

Client Services Procedure Manual

Procedure: 70.00
Subject: Access to File Information

70.00 Introduction

Worker and employer information is collected by WorkplaceNL as it exercises its statutory authority. Policy GP-01, *Information Protection, Access and Disclosure*, establishes criteria for access to sensitive and private information. The following procedure outlines the associated fees for worker, employer and third party access to file information.

70.01 General

The *Request for File Information* form must accompany all requests for file information. WorkplaceNL will accept a request for file information in letter format provided the letter includes details that are equivalent to those found on the applicable *Request for File Information* form.

70.02 Access to File Information

WorkplaceNL will provide at no charge;

- a copy of claim file information to a worker and/or their authorized representative;
- a copy of firm file information to an employer and/or their authorized representative; and
- a copy of new information to a worker/employer and/or their authorized representative placed to the file since the last request.

Where a worker or employer appoints a new or additional authorized representative, a copy of the applicable file information, as indicated above, will be provided to that representative upon receipt of a new *Request for File Information* form.

Any requests for information previously released to a worker/employer and/or their authorized representative will be provided as per the fee schedule below.

70.03 Employer's Access to Claim File information

Scope of Appeal

An employer or their authorized representative may request access to a worker's claim file information where an appeal has been registered with Internal Review concerning a written decision on that worker's claim.

A copy of the claim file information WorkplaceNL determines to be relevant to the appeal will be provided at no charge.

Where an employer appoints a new or additional representative, a copy of the information relevant to the appeal will be provided to that representative at no charge.

The worker will be notified when information is provided to the employer or their authorized representative.

Release under General Disclosure

WorkplaceNL will provide a copy of the claim file information identified in Policy GP-01, *Information Protection, Access and Disclosure*, Section 2.1 *General Disclosure* to the employer or their authorized representative at no charge.

70.04 Third Party Access to Claim File Information

WorkplaceNL will provide a copy of the requested claim file information to a third party, as defined in Policy GP-01, *Information, Protection, Access and Disclosure*, Part I Section 5 *Disclosure to Third Parties*, as per the fee schedule below. All requests for file information must be submitted using WorkplaceNL's *Request for File Information* form.

Fee Schedule

An administrative fee of \$25.00 + \$0.25 per page will be applied where indicated above.

Reference: *Access to Information and Protection of Privacy Act (ATIPPA)*
Workplace Health, Safety and Compensation Act
Policy GP-01, Information Protection, Access and Disclosure

Amendment History

Original Effective Date 2018 04 25