

General contact information

Area	Contact
Rehabilitation policy specialist	Mike Hill – mike.hill@state.mn.us , 651-284-5153
Hotline, customer assistance	St. Paul or Duluth – dli.workcomp@state.mn.us , 800-342-5354
Training presentations and materials for QRCs and job search vendors	Visit www.dli.mn.gov and search for “training materials”
DLI Compliance, Records and Training supervisors	Ralph Hapness – ralph.hapness@state.mn.us , 651-284-5226 Melissa Parish – melissa.parish@state.mn.us , 651-284-5431
Help with R-form submissions	Cheryl Scherbel – cheryl.scherbel@state.mn.us , 651-284-5135 Karen Ryba – karen.ryba@state.mn.us , 651-284-5425
ADR mediator – Duluth	Ken Kimber – kenneth.kimber@state.mn.us , 218-733-7816
Ombudsman	Pam Carlson – dli.ombudsman@state.mn.us , 651-284-5478
Health care provider complaints	Ann Tart – ann.tart@state.mn.us , 651-284-5376
Spanish-speaking mediator	Chris Raymond – christopher.c.raymond@state.mn.us , 651-284-5485
Rehabilitation registration specialist (and late R-form penalty letters)	JoAnn Jacobson – rehabregistrationspecialist@state.mn.us , 651-284-5459
Alternative Dispute Resolution (ADR) for conferences – medical/rehabilitation and mediation	St. Paul – 651-284-5032 (fax to 651-284-5727) Duluth – 218-733-7810 (fax to 218-723-2362)
Vocational Rehabilitation unit (VRU)	VRU is DLI’s QRC firm. You may refer files that have a primary denial of liability or a further denial of liability and the claim is being litigated. – 651-284-5038, 888-772-5500 (fax to 651-284-5734)