

Internet Copy

Submission #38

Name of Presenter: Gerald Allen  
Date Received: April 19, 2004

I don't agree on the way the wage loss benefits are calculated.

When waiting for results for your claims these stalling tactics are used:

- He or she quit and their files cannot be found
- He or she quit and didn't forward the files to the new case workers
- Your information has been lost , again
- Not enough information
- When you call to inquire about your claim, the case manager states that your files are downstairs. Are the files not computerized and in front of them.

Your case manager gives out conflicting information:

- He or she will state that WCB does not pay for overnight accommodations when your appointment is early, the weather is bad or when you live out of town.
- Then when you talk to someone else at WCB, when you are unable to contact your case manager, they say WCB will pay your accommodations as long as receipts are provided.
- The work case manager will tell you your doctor has not sent in his report yet. However, when you see your doctor again he says he sent it in a month ago.

It's funny when a worker requires something like a new brace because the old one is broken, it takes so long. You're told it has to go in front of the WCB Review board or you're asked, "Do you even have a brace?" after you've had one for years. However, when WCB needs something they manage they manage to get it overnight.

WCB says you will be up for review one year after surgery to see if you are entitled for a PPI. Why has it taken two and half years (in my particular situation).

WCB says they will reassess your injury after five years. Why did it take fifteen years?

There seems to be a discrepancy between the medical specialist and the WCB doctor on the amount of loss of movement.

I feel the PPI's are not fair e.g. the amount that is paid out. You don't have the option of a payout or monthly cheques.