

Important changes to how you access medical aid

What's Changing—and What It Means for You?

At WorkSafeNB, we strive to ensure you can access the right care at the right time.

To better support you, we're changing how we deliver services to make it easier for you to get the help you need. Our new approach will offer **more personalized, accessible, and efficient support for medical aid** and other claim requests.

Starting on **June 19, 2025**, a dedicated medical aid team will now assist you with all ongoing medical aid needs and requests—such as medications, physiotherapy, or treatment. This team approach will replace the current model of an assigned long-term disability (LTD) coordinator.

This change is designed to ensure timely service and give you access to specialized resources to support your recovery and well-being.

Important: Your current LTD benefits will remain the same—this change does **not** affect those benefits.

How will you benefit?

With a dedicated medical aid team, you'll benefit from prompt responses, easier support, and care tailored to your needs—so you can focus on healing and feeling your best.

Note: Medical aid includes any product or service that supports your recovery or helps you manage a workplace injury or illness. Examples: chiropractic service, physiotherapy, transportation aids (such as wheelchair ramp or replacement part), dental aid or service, TENS machine or TENS machine supplies, footwear, orthotics, braces, crutches, gloves and glasses.

How to access this service?

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

How to submit a Request for Medical Aid:

- Go to www.worksafenb.ca and click on the Workers tab. The form is found under “access to the medical aid requests and recurrences”.
- Download, complete and submit the Application for Medical Aid form to WorkSafeNB (instructions included on the form)

- If you have difficulty accessing the form, please contact us at 1-800-999-9775

Note: Past approval does not guarantee ongoing medical aid approval. Any new decisions will be based upon our legislation and policies and the facts of your claim by our team reviewing the Application for Medical Aid form.

Who to contact with questions?

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