



Oregon

Kate Brown, Governor

Department of Consumer and Business Services
Workers' Compensation Division
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Oct. 27, 2022

Proposed Changes to Workers' Compensation Rules, to be Effective Jan. 1, 2023

Caption: Claims administration clarifications; implementation of
Enrolled House Bill 4086 (2022)

The Workers' Compensation Division proposes to amend:

- OAR 436-060, Claims Administration

When is the hearing? Nov. 28, 2022, 10 a.m.

Where is the hearing? Labor & Industries Building, Room F

350 Winter St. NE, Salem , Oregon

Or

By video or telephone conference – ZoomGov:

<https://www.zoomgov.com/j/1608091234?pwd=TjMlVXhBQStQSCtBS3VsVjQ0aFZsQT09>

Meeting ID: 160 809 1234 | Passcode: 346429 | Dial in: 1-833-568-8864 US Toll-free

How can I make a comment? Attend the hearing (in person or virtually) and speak, send written comments, or do both. Send written comments by:
Email – WCD.Policy@dcbs.oregon.gov, Attention: rules coordinator

Or

Attn: Rules Coordinator

Workers' Compensation Division

350 Winter Street NE (for courier or in-person delivery)

PO Box 14480 (for mail delivery)

Salem, OR 97309-0405

Or

Fax – 503-947-7514

The closing date for written comments is Dec. 5, 2022.

Questions? Contact Fred Bruyns, 971-286-0316.

Proposed rules and public testimony are available on the Workers' Compensation Division's website:
<http://wcd.oregon.gov/laws/Pages/proposed-rules.aspx>. Or, call 971-286-0316 to get paper copies.

Auxiliary aids for persons with disabilities are available upon advance request.

Summary of proposed changes to OAR 436-060, Claims Administration:

- Rule 0005 is amended to:
 - Explain that legal holidays, which the definition of “business days” excludes, are those holidays listed in ORS 187.010 and ORS 187.020; and
 - Implement Enrolled House Bill 4086 (2022) by broadening the definition of dependent to include, instead of “relatives of the worker,” the “individuals” listed in ORS 656.005(10).
- Rule 0025 is amended to move the description of wage calculations for workers employed through union hiring halls from the section about calculation of regular wages to its own section.
- Rule 0060 is amended to enhance clarity by insertion of a comma.
- Rule 0105 is amended to include minor wording changes to enhance clarity.
- Rule 0135 is amended to include minor wording changes to enhance clarity.
- Rule 0150 is amended to:
 - Clarify how holidays affect the timely payment of compensation; and
 - Specify that if the worker submits a request for reimbursement, the insurer must respond as required under OAR 436-009-0025(1).
- Rule 0153 is amended to explain that a self-insured employer paying benefits electronically may assume the worker consents to having benefits paid through a direct deposit system if that is the method the employer usually uses to pay the worker’s wages.
- Rule 0200 is amended to remove a provision that civil penalties under ORS 656.745(1) will only be assessed when all litigation on the matter has become final by operation of the law.

The agency requests public comment on whether other options should be considered for achieving the rules’ substantive goals while reducing the negative economic impact of the rules on business.

Need for the rule(s): Rule amendments are needed to implement Enrolled House Bill 4086 (2022) and to enhance clarity.

Documents relied upon and where they are available: Rulemaking advisory committee records; Enrolled House Bill 4086 [Oregon Laws 2022, chapter 6]. These documents are available for public inspection upon request to the Workers’ Compensation Division, 350 Winter Street NE, Salem, Oregon 97301-3879. Please contact Fred Bruyns, rules coordinator, 971-286-0316, WCD.Policy@dcbs.oregon.gov.

Fiscal and economic impact: The agency projects the proposed rule amendments, if adopted, will not affect the agency’s cost to carry out its responsibilities under ORS chapter 656 and OAR chapter 436. Possible impacts on stakeholders are included under “Statement of Cost of Compliance” below.

Statement of cost of compliance:

1. Impact on state agencies, units of local government and the public (ORS 183.335(2)(b)(E)):

- a. The agency estimates that proposed rule changes will not increase or decrease costs to state agencies for compliance with the rules.
- b. The agency estimates that proposed rule changes will not increase or decrease costs to units of local government for compliance with the rules, with the exception of self-insured cities and counties, which are addressed under part c. below.
- c. The agency estimates that proposed rule changes will not directly affect costs to the public for compliance with the rules. However, the proposed rule changes reflect HB 4086's broadened definition of "dependent," which may broaden who will receive benefits payable after the death of a person as a result of an accidental injury. This definition change may slightly increase costs for insurers and self-insured employers and provide a corresponding benefit to dependents. The agency does not have data that provides a basis to estimate these costs or benefits, but invites public input regarding projected impacts.

2. Cost of compliance effect on small business (ORS 183.336):

- a. **Estimate the number of small businesses and types of business and industries with small businesses subject to the rule:** The businesses affected by the proposed rule amendments are primarily insurers and self-insured employers, which are usually not small businesses as defined in ORS 183.310.
- b. **Projected reporting, recordkeeping and other administrative activities required for compliance, including costs of professional services:** The agency estimates that adoption of the proposed amendments will not affect costs to small businesses for reporting, recordkeeping, other administrative activities, or professional services required for compliance.
- c. **Equipment, supplies, labor and increased administration required for compliance:** The agency estimates that adoption of the proposed amendments will not affect costs to small businesses for equipment, supplies, labor, or increased administration required for compliance.

How were small businesses involved in the development of this rule? The agency sent rule advisory committee invitations to more than 4,500 stakeholders, including representatives of small businesses. One representative of a business advocacy association representing both small and large businesses attended the advisory committee meeting.

Statement identifying how adoption of the rule will affect racial equity in this state: Enrolled House Bill 4086's broadened definition of dependent and related rule changes may slightly expand who will receive benefits after the death of a worker due to an accidental workplace injury. The Workers' Compensation Division does not collect data about race or ethnicity related to workplace injuries and illness in Oregon, but the United States Bureau of Labor Statistics publishes [lists of occupations and numbers of Americans employed broken down by race](#). Black/African Americans and Hispanic/Latino workers are represented in some of the more dangerous occupations in higher numbers than their respective shares of the U.S. workforce. To the extent Oregon workers in these racial groups suffer more on-the-job injuries and illnesses, increased access to workers' compensation benefits may impact these racial groups more than others. The agency does not have sufficient data needed to estimate specific effects on racial equity in Oregon, but invites public input.

Administrative Rule Advisory Committee consulted?: Yes. If not, why?



Authorized Signer

Sally Coen

Printed name

Oct. 27, 2022

Date

Mailing distribution: US Mail – WCD – S, U, AT, CE, EG, NM, CI, PW, RE, VR | agency email lists

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION



**Claims Administration
Oregon Administrative Rules
Chapter 436, Division 060**

Proposed, to be effective Jan. 1, 2023

TABLE OF CONTENTS

Rule		Page
436-060-0005	Definitions	1
436-060-0025	Worker's Weekly Wage Calculation and Rate of Temporary Disability Compensation	3
436-060-0060	Lump Sum Payment of Permanent Partial Disability Awards	6
436-060-0105	Suspension of Compensation for Insanitary or Injurious Practices, Refusal of Treatment or Failure to Participate in Rehabilitation; Reduction of Benefits	7
436-060-0135	Injured Worker, Worker's Attorney Responsible to Assist in Investigation; Suspension of Compensation and Notice to Worker	11
436-060-0150	Timely Payment of Compensation	14
436-060-0153	Electronic Payment of Compensation	18
436-060-0200	Assessment of Civil Penalties.....	19

Historical rules: https://wcd.oregon.gov/laws/Documents/Rule_history/436_history.pdf

**DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION**

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OREGON ADMINISTRATIVE RULES
CHAPTER 436, DIVISION 060

Revisions are marked: [Added](#) | ~~Deleted~~

436-060-0005 Definitions

Unless a term is specifically defined elsewhere in these rules or the context otherwise requires, the definitions of ORS chapter 656 are hereby incorporated by reference and made a part of these rules. For the purpose of these rules unless the context requires otherwise:

- (1) **"Aggravation"** means an actual worsening of the compensable conditions after the last award or arrangement of compensation that satisfies the requirements of ORS 656.273.
- (2) **"Authorized nurse practitioner"** means a nurse practitioner authorized to provide compensable medical services under ORS 656.245 and OAR 436-010.
- (3) **"Board"** means the Workers' Compensation Board and includes its Hearings Division.
- (4) **"Business days"** means Monday through Friday, excluding legal holidays. Legal holidays are those listed in [ORS 187.010 and 187.020](#)~~OAR 436-060-0150(2)~~.
- (5) **"Date stamp"** means to stamp or display the initial receipt date and the recipient's name on a paper or electronic document, regardless of whether the document is printed or displayed electronically.
- (6) **"Dependent"** means any of the ~~individuals~~[relatives of a worker](#) listed under ORS 656.005(10) who, at the time of an accident, depended in whole or in part for support on the earnings of a worker who dies as a result of an injury.
- (7) **"Designated paying agent"** means the insurer temporarily ordered responsible to pay compensation for a compensable injury under ORS 656.307.
- (8) **"Director"** means the Director of the Department of Consumer and Business Services or the director's designee.
- (9) **"Disposition"** or **"claim disposition"** means the written agreement to release rights or obligations under ORS 656.236.
- (10) **"Division"** means the Workers' Compensation Division of the Department of Consumer and Business Services.
- (11) **"Employer"** means a subject employer under ORS 656.023.
- (12) **"Inpatient"** means a worker who is admitted to a hospital before and extending past midnight for treatment and lodging.
- (13) **"Insurer"** means the State Accident Insurance Fund Corporation; an insurer authorized under ORS chapter 731 to transact workers' compensation insurance in Oregon; or an employer or employer group certified under ORS 656.430 that meets the qualifications of a self-insured employer under ORS 656.407.

ORDER NO. 22-XXX

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

(14) "**Mailing date**," unless otherwise specified, means:

- (a) The date a document is postmarked;
- (b) The date automatically produced by electronic transmission (e.g., email or facsimile);
- (c) The date a hand-delivered document is received by the recipient; or
- (d) The date of a phone or in-person request, when allowed under these rules.

(15) "**Physical rehabilitation program**" means any services provided to a worker to prevent the compensable injury from causing continuing disability.

(16) "**Regularly employed**" means a worker is receiving a regular wage as defined in section (18) of this rule. For workers who are paid a daily wage, "regularly employed" means actual employment or availability for such employment.

(17) "**Service company**" means the contracted agent for an insurer authorized to process claims and make payment of compensation on behalf of the insurer.

(18) "**Suspension of compensation**" means a period of time where:

- (a) No temporary disability, permanent total disability, or medical and related service benefits accrue or are payable; and
- (b) Vocational assistance and payment of permanent partial disability benefits will be stayed.

(19) "**Wages**" is as defined in ORS 656.005(29) and, in these rules, is categorized as either irregular wages or regular wages. Wages do not include expenses incurred due to the job and reimbursed by the employer (e.g., meals, lodging, per diem, equipment rental).

(a) "**Irregular wages**" means a variable pay rate at which the service rendered is recompensed under the contract of hiring in force at the time of the accident, and it includes but is not limited to:

- (A) Tips;
- (B) Commissions;
- (C) Monies paid on unscheduled or unpredictable intervals, including but not limited to workers who are seasonally employed, on call, paid hourly at varying hours, or paid by piece rate; and
- (D) The reasonable value of any in-kind considerations only if the considerations will not continue during the period of disability; and

(b) "**Regular wages**" means a constant and uniform pay rate at which the service rendered is recompensed under the contract of hiring in force at the time of the accident, and it includes, but is not limited to, wages paid on a daily or weekly basis. Hourly wages may be considered regular if the same number of hours are worked each pay period.

(20) "**Wage earning agreement**" means the verbal or written contract of hiring or terms of employment made between the worker and employer.

(21) "**Written**" means expressed in writing, including electronic transmission.

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

Statutory authority: ORS 656.726(4)
Statutes implemented: ORS 656.005 and 656.726(4)
Hist: Amended 7/17/18 as WCD Admin. Order 18-058, eff. 8/1/18
Amended 3/13/20 as WCD Admin. Order 20-054, eff. 4/1/20
Amended 12/13/21 as WCD Admin. Order 21-056, eff. 1/1/22
See also the *Index to Rule History*: https://wcd.oregon.gov/laws/Documents/Rule_history/436_history.pdf.

436-060-0025 Worker's Weekly Wage Calculation and Rate of Temporary Disability Compensation

(1) Continuation of wages, insured employers.

An employer may not continue to pay wages in place of temporary disability benefits. However, with the worker's consent, the employer may pay the worker amounts in addition to the temporary disability benefits due to the worker, if the employer:

- (a) Identifies temporary disability benefits separately from other payments; and
- (b) Does not withhold payroll deductions from the temporary disability benefits.

(2) Continuation of wages, self-insured employers.

Notwithstanding section (1) of this rule, a self-insured employer may continue to pay the same wage at the same pay interval that the worker received at the time of injury. Such payment qualifies as timely payment of temporary disability under ORS 656.210 and 656.212. If the self-insured employer continues to pay wages in place of temporary disability benefits under this section:

- (a) Normal deductions including but not limited to, taxes, benefits, and voluntary deductions, must be withheld;
- (b) The claim must be classified as disabling;
- (c) The self-insured employer must report to the division the rate and duration of temporary disability that would have been paid had wages not continued; and
- (d) If the pay interval changes or the amount of wages decreases, the worker must be paid temporary disability as otherwise prescribed by the workers' compensation law.

(3) Rate of compensation, generally.

Except when payments are made under section (2) of this rule, the worker must receive compensation as calculated under ORS 656.210 during the period of temporary total disability, subject to the following:

- (a) The benefits of a worker who incurs an injury must be based on the worker's wages at the time of injury and may include regular wages, irregular wages, or both;
- (b) The benefits of a worker who incurs an occupational disease must be based on the worker's wages at the time there is medical verification the worker is unable to work because of the disability caused by the occupational disease and may include regular wages, irregular wages, or both. If the worker is not working at the time there is medical verification the worker is unable to work because of the disability caused by the occupational disease, the benefits must be based on the worker's wages at the worker's last regular employment;

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

(c) The benefits of a worker who was employed in multiple jobs at the time of injury, and who is eligible for supplemental disability under ORS 656.210(2)(b) and OAR 436-060-0035, must be based on the worker's earnings from all eligible subject employment under OAR 436-060-0035;

(d) For a worker with a cyclic schedule, the cycle must be considered to have no scheduled days off; and

(e) When a work shift extends into another calendar day, the date of injury used to determine the wage under this section is the date the employer used for payroll purposes.

(4) Calculation of irregular wages.

If the worker receives irregular wages, the insurer must calculate the worker's irregular wages to determine the worker's average weekly wage based on the weekly average of the worker's irregular wages for the period up to 52 weeks before the date of injury or verification of disability caused by occupational disease, subject to the following:

(a) As used in this section:

(A) "**New wage earning agreement**" means the worker's wage earning agreement changed for reasons other than only a pay rate change, including but not limited to a change of hours worked or a change of job duties. A job assignment from a temporary service provider or worker leasing company as defined in OAR 436-180 is not considered to be a new wage earning agreement.

(B) "**Pay rate change**" means an increase or decrease in a previously established pay rate.

(b) If, on the date of injury or verification of disability caused by occupational disease, the worker had been employed by the employer at injury for four weeks or more, and the most recent new wage earning agreement had been in place for four weeks or more, the insurer must average the worker's irregular wages for the period up to 52 weeks of employment before the date of injury or verification of disability caused by occupational disease, subject to the following:

(A) The insurer must exclude any **gap in earnings** of more than 14 consecutive calendar days that was not anticipated in the wage earning agreement;

(B) If the worker began work under a **new wage earning agreement** in the 52 weeks before the date of injury or verification of disability caused by occupational disease, and there has been **no pay rate change** since the beginning of that work, the insurer must average irregular wages only for the weeks worked under the most recent wage earning agreement; and

(C) When there has been a **pay rate change** during the 52 weeks before the date of injury or verification of disability caused by occupational disease, and paragraph (b)(B) of this section does not apply, the insurer must calculate the worker's average weekly hours worked at each pay rate since a new wage earning agreement went into place, but not to exceed 52 weeks. The average weekly hours worked at each pay rate must then be multiplied by the pay rate(s) at the time of injury or verification of

ORDER NO. 22-XXX

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

disability caused by occupational disease to determine the worker's average weekly wage for these wages. For the purpose of this rule, the "average weekly hours worked" includes all hours paid at an hourly rate which resulted in payment of irregular wages since the new wage earning agreement went into place, but not to exceed 52 weeks. This may include, but is not limited to, pay for regular hours, overtime, vacation, sick leave, paid time off, or bereavement leave. If there are irregular wages not paid at an hourly rate, the worker's average weekly wage under this paragraph must be added to the average of all of those other irregular wages paid at something other than an hourly rate.

(c) If, on the date of injury or verification of disability caused by occupational disease, the worker was employed by the employer at injury for **less than four weeks**, or the worker's most recent new wage earning agreement had been in place for less than four weeks, the insurer must base the rate of compensation on the intent of the worker's wage earning agreement in place at the time of injury or verification of disability caused by occupational disease, as confirmed by the employer and worker.

(5) Calculation of regular wages.

If the worker receives regular wages, the insurer must calculate the worker's regular wages to determine the worker's average weekly wage:

(a) Daily wages must be multiplied by the number of days per week the worker was regularly employed;

(b) Monthly wages must be divided by 4.35; or

(c) Wages for other pay intervals must be calculated on an equivalent basis; ~~or~~

~~(d) For workers employed through a union hiring hall, the insurer must calculate the rate of compensation on the basis of a five-day work week at 40 hours a week, regardless of the number of days actually worked per week.~~

~~(A) The rate of compensation for workers employed through a union hiring hall with dates of injury on or after January 1, 2018 must be calculated under this subsection.~~

~~(B) The rate of compensation for workers employed through a union hiring hall with dates of injury from January 1, 2017 through December 31, 2017 must be calculated under this subsection, unless such calculation would result in a reduction of benefits.~~

(6) Workers with no wages.

If the worker is a volunteer, adult in custody, or other covered worker that receives no wages, the insurer must calculate the rate of compensation based on the assumed wage used to determine the employer's premium.

(7) Owners and corporate officers.

If the worker is a sole proprietor, partner, officer of a corporation, or limited liability company member, the insurer must calculate the rate of compensation based on the assumed wage used to determine the employer's premium.

(8) Workers employed through a union hiring hall.

**DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
Proposed CLAIMS ADMINISTRATION**

For workers employed through a union hiring hall, the insurer must calculate the rate of compensation on the basis of a five-day work week at 40 hours a week, regardless of the number of days actually worked per week.

(a) The rate of compensation for workers employed through a union hiring hall with dates of injury on or after January 1, 2018, must be calculated under this subsection.

(b) The rate of compensation for workers employed through a union hiring hall with dates of injury from January 1, 2017, through December 31, 2017, must be calculated under this subsection, unless such calculation would result in a reduction of benefits.

(9) Wage disputes.

If the worker disputes the wage used to calculate the rate of compensation, the insurer must attempt to resolve the dispute by reviewing its records and mathematical calculations, or by contacting the employer to confirm the correct wage. The insurer must then contact the worker with the results of its review and, if the wage was corrected, the new calculation. If the worker does not agree with the wage calculated by the insurer, the worker may request a hearing under OAR 436-060-0008.

Statutory authority: ORS 656.210(2), 656.704, and 656.726(4)

Statutes implemented: ORS 656.210 and 656.704

Hist: Amended 7/17/18 as WCD Admin. Order 18-058, eff. 8/1/18

Amended 12/17/19 as Admin. Order 19-064, eff. 1/1/20

Amended 3/13/20 as WCD Admin. Order 20-054, eff. 4/1/20

See also the *Index to Rule History*: https://wcd.oregon.gov/laws/Documents/Rule_history/436_history.pdf.

436-060-0060 Lump Sum Payment of Permanent Partial Disability Awards

(1) General.

When an award for permanent partial disability is \$6,000 or less, the insurer must pay the total amount of the award to the worker in a lump sum. When the award for permanent partial disability exceeds \$6,000, the worker or worker's attorney may request a lump sum payment of all or part of the award. The insurer may only deny the request for lump sum payment if any of the following apply:

- (a) The worker has not waived the right to appeal the adequacy of the award;
- (b) The award has not become final by operation of law;
- (c) The payment of compensation has been stayed pending a request for hearing or review under ORS 656.313; or
- (d) The worker is enrolled and actively engaged in an authorized training plan under OAR 436-120 . For dates of injury before January 1, 2005, the insurer may not approve a request for lump sum payment of unscheduled permanent disability. For dates of injury on or after January 1, 2005, the insurer may not approve a request for lump sum payment of work disability when the worker:

(A) Has been found eligible for an authorized training plan under OAR 436-120 and will start the plan within 30 days of the date of the decision on the lump sum request;

**DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
Proposed CLAIMS ADMINISTRATION**

(B) Is actively enrolled and engaged in an authorized training plan under OAR 436-120; or

(C) Has temporarily withdrawn from an authorized training plan under OAR 436-120.

(2) Application for approval.

When an insurer receives a request for a lump sum payment from the worker or the worker's attorney, the insurer must send [Form 1174](#), "Application for Approval of Lump-sum Payment of Award," to the requestor within 10 business days.

(3) Reopening of claims.

For the purpose of this rule, each opening of the claim is considered a separate claim and any subsequent permanent partial disability award from a claim reopening is a new and separate award. Additional award of permanent partial disability obtained through the appeal process is considered part of the total cumulative award for the open period of that claim.

(4) Approved requests.

If the insurer approves the worker's request for lump sum payment of a permanent partial disability award in excess of \$6,000, the insurer must make the lump sum payment within 14 days of receipt of the signed application.

(5) Denied requests.

If the insurer denies the worker's request for lump sum payment of a permanent partial disability award in excess of \$6,000, the insurer must respond to the requestor within 14 days of receiving the request, explaining the reason for denying the lump sum request.

(6) Claim disposition agreements.

A lump sum payment ordered in a litigation order or that is a part of a claim disposition agreement under ORS 656.236 does not require further approval by the insurer.

(7) Partial payments.

When a lump sum payment for only part of an award is approved by the insurer, it must be paid in addition to the regularly scheduled monthly payment. The remaining balance must be paid under ORS 656.216. Denial or partial approval of a request does not preclude another request by the worker for a lump sum payment of all or part of any remainder of the award, provided additional information is submitted.

Statutory authority: ORS 656.704 and 656.726(4)
Statutes implemented: ORS 656.230, 656.704, and 656.726(4)
Hist: Amended 12/15/08 as WCD Admin. Order 08-065, eff. 1/1/09
Amended 11/28/16 as WCD Admin. Order 16-055, eff. 1/1/17
Amended 3/13/20 as WCD Admin. Order 20-054, eff. 4/1/20
See also the *Index to Rule History*: https://wcd.oregon.gov/laws/Documents/Rule_history/436_history.pdf.

436-060-0105 Suspension of Compensation for Insanitary or Injurious Practices, Refusal of Treatment or Failure to Participate in Rehabilitation; Reduction of Benefits

(1) General.

ORDER NO. 22-XXX

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

The director may suspend compensation by order when the worker commits insanitary or injurious acts that imperil or delay recovery; refuses to submit to medical or surgical treatment reasonably required to promote recovery; or fails or refuses to participate in a physical rehabilitation program.

(a) The worker must have the opportunity to dispute the suspension of compensation before the director will issue an order.

(b) The worker is not entitled to compensation during or for the period of suspension.

(2) Notice to worker.

The insurer must demand in writing the worker either immediately cease all actions which imperil or delay recovery or immediately begin to change the inappropriate behavior, and participate in activities needed to help the worker recover from the injury. Each time the insurer sends such a notice to the worker, the written demand must contain the following information, and a copy must be sent simultaneously to the worker's attorney and attending physician:

(a) A description of the unacceptable actions;

(b) Why such conduct is inappropriate, including the fact that the conduct is harmful or delays the worker's recovery, as appropriate;

(c) The date by which the inappropriate actions must stop, or the date by which compliance is expected, including what the worker must specifically do to comply; and,

(d) The following notice of the consequences should the worker fail to correct the problem, in prominent or bold face type:

"If you continue to do insanitary or injurious acts beyond the date in this letter, or fail to consent to the medical or surgical treatment which is needed to help you recover from your injury, or fail to participate in physical rehabilitation needed to help you recover as much as possible from your injury, then we will request the suspension of your workers' compensation benefits. In addition, you may also have any permanent disability award reduced in accordance with ORS 656.325 and OAR 436-060."

(3) Failure or refusal to accept medical treatment.

For the purposes of this rule, failure or refusal to accept medical treatment means the worker fails or refuses to remain under a physician's or authorized nurse practitioner's care or abide by a treatment regimen. A treatment regimen includes, but is not limited to a prescribed diet, exercise program, medication or other activity prescribed by the physician or authorized nurse practitioner that is designed to help the worker reach maximum recovery and become medically stationary.

(4) Request for suspension of benefits.

The insurer must verify whether the worker complied with the request for cooperation on the date specified in subsection (2)(c) of this rule. If the worker initially agrees to comply, or

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

complies and then refuses or fails to continue doing so, the insurer is not required to send further notice before requesting suspension of compensation.

(a) The request for suspension must be sent to the division. A copy of the request, including all attachments, must be sent simultaneously to the worker and the worker's attorney, if any, by registered or certified mail or by personal service as for a summons.

(b) The request must include the following information:

(A) That the request for suspension is made in accordance with ORS 656.325 and OAR 436-060-0105;

(B) A description of the actions of the worker that prompted the request, including whether such actions continue;

(C) Any reasons offered by the worker to explain the behavior, or a statement that the worker has not provided any reasons, whichever is appropriate;

(D) How, when, and with whom the worker's failure [to comply](#) or refusal [to comply](#) was verified;

(E) A copy of the notice required in section (2) of this rule;

(F) Any other relevant information including, but not limited to; chart notes, surgical or physical therapy recommendations/prescriptions, and all recommendations from the attending physician or authorized nurse practitioner; and

(G) The following notice in prominent or bold face type:

"Notice to worker: If you think this request to suspend your compensation is wrong, you should immediately write to the Workers' Compensation Division, 350 Winter Street NE, PO Box 14480, Salem, Oregon 97309-0405. Your letter must be mailed within 10 days of the date this request was mailed or personally served on you. If the division authorizes suspension of your compensation and you do not correct your unacceptable actions or show us a good reason why they should be considered acceptable, we will close your claim."

(c) Any delay in obtaining confirmation or in requesting the suspension of compensation may result in authorization being denied or the date of authorization being modified by the date of actual confirmation or the date the request is received by the division.

(d) If the director approves authorization of suspension of compensation:

(A) An order will be issued suspending compensation from a date established under subsection (2)(c) of this rule until the worker complies with the insurer's request for cooperation. Where the worker is suspended for a pattern of noncooperation, the director may require the worker to demonstrate cooperation before reinstating compensation;

(B) The insurer must make all reasonable efforts to assist the worker to reinstate benefits when the worker demonstrates the willingness to make such efforts;

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

(C) The insurer must monitor the claim to determine if and when the worker complies with the insurer's requests;

(i) When cooperation resumes, payment of compensation must resume effective the date cooperation was resumed;

(ii) If the worker makes no effort to reinstate benefits within 60 days of the mailing date of the suspension order, the insurer must close the claim under OAR 436-030-0034;

(D) The director may modify or set aside the suspension order before or after filing of a request for hearing;

(E) The director may order payment of compensation previously suspended where the director finds the suspension to have been made in error;

(F) The director may re-evaluate the necessity of continuing a suspension; and

(G) The order will become final unless, within 60 days after the date of mailing of the order, a party files a request for hearing on the order with the board.

(e) If the director denies the insurer's request for suspension of compensation, the insurer will be notified of the reason for denial. The insurer's failure to comply with one or more of the requirements addressed in this rule may be grounds for denial of the insurer's request.

(5) Requests to reduce benefits.

The director may reduce any benefits awarded the worker under ORS 656.268 when the worker has unreasonably failed to follow medical advice, or failed to participate in a physical rehabilitation program or vocational assistance program prescribed for the worker under ORS chapter 656 and OAR chapter 436. Such benefits must be reduced by the amount of the increased disability reasonably attributable to the worker's failure to cooperate.

(a) When an insurer submits a request to reduce benefits under this section, the insurer must:

(A) Specify the basis for the request;

(B) Include all supporting documentation;

(C) Send a copy of the request, including the supporting documentation, to the worker and the worker's attorney, if any, by certified mail; and

(D) Include the following notice in prominent or bold face type:

"Notice to worker: If you think this request to reduce your compensation is wrong, you should immediately write to the Workers' Compensation Division, 350 Winter Street NE, PO Box 14480, Salem, Oregon 97309-0405. Your letter must be mailed within 10 days of the mailing date of this request. If the division grants this request, you may lose all or part of your benefits."

(b) The director will make a decision on a request to reduce benefits and notify the parties of the decision. The insurer's failure to comply with one or more of the

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

requirements addressed in this rule may be grounds for denial of the request to reduce benefits.

Statutory authority: ORS 656.325, 656.704, and 656.726(4)
 Statutes implemented: ORS 656.325, 656.704, and 656.726(4)
 Hist: Amended 12/1/2009 as WCD Admin. Order 09-057, eff. 1/1/2010
 Amended 11/28/16 as WCD Admin. Order 16-055, eff. 1/1/17
 Amended 3/13/20 as WCD Admin. Order 20-054, eff. 4/1/20
 See also the *Index to Rule History*: https://wcd.oregon.gov/laws/Documents/Rule_history/436_history.pdf.

436-060-0135 Injured Worker, Worker's Attorney Responsible to Assist in Investigation; Suspension of Compensation and Notice to Worker

(1) Worker's responsibility to assist in investigation.

A worker must submit to and fully cooperate with in person or telephone interviews and other formal or informal information gathering techniques reasonably requested by the insurer. Interviews may be recorded on audio or video by one or more of the parties if prior written notice is given of the intent to record an interview.

(2) Request to suspend compensation.

The insurer may request for the director to suspend compensation by order when the worker refuses or fails to cooperate in an investigation of an initial claim for compensation, a claim for a new medical condition, a claim for an omitted medical condition, or an aggravation claim as required by ORS 656.262(14), under the following conditions:

(a) The insurer must notify the worker in writing that an interview or deposition has been scheduled, or of other investigation requirements:

(A) The notice must be sent to the worker and copied to the worker's attorney, if any, and must contain the following:

- (i)** The date, time, and place of the interview or deposition, if scheduled;
- (ii)** Any other reasonable investigation requirements;
- (iii)** That the interview, deposition, or any other investigation requirements are related to the worker's compensation claim; and
- (iv)** The following statement in prominent or bold face type:

"The workers' compensation law requires injured workers to cooperate and assist the insurer or self-insured employer in the investigation of claims for compensation. Injured workers are required to submit to and fully cooperate with personal and telephonic interviews and other formal or informal information gathering techniques. If you do not reasonably cooperate with the investigation of this claim, payment of your compensation benefits may be suspended and your claim may be denied in accordance with ORS 656.262 and OAR 436-060."

(B) If the insurer contracts with a third party to investigate the claim, the notice must be on the insurer's stationery and must meet the requirements of this section; and

(C) The worker must be given 14 days to cooperate with the notice.

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

- (b) The director will consider requests to authorize suspension of benefits only after the worker has been given at least 14 days to cooperate with the notice under subsection (a) of this rule; and under the following conditions:
- (A) The director will only consider requests in claims on which no acceptance or denial has been issued;
 - (B) The worker must have the opportunity to submit information disputing the insurer's request for suspension of compensation before the director will issue an order;
 - (C) The director may determine whether special circumstances exist that would not warrant suspension of compensation for failure to cooperate with an investigation;
 - (D) The insurer must make the request to suspend benefits to the director in writing, and must send a copy of the request, including all attachments, simultaneously to the worker and the worker's attorney, if any by registered or certified mail or by personal service;
 - (E) The insurer's request must include the following information sufficient to show the worker's failure to cooperate:
 - (i) That the insurer requests suspension of benefits under ORS 656.262(15) and this rule;
 - (ii) Documentation of the specific actions of the worker or worker's attorney that prompted the request;
 - (iii) Any reasons given by the worker for failure to comply, or a statement that the worker has not given any reasons;
 - (iv) A copy of the notice required in ~~section~~(2)(a) of this rule; and
 - (v) All other pertinent information, including, but not limited to, a copy of the claim for a new or omitted condition when that is what the insurer is investigating;
- (c) After receiving the insurer's request to suspend benefits, the director will notify all parties that:
- (A) The worker's benefits will be suspended in five business days unless:
 - (i) The worker or the worker's attorney contacts the division by telephone or mails a letter documenting that the failure to cooperate was reasonable; or
 - (ii) The insurer notifies the division that the worker is now cooperating;
 - (B) The insurer's obligation to accept or deny the claim within 60 days is suspended unless the insurer's request is filed with the division after the 60 days to accept or deny the claim has expired;
- (d) If the worker cooperates within five business days of the director's notice under subsection (c), the insurer must notify the director immediately to withdraw the suspension request. Upon receiving the insurer's notification:

ORDER NO. 22-XXX

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

- (A) The director will notify all the parties of the withdrawal; and
- (B) The director may issue an order identifying the dates during which the insurer's obligation to accept or deny the claim was suspended;
- (e) If the worker contacts the division and documents the failure to cooperate was reasonable within five business days of the director's notice under subsection (c), the director will not suspend payment of compensation. However, an order may be issued identifying the dates during which the insurer's obligation to accept or deny the claim was suspended; and
- (f) If the worker has not cooperated with the investigation, or has not documented that the failure to cooperate was reasonable within five business days of the director's notice under subsection (c), the director will issue an order suspending all or part of the payment of compensation to the worker:
 - (A) The suspension of compensation will be effective from the fifth business day after the date of the director's notice under subsection (c), and will remain in effect until the worker reasonably cooperates with the investigation;
 - (B) If the worker reasonably cooperates with the investigation, the insurer must reinstate the worker's benefits immediately; or
 - (C) If the worker makes no effort to cooperate within 30 days of the date of the notice, the insurer may deny the claim under ORS 656.262(15) and OAR 436-060-0140(8).

(3) Request for penalty against worker's attorney.

An insurer that believes that a worker's attorney's unwillingness or unavailability to participate in an interview is unreasonable may notify the director in writing and the director will consider assessment of a civil penalty against the attorney of not more than \$1,000.

- (a) The worker's attorney must have the opportunity to dispute the allegation before a penalty is assessed.
- (b) A copy of the notice must be sent simultaneously to the worker and the worker's attorney. Notice to the division by the insurer must contain the following information:
 - (A) What specific actions of the attorney prompted the request;
 - (B) Any reasons given by the attorney for failing to participate in the interview; and
 - (C) A copy of the request for interview sent to the attorney.

(4) Failure to comply with this rule.

Failure to comply with the requirements of this rule will be grounds for denial of the insurer's request. Any delay in requesting suspension under section (2) of this rule may result in authorization being denied.

Statutory authority: ORS 656.704 and 656.726(4)
Statutes implemented: ORS 656.262, 656.704, 656.726(4)
Hist: Amended 12/1/2009 as WCD Admin. Order 09-057, eff. 1/1/2010
Amended 11/28/16 as WCD Admin. Order 16-055, eff. 1/1/17
Amended 3/13/20 as WCD Admin. Order 20-054, eff. 4/1/20

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

See also the *Index to Rule History*: https://wcd.oregon.gov/laws/Documents/Rule_history/436_history.pdf.

436-060-0150 Timely Payment of Compensation

(1) General.

Benefits are considered paid when addressed to the last known address of the worker or beneficiary and deposited in the U.S. Mail, or when funds are transferred to a financial institution for deposit in the worker's or beneficiary's account by approved electronic equivalent. ~~Payments due on a weekend or legal holiday under ORS 187.010 and 187.020 may be paid on the last working day before, or the first working day after, the weekend or legal holiday. Subsequent payments may revert back to the payment schedule in place before the weekend or legal holiday.~~

(2) Saturday, Sunday, or Legal Holidays.

Payments due on a Saturday, Sunday, or legal holiday under ORS 187.010 and 187.020 may be paid on the last working day before, or the first working day after, the Saturday, Sunday, or legal holiday. Subsequent payments may revert back to the payment schedule in place before the Saturday, Sunday, or legal holiday.

For the purpose of this rule, legal holidays in the State of Oregon are:

- ~~(a) Each Sunday;~~
- ~~(b) New Year's Day on January 1;~~
- ~~(c) Martin Luther King, Jr.'s Birthday on the third Monday in January;~~
- ~~(d) Presidents Day on the third Monday in February;~~
- ~~(e) Memorial Day on the last Monday in May;~~
- ~~(f) Independence Day on July 4;~~
- ~~(g) Labor Day on the first Monday in September;~~
- ~~(h) Veterans Day on November 11;~~
- ~~(i) Thanksgiving Day on the fourth Thursday in November;~~
- ~~(j) Christmas Day on December 25;~~
- ~~(k) Each time a holiday, other than Sunday, falls on Sunday, the succeeding Monday;~~
- ~~(l) Each time a holiday falls on Saturday, the preceding Friday; and~~
- ~~(m) Every day appointed by the Governor as a legal holiday and every day appointed by the President of the United States as a day of mourning, rejoicing or other special observance only when the Governor also appoints that day as a holiday.~~

(3) Withheld compensation.

Compensation withheld under ORS 656.268(13) and (14), and ORS 656.596(2), will not be considered late if the insurer notifies the worker in writing why benefits are being withheld and the amount that must be offset before any further benefits are payable.

ORDER NO. 22-XXX

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

(4) Timely payment of temporary disability.

Insurers must timely process the first payment of temporary disability compensation. The first payment of temporary disability on a claim must also include all temporary disability benefits due as of the date of payment, unless there is a reasonable basis to exclude those benefits at the time the payment issued. The director may assess a penalty under OAR 436-060-0200 against an insurer that does not make the first payment of temporary disability under the time frames of this section, or does not accurately report timeliness of first payment information.

(a) The payment of temporary disability benefits must be made no later than the 14th day after:

(A) The date of the employer's notice or knowledge of the claim and of the worker's disability, if the attending physician or authorized nurse practitioner has authorized temporary disability compensation. Temporary disability accrued before the date of the employer's notice or knowledge of the claim is due within 14 days of claim acceptance;

(B) The date the attending physician or authorized nurse practitioner authorizes temporary disability, if the authorization is more than 14 days after the date of the employer's notice or knowledge of the claim and of the worker's disability;

(C) The start of authorized vocational training under ORS 656.268(10), if the insurer has previously closed the claim;

(D) The date the insurer receives medical evidence supported by objective findings that shows the worker is unable to work due to a worsening of the compensable condition under ORS 656.273;

(E) The date of any director's order, including, but not limited to, a reconsideration order, that orders payment of temporary disability. If the insurer has appealed a reconsideration order, the appeal stays payment of temporary disability benefits except those that accrue from the date of the order, under ORS 656.313;

(F) The date of a notice of claim closure issued by the insurer that finds the worker entitled to temporary disability;

(G) The date a notice of closure is set aside by a reconsideration order;

(H) The date any litigation authorizing retroactive temporary disability becomes final. Temporary disability accruing from the date of the order must begin no later than the 14th day after the date the order is filed. For the purpose of this rule, the "date the order is filed" for litigation from the board is the signature date, and from the courts, it is the date of the appellate judgment;

(I) The date the director refers a claim to the insurer for processing under ORS 656.029;

(J) The date the director refers a noncomplying employer claim to an assigned claims agent under ORS 656.054;

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

- (K) The date a claim disposition agreement is disapproved by the Worker's Compensation Board or administrative law judge, if temporary disability benefits are otherwise due;
- (L) The date the director designates a paying agent under ORS 656.307;
- (M) The date a claim is reclassified from nondisabling to disabling, if temporary disability is due and payable; or
- (N) The date an insurer voluntarily rescinds a denial of a disabling claim.
- (b) Subsequent payments of temporary disability benefits must:
- (A) Be made at least once each 14 days, unless the employer is making payments under OAR 436-060-0020(1) and the payments are made concurrently with the payroll schedule of the employer; and
- (B) Include all benefits due for the period ending no more than seven days before the payment date.
- (5) Timely payment of permanent disability.**
- (a) The first payment of permanent disability must be paid no later than the 30th day after:
- (A) The date of a notice of claim closure issued by the insurer;
- (B) The date of any litigation order that orders payment of permanent total disability. Permanent total disability benefits accruing from the date of the order must begin no later than the 30th day after the date the order is filed. For the purpose of this rule, the "date the order is filed" for litigation from the board is the signature date, and from the courts, it is the date of the appellate judgment;
- (C) The date of any director's order, including, but not limited to, a reconsideration order, that orders payment of compensation for permanent disability;
- (D) The date any litigation order authorizing permanent partial disability becomes final;
- (E) The date a claim disposition agreement is disapproved by the board or administrative law judge, if permanent disability benefits are otherwise due; or
- (F) The date authorized training ends if the worker is medically stationary and any previous award remains unpaid, under ORS 656.268(10) and OAR 436-060-0040(3).
- (b) Subsequent payments of permanent disability must be made on a regular and predictable monthly schedule.
- (A) The insurer may adjust the monthly payment schedule, but must inform the worker or beneficiary before making the adjustment.
- (B) No payment period may exceed one month without the director's approval.
- (6) Timely payment of death benefits.**

ORDER NO. 22-XXX

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

(a) Payment of bills submitted under OAR 436-060-0075(1) must be made no later than the 30th day after the date of the insurer's receipt the bill, or the date of claim acceptance, whichever is later.

(b) The first payment of monthly benefits to eligible beneficiaries under OAR 436-060-0075 must be paid no later than the 30th day after:

(A) The date of a notice of acceptance issued by the insurer; or

(B) The date of any litigation order that orders death benefits. Death benefits accruing from the date of the order must begin no later than the 30th day after:

(i) The signature date of an order from the board; or

(ii) The date of an appellate judgment from the courts.

(c) Subsequent payments of monthly benefits to eligible beneficiaries under OAR 436-060-0075 must be made on a regular and predictable schedule, subject to the following:

(A) The insurer may adjust the monthly payment schedule, but must inform the beneficiary before making the adjustment; and

(B) No payment period may exceed one month without the director's approval.

(d) Notwithstanding subsection (c), the insurer may make a payment in advance with the consent of the beneficiary.

(e) Payment of monthly benefits due to a worker's death during a period of permanent total disability under OAR 436-060-0075(7) must follow the monthly schedule established under subsection (5)(b) of this rule.

(7) Notice to worker or beneficiary regarding payments.

The insurer must provide an explanation in writing to the worker or beneficiary when the benefit amount, time period covered, or payment schedule changes, and must:

(a) Notify the worker or beneficiary in writing of the specific purpose and the time period covered by each payment of temporary disability benefits; and

(b) Notify the worker or beneficiary in writing of the specific purpose of the payment, the schedule of future payments, and the time period each payment will cover with the first payment of permanent disability or death benefits. The insurer is not required to provide an explanation in writing with each subsequent permanent disability or death benefit payment.

(8) Maintenance of records.

The insurer must maintain records of compensation paid for each claim in which benefits are due and payable.

(9) Request for reimbursement.

If the worker submits a request for reimbursement ~~of multiple items and full reimbursement is not made~~, the insurer must ~~provide~~ respond as required under OAR 436-009-0025(1) ~~specific reasons for nonpayment or reduction of each item.~~

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

(10) Claim disposition agreements.

Any amounts due under a claim disposition agreement must be paid no later than the 14th day after the board or administrative law judge provides notice of its approval under OAR 438-009-0028, unless otherwise stated in the agreement.

(11) Claims under other jurisdictions.

When a worker has a claim under the workers' compensation law of another state, territory, province or foreign nation for the same injury or occupational disease as the claim filed in Oregon:

- (a) The worker is entitled to the full amount of compensation due under Oregon law;
- (b) The total amount paid or awarded under the other jurisdiction's law must be credited against the compensation due under Oregon law;
- (c) If Oregon compensation is more than the compensation paid or awarded under the other jurisdiction's law, or compensation paid the worker under another law is recovered from the worker, the insurer must pay any unpaid compensation to the worker up to the amount required by the claim under Oregon law;
- (d) Upon learning that the worker has a claim under the jurisdiction of another workers' compensation law, the insurer must request written documentation of the amount paid or awarded to the worker; and
- (e) Payment under this section is due within 14 days of receipt of written documentation supporting the underpayment of Oregon compensation.

Statutory authority: ORS 656.726(4)

Statutes implemented: ORS 656.126, 656.204, 656.208, 656.262(4), 656.268(10), 656.273, 656.278, 656.289, 656.307, and 656.313

Hist: Amended 11/28/16 as WCD Admin. Order 16-055, eff. 1/1/17

Amended 12/14/17 as WCD Admin. Order 17-062, eff. 1/1/18

Amended 3/13/20 as WCD Admin. Order 20-054, eff. 4/1/20

See also the *Index to Rule History*: https://wcd.oregon.gov/laws/Documents/Rule_history/436_history.pdf.

436-060-0153 Electronic Payment of Compensation**(1) General.**

~~An insurer may pay b~~Benefits may be paid through a direct deposit system, automated teller machine card or debit card, or other means of electronic transfer if the worker voluntarily consents.

- (a) Except as provided under (1)(c) of this rule, an insurer must obtain Tthe worker's consent ~~must be obtained~~ before initiating electronic payments. The consent may be written or verbal. The insurer must provide the worker a written confirmation when consent is obtained verbally.
- (b) ~~The consent may be written or verbal. The insurer must provide the worker a written confirmation when consent is obtained verbally.~~
- (c) ~~The worker may discontinue receiving electronic payments by notifying the insurer in writing.~~

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

~~(b)~~ An employer making payments under OAR 436-060-0020(1) may assume the worker consents to having benefits paid through a direct deposit system if that is the method the employer usually uses to pay the worker's wages.

(c) A self-insured employer paying benefits may assume the worker consents to having benefits paid through a direct deposit system if that is the method the employer usually uses to pay the worker's wages.

(d) The worker may discontinue receiving electronic payments by notifying the insurer or employer in writing.

(2) Cardholder agreement for ATM or debit cards.

The worker must receive a copy of the cardholder agreement outlining the terms and conditions under which an automated teller machine card or debit card has been issued before or at the time the initial electronic payment is made.

(3) Instrument of payment.

The instrument of payment must be negotiable and payable to the worker for the full amount of the benefit paid, without cost to the worker.

Statutory authority: ORS 656.726(4)

Statutes implemented: ORS 656.262(4) and 84.013

Hist: Amended 12/1/2009 as WCD Admin. Order 09-057, eff. 1/1/2010

Amended 11/28/16 as WCD Admin. Order 16-055, eff. 1/1/17

See also the *Index to Rule History*: https://wcd.oregon.gov/laws/Documents/Rule_history/436_history.pdf.

436-060-0200 Assessment of Civil Penalties

(1) Penalties for inducing failure to report claims.

The director will assess a civil penalty under ORS 656.745(1) against an employer or insurer that intentionally or repeatedly induces workers to fail to report accidental injuries, causes employees to collect accidental injury claims as off-the-job injury claims, persuades workers to accept less than the compensation due or makes it necessary for workers to resort to proceedings against the employer to secure compensation due.

~~(a) A penalty under this section will only be assessed after all litigation on the matter has become final by operation of the law.~~

~~(b)~~ For the purpose of this section:

~~(aA)~~ **"Intentionally"** means the employer or insurer acted with a conscious objective to engage in the conduct or cause any result described in this section; and

~~(bB)~~ **"Repeatedly"** means more than once in any 12-month period.

(2) Penalties for failure to comply with statutes, rules, and orders.

The director may assess a civil penalty under ORS 656.745(2) against an employer or insurer that violates ORS chapter 656, OAR chapter 436, or orders of the director regarding reports or other requirements necessary to carry out the purposes of ORS chapter 656. Except as provided in ORS 656.780, the director may assess a civil penalty against a service company

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

only for claims processing violations identified in the director's annual audits of claims processing performance. The director may assess only one penalty for each separate violation by an employer, insurer, or service company identified in an annual audit.

(3) Penalties for failure to meet time frame requirements.

The director may assess a civil penalty under ORS 656.745(2) against an employer or insurer that does not meet the time frame requirements in OAR 436-060-0010, 436-060-0011, 436-060-0017, 436-060-0018, 436-060-0030, 436-060-0060, 436-060-0140, 436-060-0147, 436-060-0155 and 436-060-0180. The director may assess a civil penalty under ORS 656.745(2) against a service company that does not meet the time frame requirements, only for violations identified in the director's annual audits of claims processing performance. The director may assess only one penalty for each separate violation by an employer, insurer, or service company identified in an annual audit.

(4) Penalties for use of sight draft to pay compensation.

The director may assess a civil penalty under ORS 656.745(2) against an insurer that willfully violates OAR 436-060-0160.

(5) Penalties for inaccurate reporting of first payment timeliness.

The director may assess a civil penalty under ORS 656.745(2) against an insurer that does not accurately report timeliness of first payment information to the division. The director may assess this civil penalty against the service company processing the insurer's claims if the violations were identified in the director's annual audits of claims processing performance. The director may assess only one penalty for each separate violation by an insurer or service company identified in an annual audit. For the purposes of this section, a violation consists of each situation in which a first payment was reported to have been made timely, but was found upon audit to have actually been late.

(6) Penalties for failure to comply with claims processing requirements.

Notwithstanding section (3) of this rule, the director may assess civil penalties under ORS 656.745(2) against an employer, insurer, or service company for each violation of the claims processing requirements of ORS chapter 656, OAR chapter 436, or orders of the director. For the purpose of this section, the statutory claims processing requirements include but are not limited to, ORS 656.202, 656.210, 656.212, 656.228, 656.234, 656.236, 656.245, 656.262, 656.263, 656.264, 656.265, 656.268, 656.273, 656.307, 656.313, 656.325, and 656.331.

(7) Penalties for misrepresentation to obtain claims records.

The director may assess a civil penalty of \$1,000 against any employer or insurer that misrepresents itself in any manner to obtain workers' compensation claims records from the director, or that uses such records in a manner contrary to these rules. In addition, the director may suspend or revoke:

- (a) An employer's or insurer's access to workers' compensation claims records for such time as the director may determine; or

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
***Proposed* CLAIMS ADMINISTRATION**

(b) Any other person's access to workers' compensation claims records if the director determines they have misrepresented themselves or used records in a manner contrary to these rules.

(8) Performance audits.

Insurers will be subject to periodic performance audits. Civil penalties may be issued for each area where the insurer's performance falls below the acceptable standards set forth in the rules and orders of the director.

(9) Considerations for assessing penalties.

In arriving at the amount of penalty under this rule, the director may consider, but is not limited to:

- (a) The ratio of the volume of violations to the volume of claims reported;
- (b) The ratio of the volume of violations to the average volume of violations for all insurers; and
- (c) Prior performance in meeting the requirements outlined in this section.

(10) Penalty to worker's attorney for failure to cooperate with insurer's investigation.

The director may assess a civil penalty not to exceed \$1,000 against a worker's attorney that is unreasonably unwilling or unavailable to participate in an insurer's interview as required by ORS 656.262(14).

Statutory authority: ORS 656.704 and 656.726(4)

Statutes implemented: ORS 656.202, 656.210, 656.212, 656.228, 656.234, 656.236, 656.245, 656.262, 656.263, 656.264, 656.265, 656.268, 656.273, 656.307, 656.313, 656.325, 656.331, 656.704, 656.726(4), and 656.745

Hist: Amended 10/12/15 as WCD Admin. Order 15-062, eff. 1/1/16

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See also the *Index to Rule History*: https://wcd.oregon.gov/laws/Documents/Rule_history/436_history.pdf.