



Oregon

Kate Brown, Governor

Department of Consumer and Business Services

Workers' Compensation Division

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Industry Notice

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To: Workers' compensation insurers; self-insured employers and employer groups; and service companies

Subject: Claims processing responsibility when in receipt of a worker-signed Form 827

This industry notice provides information relating to claims processing responsibility when a claims processor is in receipt of a worker-signed Form 827.

The Workers' Compensation Division has received feedback from some medical providers who have had worker-signed Form 827s ("Worker's and Physician's Report for Workers' Compensation Claims") returned by some claims processors. In part, the claims processors indicated they had not received the Form 801 from the employer, and therefore did not process the claim. Additionally, some claims processors have been nonresponsive to billings submitted by providers following the submission of a worker-signed Form 827. Under Oregon Revised Statute 656.262(2), a report or statement from a worker (or from a worker's physician, signed by the worker), about an accident which may involve a compensable injury, must be considered notice of an accident.

A claims processor that receives a worker-signed Form 827 providing notice of a claim must process the claim, regardless of a Form 801 having been filed. Returning the Form 827 to the provider, or disregarding it completely, is not an acceptable option and may result in civil penalties from the division.

We appreciate your compliance with the Oregon workers' compensation law. If you have questions, contact Audit Manager Barbara Belcher at 503-947-7687 or barbara.belcher@oregon.gov.

Louis Savage, Administrator
Workers' Compensation Division

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