

## Client Services Policy Manual

Policy Number: **PR-05**  
Subject: **PRIME Reporting**  
Chapter: **PRIME**

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### Policy Statement

WorkplaceNL will provide monthly PRIME Status Reports to those employers who are eligible for the experience incentive component of PRIME, who have claim costs in the month, and who provide appropriate contact information to WorkplaceNL. These reports will outline an employer's monthly and year-to-date actual claim costs. They will also compare the employer's actual year-to-date claim costs to its experience incentive range so that employers are informed on a regular basis throughout the year of their progress with respect to a potential PRIME experience refund or PRIME experience charge or neither.

Information contained in these reports is confidential and intended for use only by those who are required to have access to this information for the purpose of effective claims management. Anyone who contravenes the confidentiality may be considered under section 147 of the Workplace Health, Safety and Compensation Act, 2022. If prosecuted and convicted under that section, they are liable for a fine of up to \$25,000 or up to six (6) months in jail, or both.

### General

PRIME Status Reports will include three parts:

1. The employer's cost profile for the PRIME year that compares the actual PRIME year-to-date claim costs to the employer's experience incentive range for the PRIME year.
2. A summary of the employer's actual incurred and PRIME cost by cost category for the PRIME year. These may be different because there are various types of claims and costs that are excluded from PRIME. Also included is the number of claims accepted and paid in the PRIME year.
3. A listing of the actual incurred and PRIME cost by claim for the PRIME year and the reasons for any differences between the two. Individual claim data will be provided at a level that protects the privacy rights of the injured worker while providing the employer with enough information to monitor costs.

Monthly PRIME reporting will not be provided to employers where its year-to-date cost has not changed.

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For details on the claim costs included in and excluded from PRIME, refer to Policy PR-01 PRIME Overview.

### Privacy

To ensure that the confidential nature of the information contained in PRIME reporting is only used for the purpose for which it is intended and by those required to access it, WorkplaceNL will require the employer to provide, in writing, an identified contact name, contact e-mail address, and confidential fax number before PRIME reporting will be provided. Employers who do not provide all the required information will not receive reports.

### Responsibility of Employers

The purpose of PRIME reporting is to enable employers to monitor their claims and to be aware of potential PRIME experience refunds and charges based on the cost in the reports.

PRIME reporting also provides employers with the opportunity to ensure that they are being charged with the correct claim(s). Any incorrect claims charged to an employer's account identified through PRIME reporting must be reported to WorkplaceNL immediately. Where WorkplaceNL has been notified in the year in which the injury occurred or by January 31 of the following year, the account will be adjusted accordingly for the PRIME calculations for the PRIME year. Where WorkplaceNL has not been notified within this time period, adjustments will not be made to the PRIME calculations for that year.

Administrative adjustments within the control of WorkplaceNL are not limited to the January 31 deadline.

### Merits and Justice

Where the individual circumstances of a case are such that the provisions of this policy cannot be applied or to do so would cause an unfair or unintended result, WorkplaceNL will decide the case based on its individual merits and justice as outlined by Policy EN-22 Merits and Justice. Such a decision will be considered for that specific case only and will not be precedent setting.

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### Reference:

Workplace Health, Safety and Compensation Act, 2022, Section 117

Policies:

EN-22 Merits and Justice

PR-01 PRIME Overview

### Amendment History

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**Next Review Date** 2024 10 01