

Worker's and Health Care Provider's Report for Workers' Compensation Claims

Provider instructions

The worker completes the worker section of this form for the following:	The worker does NOT complete the worker section of this form if the provider chooses to use it for the following:
• First report of injury or disease • Request for acceptance of a new or omitted medical condition (“Omitted” refers to a condition the worker thinks should have been included among the conditions accepted by the insurer.) If the worker checks this box, it initiates a claim processing decision by the insurer that may negatively affect the worker’s benefits. If the worker has questions, the worker may consult an attorney or the Ombuds Office for Oregon Workers at 800-927-1271 (toll-free). • Report of aggravation of original injury (“Aggravation” means the actual worsening of a compensable condition resulting from the original injury.) • Notice of change of attending physician.* This means the new provider will be primarily responsible for treatment. Being primarily responsible does NOT include: • <i>Treatment on an emergency basis</i> • <i>Treatment on an “on-call” basis</i> • <i>Consulting</i> • <i>Specialist care (unless the specialist assumes complete control of care)</i> • <i>Exams done at the request of the insurer or the Workers’ Compensation Division</i> *Nurse practitioners, chiropractic physicians, naturopathic physicians, and physician associates must certify with the Workers’ Compensation Division to treat workers’ compensation patients and get paid.	• Progress report • Closing report • Palliative care request (Palliative care makes the worker feel better but does not cure a condition. The worker must be in the workforce or in a vocational program to be eligible for palliative care.) The following are not palliative care: • <i>Prescriptions, prosthetics, braces, and doctors’ appointments to monitor them</i> • <i>Diagnostic services</i> • <i>Life-preserving treatments</i> • <i>Curative care to stabilize an acute waxing and waning of symptoms</i> • <i>Services to a permanently and totally disabled worker</i> When requesting palliative care approval from the insurer, include the following in your request: • <i>Who will provide the care</i> • <i>Modalities ordered, including frequency and duration</i> • <i>How the need for care is related to the accepted conditions</i> • <i>How the care will enable the worker to continue current work or vocational training.</i>
After the worker has completed and signed Form 827, give the worker copies of Form 827 and Form 3283 (included with this packet) immediately.	For these reports, you have the option of filing Form 827, submitting chart notes, or submitting a report that includes data gathered on Form 827.

Questions about name/address of insurer: 503-947-7814 or WorkCompCoverage.wcd.oregon.gov

Questions about medical issues: Contact the medical resolution team at 503-947-7606.

For health care providers: www.OregonWCdoc.info

827

Notice to worker

Claim acceptance or denial

In most instances, you will receive written notice from your employer's insurer of the acceptance or denial of your claim within 60 days. If your employer is self-insured, your employer or the company your employer has hired to process its workers' compensation claims will send the notice to you. If the insurer or self-insured employer denies your claim, it will explain the reason for the denial and your rights.

Medical care

Health care providers must tell you if there are any limits to the medical services they may provide to you under the Oregon workers' compensation system.

If your claim is accepted, the insurer or self-insured employer will pay medical bills due to medical conditions the insurer accepts in writing, including reimbursement for prescription medications, transportation, meals, lodging, and other expenses up to a maximum established rate. You must make a written request for reimbursement and attach copies of receipts. Medical bills are not paid before claim acceptance. Bills are not paid if your claim is denied, with some exceptions. Contact the insurer if you have questions about who will pay your medical bills.

Payments for time lost from work

In order for you to receive payments for time lost from work, your health care provider must notify the insurer or self-insured employer of your inability to work. After the original injury, you will not be paid for the first three calendar days you are unable to work unless you are totally disabled for at least 14 consecutive calendar days or you are admitted to a hospital as an inpatient within 14 days of the first onset of total disability.

You will receive a compensation check every two weeks during your recovery period as long as your health care provider verifies your inability to work. These checks will continue until you return to work or it is determined further treatment is not expected to improve your condition. Your time-loss benefits will be two-thirds of your gross weekly wage at the time of injury up to a maximum set by Oregon law.

Authorization to release medical records

By signing this form, you authorize health care providers and other custodians of claim records to release relevant records to the workers' compensation insurer, self-insured employer, claim administrator, and the Oregon Department of Consumer and Business Services. Relevant medical records include records of prior treatment for the same conditions or of injuries to the same area of the body. A HIPAA authorization is not required (45 CFR 164.512(I)). Release of HIV/AIDS records, certain drug and alcohol treatment records, and other records protected by state and federal law require separate authorization.

Caution against making false statements

Any person who knowingly makes any false statement or representation for the purpose of obtaining any benefit or payment commits a Class A misdemeanor under ORS 656.990(1).

Palliative care

Palliative care is care that makes you feel better, but does not cure you of an unwanted condition. You must be in the workforce, or in a vocational program, to be allowed to have palliative care.

The following are **not** palliative care:

- Prescriptions, prosthetics, braces, and doctors' appointments to monitor them
- Diagnostic services
- Life-preserving treatments
- Curative care to stabilize an acute waxing and waning of symptoms
- Services to a permanently and totally disabled worker

If you have questions about your claim that are not resolved by your employer or insurer, you may contact:

(Si Ud. tiene alguna pregunta acerca de su reclamación que no haya sido resuelta por su empleador o compañía aseguradora, puede ponerse en contacto con):

Workers Compensation Division
(División de Compensación para Trabajadores)
P.O. Box 14480, Salem, OR 97309-0405
Salem: 503-947-7585
Toll-free: 800-452-0288

Ombuds Office for Oregon Workers
(Oficina del Ombuds para Trabajadores de Oregon)
350 Winter Street NE, Salem, OR 97301-3878
Salem: 503-378-3351
Toll-free: 800-927-1271

A Guide for Workers Recently Hurt on the Job

How do I file a claim?

- Notify your employer and a health care provider **of your choice** about your job-related injury or illness as soon as possible. Your employer cannot choose your health care provider for you.
- Ask your employer the name of its workers' compensation insurer.
- Complete **Form 801, "Report of Job Injury or Illness,"** available from your employer and **Form 827, "Worker's and Health Care Provider's Report for Workers' Compensation Claims,"** available from your health care provider.

How do I get medical treatment?

- You may receive medical treatment from the health care provider **of your choice**, including:
 - Chiropractic physicians
 - Medical doctors
 - Naturopathic physicians
 - Nurse practitioners
 - Oral surgeons
 - Osteopathic physicians
 - Physician associates
 - Podiatric physicians
 - Other health care providers
- The insurance company may enroll you in a managed care organization at any time. If it does, you will receive more information about your medical treatment options.

Are there limitations to my medical treatment?

- **Health care providers may be *limited* in how long they may treat you and whether they may authorize payments for time off work.** Check with your health care provider about any limitations that may apply.
- **If your claim is denied, you may have to pay for your medical treatment.**

If I can't work, will I receive payments for lost wages?

- You may be unable to work due to your job-related injury or illness. In order for you to receive payments for time off work, your health care provider must send written authorization to the insurer.
- Generally, you will not be paid for the first three calendar days for time off work.
- You may be paid for lost wages for the first three calendar days if you are off work for 14 consecutive days or hospitalized overnight.
- If your claim is denied within the first 14 days, you will not be paid for any lost wages.
- Keep your employer informed about what is going on and cooperate with efforts to return you to a modified- or light-duty job.

What if I have questions about my claim?

- The insurance company or your employer should be able to answer your questions.
- If you have questions, concerns, or complaints, you may also call any of the numbers below:

Ombuds Office for Oregon Workers:

An advocate for injured workers

Toll-free: 800-927-1271

Email: oow.questions@dcbs.oregon.gov

Workers' Compensation Resolution Section

Toll-free: 800-452-0288

Email: workcomp.questions@dcbs.oregon.gov

The collection and use of your Social Security number (SSN): You do not need to have an SSN to get workers' compensation benefits. If you have an SSN, the Workers' Compensation Division (WCD) of the Department of Consumer and Business Services will get it from your employer, the workers' compensation insurer, or other sources. WCD may use your SSN for the following: quality assessment, correct identification and processing of claims, compliance, research, injured worker program administration, matching data with other state agencies to measure WCD program effectiveness, injury prevention activities, and to provide to federal agencies in the Medicare program for their use as required by federal law. The following laws authorize WCD to get your SSN: the Privacy Act of 1974, 5 USC § 552a, Section (7)(a)(2)(B); Oregon Revised Statutes chapter 656; and Oregon Administrative Rules chapter 436 (Workers' Compensation Board Administrative Order No. 4-1967).