

Definition of contact types for Oregon Workers' Compensation Division

Headquarters (HQ) *

This is the insurer headquarters contact for workers' compensation. This contact is required for all insurers and acts as the default mailing address for the company.

Payment and Collection (PAC) *

This contact ensures payment of penalties and resolution of collections, resulting from orders issued by the director. Some insurers have separate payment and collection contacts for coverage and claim issues.

Payment may be due for the following:

- Claims performance audits: Penalties issued as a result of an audit.
- Audit adjustments: Due after an audit of any Workers' Compensation Division (WCD) reimbursement program. For example, the Employer-at-Injury Program (EAIP) reimbursements.
- Individual sanctions: Penalties assessed as a result of a claim review prompted by a worker complaint or questions about how the insurer processed the worker's claim.
- Coverage: Penalties based on late filings of proof of coverage and termination notices.

Coverage Processing (CVGC) *

This contact responds to workers' compensation policy and proof-of-coverage filing inquiries.

Claim Referral Information (CRI) *

This contact leads an inquirer to an appropriate person who can respond to claim filing, processing location, and specific claim information. This information is available on WCD's Coverage Search website at <http://workcompcoverage.wcd.oregon.gov/>.

Claims Processing (CLM)

This contact responds to inquiries and resolves issues that may arise in the day-to-day processing of claims.

Premium Assessment (PADS)

This contact responds to inquiries regarding premium assessment reporting and paying and responds to civil penalties for untimely reporting. This contact is maintained by DCBS's Central Services Division.

Quarterly Claim Processing Performance Audit (QCPP)

This contact receives the quarterly audit report of self-reported data from insurers. If a contact is not specified, the report is sent to the headquarters address.

Reimbursement Address (REIM)

This contact handles fund reimbursements.

*** = Required contacts**

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