

# Bi-Monthly Meeting Minutes

## Schedule 2 Employers' Group

### May 6, 2020 9 AM-12PM

1. COVID adjudication claims – all OD, dedicated teams, claims registered in groups or cluster, with one decision maker or divide one or two staff
  - Support staff, completing the initial outbound calls to workers, may not receive call by ER. Contact EE within 2 -5 business days, which is being met, ack claim established, give claim #, obtain necessary preliminary info for worker's statement
  - Once decision made, assigned to continuing entitlement, for decision making. If unable to RTW, testing confirmed negative, keeps claim,
  - Mental stress IP dedicated team for COVID stress claims
  - Adjudicative approach document posted on website, all decision makers using this guideline.
    - o Nature of workers employment, created risk higher than general public
    - o Worker diagnosed of COVID
    - o Workplaces – whether essential, receiving claims from these industries
    - o Receiving test results
  - Teams working hard, decision making on case by case basis,
  - #s = posted on website weekly, tracking allowed claims, denied, pending and exposure incident report #s
  - Allowed 287 claims, denied 96, 2,365 pending as of Friday May 1. 1,412 exposures reported. See website refreshed every Monday
  - Q: exposure vs illness – claims filed for psychological distress? Handled by MSIP with designated teams. Included in weekly numbers posted (not separately. The #s are small, less than 30 claims. )
  - Q: financial relief applies to mental stress claims? Don't know
  - Q: calls from compliance audit area saying you haven't filed any claims. What's going on? Denise replied working together at WSIB, any info provided to compliance area that claims not reported, providing education to those employers
  - Confusion around when to submit a claim or exposure form. Lots of claims intake then realized they're not claims rather PEIRs. WSIB is sorting those out & moving to PEIR category.
  - Compliance area giving instruction that must submit claims.
  - What if essential worker contracted it at home, or in public, there is an exposure risk to coworkers, do you file an exposure incident ? no self isolate, follow public health instructions. Even if sought medical attention, 7 no symptoms, no testing, self isolate, it is for precautionary reasons. do not file F7. What if F8 submitted ? WSIB will review it, support staff will contact EE to understand situation. File will be moved to PEIR. If a week later, sx develop, claim can be re-opened.
  - If claim established on Form 6,7, or 8, will be looked at.
  - Confirm PEIR is voluntary not mandatory. It is recorded not adjudicated.

- Once F8 received for self isolation, is a Form 7 required? Judy said WSIB will contact EE to obtain more information, no testing, no sx, dr. said to stay off 2 weeks, suggests PEIR, a Form 7 not required. If EE says wants to claim, then will send a request for a Form 7.
- Q: what is a mental health claim? What is the criteria? Only to exposure? Developed COVID & now mental health illness, or EEs in work environment with COVID & stressed because of the situation. Judy not completely sure how it is adjudicated. Handled in MSIP area.

## 2. Employer Financial relief – Gianpaolo

- S2 employers weekly and monthly payments deferred until aug 31.2020
- No interest or penalties will accrue aug 31,2020
- Debit interest is waived aug 31. 2020
- Credits processed and accrued
- COVID claim coding for billing, and not to employer. Trying to figure it out at actuarial services. It is in progress. Judy - Project code for COVID claims to identify these claims. What about psych claims? Should apply to these as well.
- Unsure what it will look like after Aug 31
- Funding letter (WIP, future funding, letters of credit) was to be sent in April, has been delayed, will work through it
- Started March 16<sup>th</sup>
- Update to be provided at next meeting

Laura & Brian Brown spoke to WSIB Don Blue, about funding allocation for the S2 claims. Meeting tmro to discuss impact to admin rate this year and next year. Will continue to provide updates. Will likely know more in July when provisional rate is firmed, and prior year admin rate confirmation.

Comment from City of Toronto – has identified COVID claims and expcts these claims will be removed. What should they do ? Gianpaolo we are working through this with actuary. Easily identified in their system, but suggests keep records of these.

## 3. Debbie Jeffery – EFT payments

- Process on how to do so, there is a form excel document to facilitate data upload
- Info package went out to everyone last week via email
- Banking info, template for upload
- If multiple firm #s, identify the firm # and the amount allocated to it
- This is interim, will evaluate efficacy, and if successful will likely continue to use this format
- Suggest employers use this to test it.
- Laura – S2 has been asking for EFT and its great. We need to test it and may need more time since payments not required til Aug 31.
- Treasury dept willing to extend it. there was issues with large payments & not knowing which firm # it is assigned to.

#### 4. Upload Tool – Stefan

- Give context & how it works
- Usage rates have been increasing
- Inbound mail via upload processed in 5-10 minutes
- Guidewire is back up system that stores the material uploaded
- Automatic notifications at back end, to ensure it gets to the staff it needs to
- 99% success rate
- What about appeals submission – yes, will recognize
- Regularly feedback survey from users to update
- Integrate claim identifiers so users do not have to reload it
- How many documents upload? 5. Users submit 1 or 2 documents. Rare to see 5. What's the largest file size?
- What about outgoing mail?? Right now piloting with workers, evaluate results. Only small volume. Privacy is a concern.
- B2B connection would be nice. It is underway for e-services accounts. Add document upload tool. It is underway
- Denise – focus on expediting many initiatives, working with many stakeholders and staff to implement
- What about confirmation email? # of pages? What the document is? Not right now. He will take this away, because scanning to know how many pages, images embedded. Laura suggested consider how fax verification gave # of pages and the image

#### 5. Existing Operations – Denise

- Since march 13<sup>th</sup> Jennifer Anderson COO and Excellence officer, meeting operations became business continuity meeting. Need to shift to work from home, ensure provide service
- Register claims asap, make decisions, payments processed, review claims, inquiries
- Rolled out in phases, on priority, Phase 1 registration and then support decision making, phase 2 - RTW and Phase 3 administration staff
- 98% of staff working from home, less than 20 unable to work from home
- Challenges with phone system. Moved from telus to genesis system connected to desktop. Now transferred to soft phone on computers or cell phones
- Managing existing claims for case management focus on new claims intake, HC community cannot provide services, RTWS cannot visit workplaces. Continue to manage claims, referrals to RTWS, plan to move claims forward where they can.
- Technology for RTW meetings, virtual meetings arranged by WSIB then will send out MS Teams link, with instructions on how external attendees. If ER has a platform to use & EE can access it, they can send out the meeting invite.
- What about short term claims once everything shutdown? How are those being managed? Is work being done to close their claims? Yes those claims assigned to CM are being reviewed, once they were set up to work.

- Cases on hold for WTS or medical assessments, what is going to happen when community operational? Unclear answer.
- Digital documents – access and mail
  - o End of this week, will be able to move forward with digital access via email. Person gets a call, access available via email, provide verification, and then download. Will not send paper files.
    - is this permanent solution? Will there be option for paper or electronic? Anticipate that it will be available. Unlikely to revert back.
    - Will the ITO be revised to include email address and option for paper or digital file access
  - o Will have forms fillable online, easier to fill out and submit via upload tool
- Appeal services update – Frank Veltri is Executive Director
  - o This week announcement, Sal Cavaricci, is Director as of May 18<sup>th</sup>
  - o Many retirements in appeals area, thus will be hiring managers and ARO
  - o Ability to work through inventory, but could not work on new appeals because accessing files.
  - o 2 – 5 months before file is at appeals services division and decision received
  - o Looking at virtual hearings, doing some testing, some are scheduled in future.
- Form 9 s – last meeting discussion around eliminating it. It is embedded in software at ERs. Continue to accept Form 9 but will remove as a form on the website. No timeline.
- RTW policies update – Debbie – entire suite of RTW policies, some updates, input from stakeholders, developed training deck for staff to upskill for the updates, now pushed out to September for implementation, policy updates have been approved by legal and Board. Rqst in September for presentation to go through them.
- What HC treatment is completed virtually? Have someone from health services join for next meeting. Assts are taking place & tx,. What is WSIB supporting? What is the uptake?

S2 conference whether it will proceed in person is unknown. Possibly virtually. Someone provided feedback on another conference that was amended to virtual and it was excellent.

Next meeting June 8.