

Workers' Compensation Modernization
Streamline Communications to Injured Workers and Employers
Stakeholder Meeting

3/8/2022

Meeting Location: Virtual

Meeting Time: 9:00am – 12:00pm

Join ZoomGov meeting: <https://www.zoomgov.com/j/1610884809?pwd=amJ0VjRZSTNnNnpBWkQyM1BRS1VSQT09>

WCD Mission: To advance a leading workers' compensation system that represents integrity and fairness for Oregonians.

Modernization Program Goal: Improve delivery of core services and provide personalized and updated services that are flexible and adaptable to changing needs and requirements.

Project Purpose: Review notices, forms, and publications required by the workers' compensation rules (OAR chapter 436) and, where possible, identify opportunities for simplification and streamlining of the wording, frequency, and timing of these documents, as well as possible related rule amendments.

Background: The Oregon workers' compensation system is complex, and workers and employers are inundated with communications from a variety of entities. There is concern that the volume of correspondence can be overwhelming for both workers and employers. We have identified 42 instances of required language in rule, seven forms, and five publications that we will evaluate based on the point in the life of the claim that this language, form, or publication is required.

Project scope: The effort to streamline communications is significant. This project is the initial step in this larger process which will likely have multiple phases moving forward, as well as additional opportunities for stakeholders to provide feedback during the process.

Agenda on next page

Time	Task/ Action	Owner	Purpose
9:00am – 9:15am	Intro	Heather	Introduction/Project background/ meeting purpose /team introductions
9:15am – 9:20am	Scope/Constraints	Heather	Provide clarification of this initial effort and limitations
9:20am – 9:25am	Meeting Schedule/Topics	Fred	Understanding the approach
9:25am – 9:55 am	Claim Initiation; Accept/Deny; Reclassification	Fred	Discussion
9:55am – 10:25am	Suspensions	Fred	Discussion
10:25am – 10:40am	Medical	Fred	Discussion
10:40am – 11:10am	Return to Work Programs	Fred	Discussion
11:10am – 11:40 am	Claim Closure; Reconsideration	Fred	Discussion
11:40am – 12:00 pm	Additional feedback; Questions; Next steps	Heather	