

WCB—Teleclaim

Before you call Teleclaim please read the following information:

WCB's Teleclaim process is designed to improve service for workers and employers. The Federation is advising members to use the service, if possible. The service is available in all areas of the province.

The telephone interview takes up to an hour. Because the conversation will be documented by a WCB officer it is important that the member speak to a union representative to make sure they have documented all of the facts relating to their incident and all of their injuries before they call Teleclaim. To ensure that the conversation has been correctly documented the member should obtain secure online access to their WCB claim file and review all of the documents and communications on file.

If I submitted a Form 6A to my school's principal do I still need to call Teleclaim?

If you have been injured at work then you must call Teleclaim in order to start the claims process. Even if you have not lost time from work or incurred health care costs you should still call Teleclaim to start the claims process. The injured body area may give you trouble in the future necessitating wage loss and/or health care. The Form 6A is a report of your injury to the employer. It does not initiate a WCB claim. It initiates an investigation of the incident by the employer in order to prevent future incidents.

Although the member has up to one year to claim for compensation, any delay in establishing the claim decreases the chance of having it accepted by WCB. So, it is important to contact Teleclaim as soon as possible after the incident.

Please make sure that any information provided to WCB is consistent with the information given to the employer and your physician.

Information about the WCB's Teleclaim process is available at the link below:

http://www.worksafebc.com/contact_us/teleclaim/default.asp

8:00 a.m. to 6:00 p.m., Monday to Friday
1 888 WORKERS, 1 888 967 5377
or #5377 Telus, Rogers & Bell Mobility