

Oregon Workers' Compensation Operations Section

Central Services Unit

To work together to provide excellent service that is professional and knowledgeable.

Purpose

Provide centralized coordination of division support functions. Manage division records including the physical claim files.

Responsibilities

- ◆ **Reception:** Receive and respond to phone and in-person inquiries for the Workers' Compensation Division and DCBS Director's Office.
- ◆ **Mail:** Provide mail pick-up, processing, and delivery services for Workers' Compensation Division.
- ◆ **Claim records:** Maintain physical files of Oregon injured worker claims. Respond to internal and external requests for claim information, and purge inactive files to permanent storage.
- ◆ **Records retention:** Manage retention of claim and coverage files in hard copy, electronic, microfilm, and CD formats.
- ◆ **WCD publications:** Fill requests from stakeholders for WCD publications, bulletins, and rules.
- ◆ **Ergonomics and safety:** Coordinate building and work space safety and ergonomic matters for staff.

Functions

The Central Services Unit consists of a supervisor and 12 staff. Two staff provide telephone and walk-in reception services for the Workers' Compensation Division and DCBS Director's Office, as well as providing claim history summaries. A publications specialist fills requests from stakeholders for WCD publications. One staff member in the division mail center sorts, date stamps, and delivers mail to units within the sections and pick up out-going interagency and postal mail.

Seven staff provide claim file maintenance, retrieval, and purge services which include attaching documents to the files, and re-filing and purging files according to retention schedules. Record center staff also answer phone and written inquiries about claim record availability and respond to subpoenas for file information. If appropriate, a copy of the file is released. This staff also prepares records for permanent storage.

The unit supervisor manages retention and destruction of division records, and determines whether compensation claim information can be released in accordance with public records laws.

Primary governing rules

OAR 436-060: Claims Administration

OAR 166-300: Retention Schedules

For more information contact:

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