

SCHEDULE 2 EMPLOYER'S GROUP

Meeting Information		
Subject/Title:	Schedule 2 Employer's Group	
Date/Time:	Wednesday October 17, 2018 (Hamilton) 9:00 am – 12:00 pm	
Location:	Jackson Square Conference Centre, Plaza Level, Hamilton ON	
Vice - Chair:	Chris James	
Minutes : Item No.	Topic	Minutes
2. Updates from the WSIB		<ul style="list-style-type: none"> - Denise Caron-Adams reviewed a presentation entitled "Service and Process Improvements" that was previously presented at a Schedule 2 Employers Group meeting in Toronto. - In 2018 claim volumes were up from 2017. There was an increase for Schedule 1 employers of 7% and for Schedule 2 employers of 14%. - The WSIB has less staff than in the past to deal with increased claim volumes. Schedule 2 employers are seeing increased claims for CMS, TMS, PTSD and mild traumatic brain injuries. - To deal with increased claim volumes the WSIB wants to focus staff time on claims where there is the highest risk of permanent impairment or someone not returning to work. They are employing a triage approach where simple straight forward claims are going for e-adjudication. In contrast more-complex claims are being referred to interdisciplinary teams where Nurse Consultants, Case Managers and RTW Specialist can all be involved. Claims referred to interdisciplinary review would include MTBIs and high impact claims (shoulders, low backs and fractures). - In August 2016 – new claims were being referred to eligibility adjudicators across the province and no longer in local offices. This step was taken to better enable the WSIB to balance workloads - In July 2018 the WSIB began allocating the work of Short-Term Case Managers across the province. There are no longer local teams of adjudicators dedicated to local claims and local employers. The only WSIB staff dedicated locally would be Return to Work Specialists. - Customer Service Representatives (CSR) are being utilized to respond to initial inquiries from workers and employers but are also being tasked to gather information for Eligibility Adjudicators. The CSRs are being given more training on what to ask of a worker in initial entitlement inquires. - Denise acknowledged that there were problems with the roll out of changes over the summer. The wait times to get through on the 1-800 number was too long and then when people were referred to other lines there could be further waiting. There have been increased staff assigned and improvement in wait times on the phones. - Denise advised that there was a problem in the instructions given to the CSRs. When an employer identified themselves as a Schedule 2 employer and asked to be connected to the Case Manager it was not happening right away. CSRs still wanted to go through their list of security/privacy questions. This was corrected as of yesterday so when a Schedule 2 employer speaks to a CSR and identifies themselves as a Schedule 2 employer they should be connected with a Case Manager right away.

		<ul style="list-style-type: none"> - There was a discussion about e-adjudication. Chris gave an example of a case where a Schedule 2 employer listed plenty of concerns with an occupational disease claim on page 4 of the Form 7 and the claim was e-adjudicated and allowed. Dee Ferguson from WSIB Eligibility clarified that this should not have happened. Form 7s are screened by a clerk and occupational disease claims are not supposed to e-adjudicated and concerns on page 4 of the Form 7 should also result in a claim be referred for an in-person review and adjudication. - The WSIB has a new Document Upload tool on the WSIB website. It is available for worker's, employers and health care providers to send information electronically directly to WSIB claims. Employers will need to know the worker's last name, claim number, date of birth and postal code. If this information matches WSIB records, then you can proceed to the next step and attach word documents and PDF documents to the claim file. An employer can tick a box in order to receive a confirmation email. The assigned Case Manager or Eligibility Adjudicator will be notified that a new document has come to the claim file. This does not mean that it will be reviewed right away but when the staff member next looks at the file it will be highlighted. - There was a discussion about "unassigned claim files". These are claims that do not have a Case Manager. These might be cases where there is no ongoing lost time. This can be problematic where an employee is back to work at no wage loss but doing very
2	Updates from WSIB continued	<p>modified duties. It still would be useful in those cases to have WSIB help. The employer might want a nurse to check that the worker was getting proper treatment or assistance from a RTW Specialist in getting the worker to gradually increase their hours and duties closer to regular duties.</p> <ul style="list-style-type: none"> - If an employer wants an unassigned claim to be assigned to a Case Manager. They can request this to happen. If the WSIB does not assign a Case Manager as requested then you are encouraged to escalate the matter to the local Manager and if need be the local Director. If you are still unhappy please contact Denise Caron Adam, Executive Director Issues Management at 905-521-4439.
5	Schedule 2 Conference Update	<ul style="list-style-type: none"> - Chris advised he is waiting for information on the conference financial results. We are still receiving information from conference evaluation forms and you are encouraged to send in your evaluation form if you have not done so already. Chris encouraged everyone to send in suggestions for speakers and topics for the 2019 conference.
6	Toronto meeting November 14, 2018	<ul style="list-style-type: none"> - There will be a very interesting and relevant program on November 14th dealing with the WSIB Mental Stress Program and this will include a presentation from WSIB staff Psychologists and a Case Manager and a RTW Specialist from that area. People are encouraged to participate in person or by conference call
	Potential Future Speakers	<ul style="list-style-type: none"> - Please share your ideas with Chris James or Laura Russell