

Employee Resource Center  
**WORKERS' COMPENSATION PROGRAM**  
FREQUENTLY ASKED QUESTIONS



**Claims Staff:**

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**Third Party Administrator (“TPA”)**

The City's workers' compensation third party administrator is:

**Cannon Cochran Management Services, Inc. (CCMSI)**

**PO Box 13189**

**Salem, OR 97309**

**503.589.4727**

**Toll free at 877.561.8318**

**Q** What if I am injured on the job, but do not need to see a doctor? Do I need to file a claim?

You do not have to file a claim if you do not need medical treatment for your injury or if you only need first aid. However, notify your supervisor of your injury and enter a record of it in the [Minor Injury Log](#) at your worksite. If you eventually need to see a doctor, you can file a claim at that time. An entry in the Minor Injury Log is needed to document that you were injured on the job and that you reported the injury at the time it occurred.

**Q** What if I am injured on the job and I do not know if I need to see a doctor?

Call Cascade Mobile Health at 228-3111. Mobile Health provides 24-hour service for non-life threatening injuries that occur in the workplace. Mobile Health can provide first aid treatment or determine whether you will need to be seen by a doctor. Mobile Health will also provide transportation to and from the medical provider you choose.

**Q** Can I go to my own doctor for a work related injury?

Yes. You can go to the doctor of your choosing for treatment of a work related injury. You are also entitled to change doctors twice without needing approval.

**Q** Can I treat with a chiropractor?

Yes. You can treat with a chiropractor for a period of 60 days from the date of injury or a cumulative total of 18 visits, whichever occurs first. After that, continued chiropractic treatment must be prescribed by an attending physician.

**Q** What if I am exposed to hazardous materials or substances at work, but I am not injured?

Notify your supervisor of the exposure and gather all of the information you can about what you were exposed to. A claim form 801 can be filed if you seek medical attention.

**Q** Does my on-the-job injury also qualify for FMLA and OFLA?

If your on-the-job injury meets the definition of a serious health condition and you qualify for family and medical leave we must designate your time off as FMLA and you will be eligible for the protections the law offers. If your workers' compensation claim is denied or if you decline an offer of appropriate modified duty your leave will be designated as OFLA protected as well.

**Q** If I have to be off work because of my injury, will I lose pay?

If you are a 'Regular' employee and your doctor has authorized you to be off work because of your injury, you will receive **wage continuation** benefits, via your regular payroll check, for 180 days from the first day you are disabled. The time code to use on your time sheet for wage continuation is **OTJ** (for Fire employees it is **INJ**). If the 180 days passes and you are still off work, or go off work again at some other point, you will be paid **time loss** benefits by the City's TPA. If your time away from work is not authorized by your doctor the time must be coded to personal leave.

If your time away from work also qualifies under the FMLA your time away needs to be coded to **FOJ**.

**Q** What if I work on a modified duty assignment because of my injury? Will I still get my regular pay?

Yes. Regardless of the assignment you have on modified duty, you will receive your usual pay. You should code your work time to **RLD** (for Fire employees it is **MWC**) on your time sheet while you are on a modified duty assignment, rather than **REG**.

**Q** How long does the City's TPA have to make a decision on my claim?

By law, the TPA has 60 days to accept or deny claims. In some cases it may take up to 60 days to gather the needed information to make a decision.

**Q** What if my claim is denied?

You will get a letter of denial that tells you why your claim is being denied. This letter will also explain your appeal rights and the right to have an attorney represent you, without charge, on an appeal. You have 60 days from the date of the denial to file a written appeal.

**Q** Can I receive medical treatment after my claim closes?

Yes, once your claim is accepted you are entitled to receive medical treatment that your doctor attributes to your accepted condition. However, once the claim closes benefits may be limited to:

- Prescriptions
- Diagnostic treatment
- Prosthetics
- Curative care meant to stabilize your condition

**Q** What if I am unable to return to my regular job due to my work injury?

If you are given permanent restrictions by your physician and are unable to return to your job at injury the City will work with you through the interactive ADA process to attempt to locate a suitable and vacant position for you. If no suitable and vacant position is found you would be referred to a vocational counselor to assess your eligibility for vocational assistance.

**Q** I would like another, outside source of information about workers' compensation, but don't really want to go to an attorney. What are my options?

- For general questions/information about benefits and claims call:
  - State of Oregon, Workers' Compensation Division (WCD)
  - Benefits Consultation Unit
  - 1.800.452.0288
- For help resolving disputes or complaints call the WCD, Ombudsman:
  - 503.378.3351
- Injured Worker Hotline
  - 1.800.927.1271