



# Oregon

Theodore R. Kulongoski, Governor

Department of Consumer and Business Services  
Workers' Compensation Division  
350 Winter Street NE  
P.O. Box 14480  
Salem, Oregon 97309-0405  
1-800-452-0288, 503-947-7810  
[www.wcd.oregon.gov](http://www.wcd.oregon.gov)

Sept. 8, 2010

To: Workers' compensation insurers, self-insured employers, and other interested parties

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

### **Industry Notice**

In a recent [notice dated July 29, 2010](#), the Workers' Compensation Division announced that it had moved to electronic storage of most claim documents. The notice also stated we would continue to pursue other ways to reduce our information storage and handling costs. The division is reducing the length of time it keeps claim records.

[In 2004](#), the division shortened the retention period for records related to most claims closed on or after Jan. 1, 2005, from 75 years to 10 years. Even with this change, the cost to store records remained substantial.

Therefore, the division is reducing the retention period for records of all claims to 10 years, except denied claims, fatal claims, and claims for permanently and totally disabled workers. The reconsideration record under ORS 656.268 will be kept for three years; medical review files and contested case hearing records for five years; and other dispute working files for 30 days after the appeal process is final.

The combined effects of these changes will substantially reduce the division's costs to store paper files. As with our migration to electronic recordkeeping, we will do everything we can to ensure these additional changes have little or no impact on our ability to serve our customers.

For more information about state agency record retention requirements, visit the Oregon State Archives website at <http://arcweb.sos.state.or.us/>

If you have questions about this notice, please contact Cory Van Houten, information resource manager, at 503-947-7600.

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John L. Shilts, Administrator  
Workers' Compensation Division