



Active Claim Management Information Sheet

Your Partner in Occupational Health & Safety

Baron Health & Safety Consultants is a Calgary-based firm that helps companies strategically navigate workplace injuries and broader health and safety challenges. As consultants, we pride ourselves on working *with* companies as opposed to *alongside them*, establishing consistency together for how incidents are managed and offering peace of mind for all of those involved. Our distinctive emergency medicine approach is backed by clear guidance, attentive support, evidence-based solutions, and a team that **truly cares**. Working with Baron means bringing structure and confidence to your unique operational health and safety operations, regardless of how complex or simple they may be.



What Baron's Active Claim Management Service Entails

When a workplace injury requires reporting to the Workers' Compensation Board (WCB), the claim process can quickly become complex. From policy requirements and medical reporting to claim progression and employer obligations, there are several moving parts that can be difficult to navigate without the right level of knowledge and support. Baron's Active Claim Management service is designed to remove that confusion by guiding employers through the life of a claim with greater clarity and confidence.

Our claim management team combines medical insight with a strong understanding of WCB policy to help companies approach claims in a more informed and strategic way. From the outset of a claim through to its eventual resolution, our goal is to remain involved at every stage, reducing claim-related stress for all of those involved and protecting your company's bottom line at all times.

The Expertise Behind Every Claim

Our Active Claim Management service is distinguished by the depth of expertise behind every claim we support. Our claim management team works in close collaboration with our Registered Nurses, all of whom have the experience to clearly understand the mechanism of an injury, expected healing timelines, and how workplace injuries should reasonably progress over time. This powerful combination of WCB policy knowledge and medical insight allows us to interpret documentation with greater accuracy and manage claims with a high degree of precision.

This advantage becomes especially important as claims evolve. Rather than passively reviewing updates, our team *actively* assesses whether progress aligns with what is medically expected. Examples include identifying red flags or plateaus early on and advocating for appropriate next steps when needed. In other words, we take the reins by staying in the weeds at all times for any given claim so that you don't have to. Such a level of medical and policy-driven oversight is difficult to find elsewhere amongst other claims management providers and is a key reason why Baron is quickly becoming the industry go-to for fair, accurate, and well-managed WCB claims.

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Exploring Baron's Involvement in Active Claims

Managing active WCB claims requires more than periodic check-ins and administrative oversight. They demand the correct level of knowledge, engagement, and attention to detail at every stage. The sections below provide a closer look at how our team supports employers and workers throughout the life of a claim, alongside the financial and operational benefits that commonly result from this service.

Claim Acceptance and Early Adjudication Support

The early stages of a WCB claim can have a significant impact on how that claim progresses. For a claim to be considered a compensable occupational injury, it must meet specific criteria under WCB policy. This includes confirming that the injury arose out of employment and occurred in the course of employment. When these conditions are not clearly met, the claim should not be accepted. As such, emphasis is then placed on gathering the right information and presenting it accordingly.

Our team supports employers during this critical stage by helping identify the details that matter most, ultimately ensuring that claims are being appropriately accepted or denied. Through targeted questioning, evidence collection, and a strong understanding of both policy and injury circumstances, our team empowers employers to approach claim acceptance or denial with confidence. This includes recognizing when a workplace hazard may not have been present, when a reported injury may not be compensable due to detailed reasoning, or when an incident generally requires further investigation. By helping employers advocate for fair and appropriate adjudication early on, our team strengthens the foundation for accurate claim management moving forward.

Keeping Active Claims on Track

Our team's involvement does not stop once a claim is accepted. As a claim progresses, we remain closely engaged by monitoring updated medical reporting, tracking appointments, supporting modified duties, and maintaining detailed records that help keep timelines clear and organized. We also take the time to document conversations and record progress goals so that these important details do not fall through the cracks as a claim evolves. This level of oversight significantly reduces administrative burdens for employers while ensuring claims continue progressing in a reasonable and well-managed direction.

In addition, given our ongoing engagement with a claim, we are naturally in a position to recognize when recovery is no longer progressing as expected. If red flags, delays, or plateaus are identified, our team intervenes early by questioning next steps, advocating for additional information, or helping prompt a pivot in treatment plans where appropriate. At the same time, we stay aligned with the injured worker, employer, and WCB claim owner to help maintain clear expectations, productive modified duties, and a continued focus on the end goal of the worker returning to their original duties.

Financial And Operational Benefits

Our Active Claim Management service delivers meaningful value by helping companies control claim costs while keeping workplace disruptions to a minimum. Through timely modified duties, close monitoring of claim progression, and informed decision-making throughout the life of a claim, our team helps reduce the risk of unnecessary time loss claims and prolonged absences that place added strain on your operations.

In addition, this service also plays an important role in protecting your company from high premiums. By keeping a close eye on

medical reporting, identifying non-compensable situations, and supporting cost-effective decisions, we do everything in our power to prevent claims from becoming more expensive than they need to be. Examples include anything from declining inappropriate and expensive Return to Work Planning Meeting or Programs to confirming that the benefits being paid out on a claim actually meet the criteria that is to be implemented. The result is a more controlled claims process that protects your bottom line.

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