

RESOLVING YOUR DISPUTE

*An overview of the
vocational assistance
dispute-resolution
process*



Department of Consumer and Business Services

Workers' Compensation Division

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**Workers'
Compensation
Division**

Oregon workers' compensation insurers and vocational rehabilitation counselors are responsible for providing services that are consistent with the letter and spirit of Oregon law. From time to time, however, an injured worker may disagree with a decision by an insurer or counselor, and a dispute results.

What is a vocational-assistance dispute?

A vocational-assistance dispute can result from an oral or written disagreement between two or more of the parties involved in the case, a denial of an injured worker's request, or a written notice.



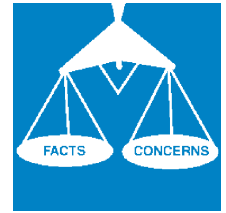
The first step in addressing a dispute is to contact your insurer. If this does not resolve the matter, you may request help from the Workers' Compensation Division, Employment Services Team (EST). If your insurer or counselor has sent you a warning letter or notification of a decision you don't think is right, you must contact EST within 60 days to receive help in resolving your dispute.

What happens next?

EST will schedule a conference to enable the parties to provide information, discuss the issues, and reach an agreement. If an agreement is reached, the vocational consultant will issue a "Letter of Agreement" to document the conditions to which the parties have agreed.



If the parties do not reach an agreement, EST will prepare a "Director's Order" or, if you withdraw your dispute, EST will issue an "Order of Dismissal." Both Director's Orders and Orders of Dismissal may be appealed to the administrator of the Workers' Compensation Division.



How long does it take to resolve a dispute?

The EST dispute-resolution process is designed to produce results as quickly as possible; however, disputes that cannot be resolved immediately may require up to 60 days, depending on the complexity of the issues.

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How do I contact EST?

EST vocational consultants are available to answer questions about vocational rehabilitation, even if you don't have a disagreement with your insurer. To find out what services you are eligible for or to ask questions concerning return-to-work assistance, give EST a call.

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