

Risk Services Division
WORKERS' COMPENSATION PROGRAM
FREQUENTLY ASKED QUESTIONS



CONTACT INFORMATION

Risk Claims Team:

Jamie Iboa, Risk Claims Manager, Phone 541.682.5791

Jason Mead, Liability & Property Analyst, Phone 541.682.5662

Ruth McBride, Senior Risk Program Coordinator, Phone 541.682.5682
541.682.8465 (confidential fax)

Third Party Administrator

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

Cannon Cochran Management Services, Inc (CCMSI)

750 Front Street NE - Suite 260

Salem, OR 97301

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 should 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 a doctor of your choosing for initial treatment of a work related injury. You are also entitled to change doctors twice, allowing you to have up to three doctors for your injury. If your doctor refers you to another doctor, that change does count. However, if you must change doctors for reasons beyond your control, such as your doctor retiring or moving out of the area, changing doctors will not count against your choice of three doctors.

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 should be filed if you seek medical attention. You are allowed to choose your own attending physician, but it is often easier to visit Cascade Medical Clinic for a medical evaluation, which may include baseline and follow-up testing, at the doctor's discretion.

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 Risk Services Division, Workers' Compensation Program. 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 Family Medical Leave Act (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 CCMSI have to make a decision on my claim?

Insurers and self-insured employers have 60 days to accept or deny claims.

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 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

