

# Your 2020 WCB Rates are Ready

Your rates, including this Experience Rating Statement, are ready and waiting for you on our new MyAccount, along with all of your other account information, secure message capability and more. If you're not already online, sign up today.

MyAccount is powered by Guidewire. It is a new cloud-based insurance software suite, replacing decades-old technology. It was implemented in early June 2019.

Today, it is already generating clearer, easier to read letters. It is processing many medical and travel expenses automatically. It is building new types of data that, in the future, will enable whole new approaches to injury prevention.

## Our systems upgrade

We are in the early days of a new service future for workers and employers. As you may be aware, there have been some software issues as we work to adapt the system to meet our business needs. We have appreciated the patience of employers and workers as we continue to refine our operations.

What can you do? If you're on MyAccount, visit the support site, watch video demos, and learn about the new system and what it means in your workplace. If you're not, sign up today at [my-account.ns.ca](http://my-account.ns.ca). The best place for a safety-minded employer to be is registered on MyAccount, and using the system regularly.

We thank you for your understanding and patience as we make changes to serve you better. We look forward to continuing to work with all employers into the future, enabled by our improved systems.

## Clearance Letters

Paper clearance letters will be extended to December 31 for employers in good standing with WCB Nova Scotia, while we work to improve digital access. Contact us through MyAccount's Secure Message feature or call us at **1-800-870-3331** and we'll mail you your clearance letter.

## MyAccount support resources

Support is always available at: [support.wcb.ns.ca](http://support.wcb.ns.ca). We'll also post other need-to-know updates for MyAccount users. You can also visit [wcb.ns.ca/ServiceChanges](http://wcb.ns.ca/ServiceChanges) for:

- Video demos on Clearance, Claims Data Management and Reporting Payroll
- MyAccount training webcasts



**With workplace issues, we know the way.**

**OEANS.CA | 902.442.9366**

## Program Services for Employers:

- ▶ Workers' Compensation Claim and Assessment Issues
- ▶ Occupational Health & Safety
- ▶ Appeal Support and Preparation
- ▶ Disability Case Management
- ▶ Return to Work Management
- ▶ Education and Advocacy

*Ask us about OEA NS Fee Services too.*

## 2020 Rates

Find out more about rates for Workplace Injury Insurance at [wcb.ns.ca/rates](http://wcb.ns.ca/rates), including:

- How are my WCB rates set?
- Maximum Assessable/Insurable Earnings
- Info about Safety Certified

If you have a payroll service provider, be sure to share your 2020 rate with them so the correct rate is used for your WCB premiums.

Remember, you can always ask us about rates through **secure messaging on MyAccount**.



## Workplace Safety Resources

The WCB provides safety materials to workplaces at no charge in pre-packaged kits based on the number of employees in your organization. Kits

include a sampling of our injury prevention and return-to-work promotional materials including posters, discussion guides, wallet cards and more. To order, go to [worksafeforlife.ca](http://worksafeforlife.ca) or email us at [wsfl.info@wcb.ns.ca](mailto:wsfl.info@wcb.ns.ca).

## To report an injury:

Online: [my-account.ns.ca](http://my-account.ns.ca)

Fax: 902.491.8001

Form available at:

[wcb.ns.ca/reportaninjury](http://wcb.ns.ca/reportaninjury)

## For employer information, including questions about MyAccount:

Online secure messaging:

[my-account.ns.ca](http://my-account.ns.ca)

Tel: 902.491.8999 or 1.800.870.3331

## For 24hr reporting and general information from the OH&S Division at the Department of Labour and Advanced Education:

1.800.9LABOUR or 1.800.952.2687

**WORKING  
TO WELL**

**WHEN SOMEONE IS INJURED IN YOUR WORKPLACE, YOU HAVE AN IMPORTANT ROLE TO PLAY.**

Stay in touch with your injured employee, offer transitional duties, and do whatever you can to help.

Learn more about an employer's leadership role in return-to-work and request a toolkit at [wcb.ns.ca/workingtowell](http://wcb.ns.ca/workingtowell).