

Important changes to the way WorkSafeNB delivers services

What is the change and what it means for you and your clients?

At WorkSafeNB, we strive to ensure workers access the right care at the right time. To better support your clients, we're changing how we deliver services to make it easier to give them the help they need. Our new approach will offer **more personalized, accessible, and efficient support for medical aid** and other claim requests for workers whose injuries have stabilized and no longer require a claim manager to support return to work activities but continue to have long-term medical needs relating to their injury.

Starting **June 19, 2025**, a dedicated medical aid team will now assist these workers with ongoing medical aid needs and requests. This team approach will replace our current model of an assigned long-term disability (LTD) coordinator for every claim. The clients who will benefit from the new service delivery model are those with ongoing medical aid needs and requests.

Note: Medical aid includes any product or service that supports your client's recovery or helps your clients manage a workplace injury or illness.

Examples: chiropractic service, physiotherapy, assistive devices (i.e. ADLs, mobility aids), ergonomic evaluations, RTW programs, dental aid or service, Symptom management strategies (SMS) items (TENS machine and/or supplies, heat pads, resistance bands), footwear, orthotics, braces, gloves and glasses.

How will you and your clients benefit from this new service delivery model?

With a dedicated medical aid team, you will benefit from prompt responses, and easier access while your clients will have better access to support and care tailored to their needs.

How will clients access this service?

Starting on **June 19, 2025**, for direct access to the dedicated medical aid team, clients will submit an easy to fill Application for Medical Aid. By submitting the application, their requests will be streamlined and sent promptly to the dedicated medical aid team.

The Application for Medical Aid is required whenever a medical aid request is made. It is the client's responsibility to complete and submit this application for a decision to be rendered.

When you submit medical information—such as reports or recommendations—on behalf of clients, they must also submit the Application for Medical Aid. Claim reviews cannot begin

without it. You may assist the client in completing the form or submit it on their behalf if needed.

We encourage you to submit the Application for Medical Aid along with your quote, recommendation, report, and any supporting documentation to WorkSafeNB. Having both the application and the supporting medical information ensures our team can review and respond to the request promptly.

How to submit a Request for Medical Aid:

- Visit www.worksafenb.ca and click on the **Workers** tab.
- Under **Access to Medical Aid Requests and Recurrences**, download the **Application for Medical Aid** form.
- The client needs to complete and submit the form to WorkSafeNB (instructions are included on the form).
- If you have difficulty accessing the form, please contact us at 1-800-999-9775

Who to contact with questions?

We're here to support you. If you have any questions about a claim or need help during this transition, please don't hesitate to call us at 1-800-999-9775 — we're happy to assist.