



**Oregon**

Tina Kotek, Governor



Department of Consumer  
and Business Services

## **Industry Notice**

Oct. 31, 2023

To: Workers' compensation insurers, self-insured employers, and service companies

Subject: Response requirements for worker inquiries

This industry notice provides a reminder about the requirements to timely respond to inquiries from workers.

Under Oregon Administrative Rule 436-060-0015(3)(e), the insurer must provide contact information with the first disability check or earliest written correspondence that will “reasonably ensure that inquiries from the worker are responded to *within 48 hours*, not including weekends or legal holidays.” (Emphasis added.)

The Workers' Compensation Division (“division”) has received feedback that some workers are reporting that claims examiners have not responded timely to worker inquiries. Prompt responsiveness to inquiries, especially those from workers with claim-related questions, is of the utmost importance to the division. The division asks that all insurers and self-insured employers review their internal policies and procedures to ensure they comply with the “48-hour” rule requirement.

If you have questions about this notice, contact Audit Manager Barbara Belcher 503-947-7687, or email [barbara.belcher@dcbs.oregon.gov](mailto:barbara.belcher@dcbs.oregon.gov).

Sincerely,

Sally Coen, Administrator  
Workers' Compensation Division

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