

# Office of Workers' Compensation Ombudsman

## WHAT IS THE OFFICE OF WORKERS' COMPENSATION OMBUDSMAN?

The Office of Workers' Compensation Ombudsman provides information and assistance to employees and small businesses who need help understanding and navigating the workers' compensation system.

The ombudsman assists injured workers and small businesses to help resolve problems they encounter during the course of a workers' compensation claim.

In addition to the assistance it provides, the Office of Workers' Compensation Ombudsman also recommends statute or rule changes to improve the effectiveness of the workers' compensation system.

The ombudsman is a separate office within the Minnesota Department of Labor and Industry.



## NEED ASSISTANCE?

To request assistance, contact Pam Carlson at 651-284-5013, 800-342-5354 or [dli.ombudsman@state.mn.us](mailto:dli.ombudsman@state.mn.us).

## WHAT ISSUES CAN THE OMBUDSMAN HELP WITH?

*For injured workers, the ombudsman can help resolve issues such as:*

- a denial of an injury claim;
- disputes about medical treatment or vocational services; and
- disputes about payment of disability benefits or dependency benefits.

*For small businesses, the ombudsman can provide information about:*

- when workers' compensation insurance coverage is required;
- who must be covered and who may be included or excluded; and
- what to do when an employee is injured on the job.

## WHAT SERVICES DOES THE OMBUDSMAN PROVIDE TO INJURED WORKERS?

The ombudsman may be able to assist an injured worker by:

- providing information to help them understand their rights and obligations under workers' compensation law;
- contacting claims adjusters, health care providers and other parties to help resolve a dispute;
- assisting a person to prepare for settlement negotiations or mediation; and
- making appropriate referrals to other agencies or entities when an injured worker's needs require another resource to help them.

