

Oregon Workers' Compensation

Compliance Section

Benefits & Certification Unit _____

Purpose

Respond to inquiries from injured workers, insurers, employers, medical providers and attorneys in an effort to resolve misunderstandings and differences which might otherwise result in sanctions or litigation.

Responsibilities

General inquiries: Interpret workers' compensation law and respond in person, by phone or in writing.

Litigation – Review/interpret litigation orders to determine the effect they may have on claims and if further division action is required.

Insurer responsibility – When responsibility for a claim is the only issue between insurers, designates a paying agent until this issue can be resolved at hearing. Direct any necessary monetary adjustments between parties. This is also called a 307 order.

Pro rata distributions – When concurrent disability is due the worker on two or more accepted claims the division may make a pro rata distribution between two or more insurers.

Functions

The benefit consultants respond to general inquiries in person, over the telephone or by letter, including written responses for signature by the administrator, the director, a legislator or the governor. Workers' compensation issues related to injured worker benefits are usually resolved by letter or phone, but in some cases, the benefit consultants issue administrative orders summarizing case decisions.

Primary governing rules

OAR 436-060: Claims Administration

For more information contact:

Compliance Section: 503-947-7585

Workers' Compensation Info-line: 1-800-452-0288