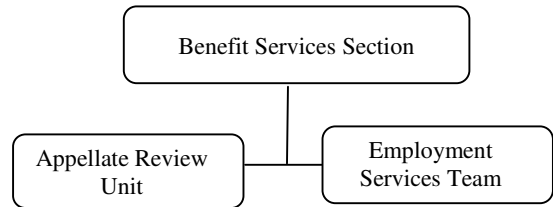


Oregon Workers' Compensation Division

Benefit Services Section

"To prevent and resolve disputes using collaborative and alternative processes which are impartial and show respect for everyone.."



Overview

The Benefit Services Section is one of five sections within the Workers' Compensation Division: Policy and Communications, Compliance, Operations, Medical, and Benefit Services, and is responsible for the Employer-at-Injury program, the Preferred Worker program, and the early resolution of vocational assistance and claim closure disputes through fact gathering, Director's Orders or Alternative Dispute Resolution (ADR). About 6,000 Director's Orders are issued per year by the staff.

The section consists of two units, the Appellate Review Unit and the Employment Services Team. All staff are housed in Salem except four people in the Employment Services Team who work in the Medford office. Administrative staff includes the section manager, assistant section manager, two unit managers, two assistant unit managers, and an administrative assistant.

The **Appellate Review Unit** is responsible for reviewing disputed claim closures and affirming or changing these closures with regards to improper or premature closure, temporary disability, and permanent disability. Review disputes over the classification of a claim (disabling or non-disabling). The unit schedules impartial medical examinations to settle disagreements regarding impairment findings.

Employment Services Team is responsible for injured workers to stay or return to work through assistance to employers and workers. The team is also responsible for resolving disputes related to vocational assistance between injured workers and insurers.

For more information contact:

Benefit Services Section: 503 947-7816

FAX: 503 947-7794

WCD Mission and Purpose

"To provide fair, effective and responsive administration of the workers' compensation system." - WCD Mission Statement

The Workers' Compensation Division (WCD) of the Department of Consumer & Business Services is charged with administering and enforcing the workers' compensation law and administrative rules. The purpose is to provide a fair and just administrative system for the delivery of medical and financial benefits to injured workers.