



## Questions Nova Scotians May Want to Ask

### Workers' Compensation Board: Claims Management

1. How does the Workers' Compensation Board plan to improve the timeliness with which workers will receive written claim decisions and other communications?
2. What should workers and employers expect of the Workers' Compensation Board when they file a complaint and how is this process going to change?
3. What is the Workers' Compensation Board doing to improve the safety of workers' private information when deciding what to share with employers?
4. How does the Workers' Compensation Board plan to ensure that appeal decisions are implemented in a timely manner?
5. What is the Workers' Compensation Board doing to ensure that claims management is adequately supported through file reviews, training and staff performance assessments?

