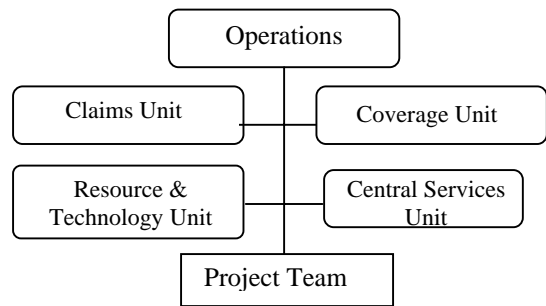


# Oregon Workers' Compensation Division

## Operations Section

"We provide accurate, timely, and innovative support to our customers."

### Overview



The Operations Section is one of five sections within the Workers' Compensation Division: Policy and Communications, Compliance, Operations, Benefit Services, and the Administrator's Office. The Operations Section consists of the management team, a project team, and four units: Claims, Coverage, Resource and Technology Services, and Central Services.

The Operations Section provides administrative and program support to the rest of the division. It provides technical expertise to division end-users and administers centralized division purchasing and resources. The section also provides services to the public by responding to information requests; distributing bulletins and forms; and assisting insurers, service companies, and self-insured employers meet coverage and claim filing requirements.

**Central Services Unit** maintains the physical files of Oregon injured-worker claim records; manages retention of claim and coverage files in hard copy, electronic, and microfilm formats; fills orders for WCD publications; and provides reception and mail services for the division.

**Claims Unit** is responsible for accurate coding and data entry of injured worker claim information received from insurers. The unit also resolves discrepancies to assure integrity of the claims data.

**Coverage Unit** is responsible for reviewing documents received from insurers reporting workers' compensation insurance coverage for employers operating in Oregon. The unit resolves discrepancies to maintain the accuracy of the employer data system, including accurate assignment of business identification numbers (BIN).

**Resource & Technology Services Unit** coordinates and develops technical system solutions for corporate and non-corporate data; provides the technical expertise and support to the division's personal computer users; coordinates support on the division-wide telephone system; and assists division staff in acquisition, maintenance, and use of equipment, supplies, and services.

**Project team** coordinates division wide projects related to agency performance efficiencies, and other strategic initiatives.

**Management team** includes the section and unit managers, and the section administrative assistant. The administrative assistant is responsible for personnel actions, timekeeping, section records, and support of unit and section projects.

### For more information contact:

Operations Section: 503 947-7810 FAX: 503 947-7639

### 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.

