60 days from the date the reconsideration is listed in the Review Office.

How do I request a copy of the claim?

As part of the reconsideration process, you may wish to obtain a copy of the file before you submit your request.

To obtain a copy of the file, call the WCB File Access Coordinator at (204) 954-4453 or toll free 1-855-954-4321, ext. 4453. The first copy is free.

What if I require assistance with my claim?

The Worker Advisor Office is a service available to workers requiring assistance.

(204) 945-5787
606-401 York Ave
Winnipeg MB R3C 0P8

What if I disagree with the Review Office decision?

If you do not agree with the Review Office decision and have new information, you may submit a new request for reconsideration along with the new information to the Review Office for reconsideration of the decision.

Otherwise, you have the option of proceeding to the final level of appeal, the Appeal Commission. While the Appeal Commission operates independently from the WCB, it is bound by *The Workers Compensation Act and WCB Policies*.

For information on the Appeal Commission:

(204) 925-6114
Fax: 204-943-4393
www.appeal.mb.ca

What if I still have questions?

The Reconsiderations Policy 20.10 can be found at www.wcb.mb.ca.

If you would like a form or Policy sent to you or have questions about the Review Office, call (204) 954-4462, toll-free 1-855-954-4321 or email ReviewOffice@wcb.mb.ca