



Oregon

Theodore R. Kulongoski, Governor

Department of Consumer and Business Services
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To: Workers' compensation insurers, self-insured employers, and third party administrators

Subject: Reporting injured worker claims by fax

Effective July 1, 2005, the Workers' Compensation Division (WCD) will begin accepting claim documents by fax. The Salem fax number will be (503) 947-7632 and the nationwide toll-free number will be (877) 704-5700. Faxed documents will be processed from 8 a.m. to 5 p.m. (Pacific time), Monday-Friday. Documents transmitted after hours or on weekends will be processed on the next working day.

WCD recently surveyed insurers, self-insured employers, and claims processors. The survey asked for comments on several additional reporting methods to the current mail-based process, such as telephone, fax, e-mail, or web-based form. The fax option was the survey respondents' top choice. The secure e-mail option is being researched and, if viable, will be available in the future.

The division has begun work on electronic data interchange (EDI) reporting for claims. We will be notifying interested parties for their comments about proposed revisions of the Division 160 Electronic Reporting rules. Once EDI is in place, reporters will be able to report claims to WCD electronically. Of course, the division will continue to accept mail, fax, or shuttle delivery of claim documents.

Thanks to everyone who responded to the survey. Your input was invaluable to the division's efforts to streamline claims-reporting processes.

If you have any questions regarding fax reporting or the status of pending reporting methods, please contact Kathy Crawford, (503) 947-7619, or send e-mail to kathy.f.crawford@state.or.us.

John L. Shilts, Administrator
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