



**Oregon Workers' Compensation Division  
Appellate Review Unit  
Covid-19 Questions and Answers**

**Q:** Is the Appellate Review Unit (ARU) still processing appeals of Notices of Closure?

**A:** Yes. The Workers' Compensation Division (WCD) and ARU are fully operational and processing issues, including appeals (reconsiderations) of Notices of Closure.

**Q:** Why is ARU still scheduling medical arbiter examinations?

**A:** The law entitles workers to appeal their claim closure within 60 days of the Notice of Closure and to request an arbiter exam. ARU is required by law to process this request.

**Q:** Why can't ARU postpone my medical arbiter examination until after the pandemic?

**A:** ARU does not have authority to waive the Oregon laws for completion of the reconsideration review within the prescribed time frames.

**Q:** Are clinics and doctors participating in medical arbiter examinations for reconsideration proceedings?

**A:** Many of the arbiter doctors and facilities are continuing to offer in-person examinations.

**Q:** What measures are doctors and facilities taking to limit exposure to Covid-19?

**A:** The examining doctors and facilities are following safety guidelines from the [Centers for Disease Control](#) and the [Oregon Health Authority](#) as directed by the governor.

Each doctor and clinic may set requirements for attending examinations, including observation of social distancing guidelines. Some facilities are scheduling appointments, so that only one patient is in the waiting room at a time. Others are requesting that workers wear their own protective face covering in the clinic and during the examination. You should check with the doctor's office or facility before the examination to confirm these requests. If you still have questions, contact the ARU resource noted in your Arbiter Exam Notice.

**Q:** What happens if I cannot attend an arbiter appointment because I have Covid-19, have Covid-19 symptoms, have been exposed to someone with Covid-19, or I am quarantined or self-quarantined due to Covid-19?

**A:** You should contact ARU at 503-947-7816 as soon as possible and *before* your scheduled examination to discuss your situation. If all parties consent, ARU may defer the reconsideration proceedings and the arbiter examination in limited circumstances. The ARU reviewer will contact the parties to see if they agree to postpone the process. We will notify you of the decision.

**Q:** What if I am not sick, but I do not attend the arbiter examination due to Covid-19 concerns?

**A:** If you communicate this to ARU at 503-947-7816, 48 hours before the medical arbiter examination, ARU will not suspend your benefits and will reschedule the examination, if the statutory time frame allows. ARU is already scheduling the examinations as close as possible to the order due date. If we cannot reschedule your arbiter exam, ARU will proceed with a medical arbiter record review.

Updated April 30, 2020