

2010

WCB facts

Workers Compensation Board of Manitoba

REVIEW OFFICE

What is the Review Office?

The Review Office is your next step in the appeal process if you disagree with a decision received from Rehabilitation and Compensation.

Who will be reviewing the decision?

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

How long will it take for a decision?

You can expect to receive a written decision with reasons within four to eight weeks.

What is involved in a review?

Appeals are reviewed in the order they are received. The Review Office will determine if more information is required. For example:

- Medical information may be required from a healthcare professional;
- Additional information may be required from people who saw or know details about the injury or work duties;
- New information that may change a decision may be provided to the worker and employer for their consideration and response; or
- Workers, employers and their authorized representatives have the right to provide a response to an appeal and may ask for a copy of the claim file.

How do I request a copy of the file?

To obtain a copy of the file, contact the WCB File Access Coordinator at (204) 954-4453 or toll free 1 800-362-3340. There is no cost for the first copy.

Where do I send my request for review?

To begin your appeal, write to the Review Office at the address listed below and identify the decision you are appealing and the grounds on which you are basing your appeal. If you have any additional information about the claim, please send it with your request.

If you prefer, you may use a Request for Review form to start your appeal. The form is on the WCB website at www.wcb.mb.ca. You will need to print and send the form to the Review Office.

Review Office
333 Broadway
Winnipeg MB R3C 2X4

Fax (204) 954-4999
Fax toll free 1-877-872-3804

What if I still have questions?

The Review Office's policy and guidelines are on the WCB website. If you would like a form or policy sent to you or have questions about the Review Office, call (204) 954-4462 (collect), toll-free 1-800 362-3340 or send e-mail to ReviewOffice@wcb.mb.ca.

Workers needing assistance may also access the services of the provincial Worker Advisor Office by phoning (204) 945-5787. The Worker Advisor Office is located at:

406-401 York Avenue
Winnipeg, Manitoba
R3C 0P8

This publication is provided for general information. For more specific information see *The Workers Compensation Act of Manitoba and Regulations*, available through Statutory Publications by calling (204)-945-3101. WCB Policies are available by calling (204)-954-4655. These documents are also on the WCB web site at www.wcb.mb.ca.