

DATE

Claim No.:

Worker Name:

Date of  
Injury/Illness:

Injury/Illness:

**Dear,**

This letter provides some information about how we at the WSIB can help arrange your health care treatment for your injury while you are in Ontario.

### **What type of treatment WSIB pays for**

We can arrange and will pay for recommended health care treatment for your workplace injury, including:

- Physiotherapy or chiropractic care
- Appointments with your doctor or specialist
- Medical tests and procedures
- Mental health services
- Medication and assistive devices

I will call you to tell you what treatment is approved. You may also call me anytime.

### **Arranging treatment**

You can arrange WSIB-approved treatment yourself that we will pay for. If you find your own treatment facility (for example, physiotherapist), ask them if they treat WSIB clients. If they say yes, give them your claim number and they will bill us directly. You should **not** be billed for treatment.

If you need help finding a treatment facility near you, please call me. We can help you find a facility nearby that will bill us directly.

### **Arranging travel**

We can also arrange and pay for your travel to appointments. For example, we can send you a taxi that you won't have to pay for. You should not have to pay out of pocket for approved transportation and treatment. Please call me if you need help arranging travel.

If you do pay out of pocket for any health care treatment or travel to health care treatment related to your work injury, let us know and we will send you a form so that you can get reimbursed.

If you have any questions or concerns, please call me: *<insert case manager name and contact number>*. We are here to help.

Yours sincerely,

Case Manager  
Service Delivery

Tel: 416-344-1000 or 1-800-387-0750