



# Oregon

Kate Brown, Governor

Department of Consumer and Business Services

Workers' Compensation Division

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## Industry Notice

March 17, 2020

**To:** Oregon workers' compensation community

**Subject:** WCD COVID-19 processes update

The Workers' Compensation Division would like to provide you with information about our processes, in light of the COVID-19 situation.

First and foremost, we are prioritizing the health of our staff members and helping to flatten the curve of the pandemic by having our employees work remotely, staggering work schedules, canceling in-person events, and avoiding non-essential travel. At this time, the division is maintaining all current services and expects minimal disruptions.

We understand some stakeholders have closed their physical work locations and their employees are not able to access mail or fax to send required information to the division. In this limited circumstance, we will work with stakeholders to set up a process to transmit information by secure email to the division. To enable this process, please email [workcomp.questions@oregon.gov](mailto:workcomp.questions@oregon.gov) or call 800-452-0288 (toll-free).

We have received many questions from our partners about claim processing and regulatory issues related to COVID-19. At this time, we do not have authority to waive or modify statutory requirements. However, we are reviewing our procedural rules to determine where we can be flexible and plan to issue guidance on specific topics in the near future. If there are specific areas where guidance would be helpful, please send them to [workcomp.questions@oregon.gov](mailto:workcomp.questions@oregon.gov) and we will look into them.

The situation is changing rapidly, and we are committed to working with our partners during this unprecedented time. Be safe and be well.

Sally Coen, Acting Administrator  
Workers' Compensation Division