



Oregon

Theodore R. Kulongoski, Governor

Department of Consumer and Business Services
Workers' Compensation Division
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To: Workers' compensation insurers, self-insured employers, and other interested parties

Subject: Retention of claim records by the Workers' Compensation Division

Industry Notice

Because of recent budget cuts, the Workers' Compensation Division re-examined its recordkeeping practices and associated costs. For more than three decades, the division has created a claim file to store paper records for each accepted disabling workers' compensation claim. Storage costs are substantial and staffing reductions require the division to adopt more efficient methods to store and process information.

Effective July 19, 2010, the division moved to electronic storage of most claim documents, both those submitted by claims processors and those generated by the division and the Workers' Compensation Board. While this is a major change in agency business practice, we anticipate very little or no effect on our customers.

This is an appropriate time to remind insurers and self-insured employers about the claim retention requirements in OAR 436-050-0120 and 436-050-0220. **The division does not receive or keep a complete copy of the worker's claim file.**

Please refer to [Bulletin 329](#) for more information. Go to www.wcd.oregon.gov and click on "Bulletins."

We will continue to pursue other ways to reduce our information storage and handling costs and may make additional changes to achieve savings. In this effort, we will attempt to minimize any impact on our ability to serve our customers.

If you have questions about this notice, please contact Cory Van Houten, information resource manager, at 503-947-7600 or e-mail cory.m.vanhouten@state.or.us.

John L. Shilts, Administrator
Workers' Compensation Division

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