

Practice Directive 7

Exclusion of Certain Claims Costs From Experience Rating Calculations

Date: June 1996

The [Assessment Policy Manual](#) describes the Board's Experience Rating Assessment plan. In Policy No. 30:50:52 there is an exhaustive list of types of claims costs which are excluded from the calculation of the **ER**¹ rate. This policy is reiterated in Policy #115.30 of the RS&C Manual. The Assessment Policy Manual sets forth the Panel of Administrators' policy as to what items will be exempted. It then becomes a matter for Compensation Services adjudicators to determine whether the factual situations have arisen which give rise to the exemptions found in the Assessment Policy Manual.

Representatives from Compensation Services and Assessments met recently and confirmed that in order to ensure consistency in policy application and therefore, equitable treatment for all affected employers, requests for exclusions for other reasons should be denied and the requester invited to contact the Assessment Department should he or she wish to pursue the matter further. There is no authority for adjudicators in the Compensation Services Division to expand on the list of exclusions. Exclusions which are not authorized by policy include:

- alleged delays in the adjudication or claims management process;
- alleged mismanagement of files;
- dissatisfaction with treatment or rehabilitation plans or outcomes.

This practice directive has been amended on May 23, 2002 to reflect the changes in Assessment Policy Manual 30:50:52 dated March 2000.

¹ ERA is now ER (experience rating)