

## General contact information and resources

### Contacts

Position	Description	Contact information
<b>Rehabilitation policy specialist</b> – Jordan Trumbo, MS, CRC	Functions as subject matter expert on rules and practices around rehabilitation services, manages complaints, assists with training and heads the Rehabilitation Review Panel	Phone: 651-284-5357 Email: <a href="mailto:jordan.trumbo@state.mn.us">jordan.trumbo@state.mn.us</a> Other: Can also be contacted via the help desk (see below)
<b>Rehabilitation registration specialist</b> – Tracey Haskin	Manages QRC and placement vendor registration with DLI, handles missing and late R-form penalty letters and assists with training	Phone: 651-284-5370 Email: <a href="mailto:tracey.haskin@state.mn.us">tracey.haskin@state.mn.us</a> Other: Can also be contacted via the help desk (see below)
<b>DLI Workers' Compensation Help Desk</b>	Customer assistance for all questions related to Work Comp Campus issues or rehabilitation policy questions	Phone: 651-284-5005 (press 3) or 800-342-5354 (press 3) Email: <a href="mailto:helpdesk.dli@state.mn.us">helpdesk.dli@state.mn.us</a> Webpage: <a href="http://dli.mn.gov/business/workers-compensation/workers-compensation-help-desk">dli.mn.gov/business/workers-compensation/workers-compensation-help-desk</a>
<b>Compliance, Records and Training (CRT) unit supervisors</b> – Joe Lolich – Denise Holmes – April DelCastillo	Manages different aspects of CRT, including insurer penalties, insurer form submissions, rehabilitation services, general research, documents and claim shells	<b>Joe Lolich</b> Phone: 651-284-5226 Email: <a href="mailto:joe.lolich@state.mn.us">joe.lolich@state.mn.us</a> <b>Denise Holmes</b> Phone: 651-284-5251 Email: <a href="mailto:denise.holmes@state.mn.us">denise.holmes@state.mn.us</a> <b>April DelCastillo</b> Phone: 651-284-5299 Email: <a href="mailto:april.delcastillo@state.mn.us">april.delcastillo@state.mn.us</a>
<b>Health care provider concerns, complaints</b> – Sharon Benkufsky	Manages concerns regarding charging injured workers for treatment, charging QRCs to attend appointments, etc.	Phone: 651-284-5138 Email: <a href="mailto:sharon.benkufsky@state.mn.us">sharon.benkufsky@state.mn.us</a>
<b>Alternative Dispute Resolution (ADR) unit</b>	Assists with administrative conferences for rehabilitation issues, medical, nonpayment of invoices or benefits, and mediation	<b>St. Paul office</b> Phone: 651-284-5032 or 800-342-5354 <b>Chris Raymond</b> (Spanish-speaking mediator) Phone: 651-478-8811 Email: <a href="mailto:christopher.c.raymond@state.mn.us">christopher.c.raymond@state.mn.us</a> <b>Duluth office</b> Phone: 218-733-7810 or 800-342-5354

Position	Description	Contact information
		<b>Steve Moe</b> (Duluth mediator) Phone: 218-733-7802 Email: <a href="mailto:steven.t.moe@state.mn.us">steven.t.moe@state.mn.us</a>
<b>Office of Workers' Compensation Ombudsman</b>	Assists injured workers and small businesses to resolve problems in the system	Phone: 651-284-5478 Email: <a href="mailto:dli.ombudsman@state.mn.us">dli.ombudsman@state.mn.us</a> Webpage: <a href="http://dli.mn.gov/business/workers-compensation/work-comp-ombudsman">dli.mn.gov/business/workers-compensation/work-comp-ombudsman</a>
<b>Vocational Rehabilitation unit (VRU) – DLI's QRC firm</b>	Receives referrals of litigated files due to primary or further denial of liability for rehabilitation and placement	Phone: 651-284-5038 or 888-772-5500 Webpage: <a href="http://dli.mn.gov/business/workers-compensation/work-comp-dlis-vocational-rehabilitation-unit-vru">dli.mn.gov/business/workers-compensation/work-comp-dlis-vocational-rehabilitation-unit-vru</a>

## Resources

Resource	Description	Associated link
<b>Rehabilitation provider training</b>	Houses updates about training, presentations and materials to enhance skills	<a href="http://dli.mn.gov/business/workers-compensation/wc-training-rehabilitation-providers">dli.mn.gov/business/workers-compensation/wc-training-rehabilitation-providers</a>
<b>Penalty Request form</b>	Form to request penalties for failure to pay or denial of rehabilitation invoices	<a href="http://dli.mn.gov/sites/default/files/pdf/penalty_request_rehab_invoice.pdf">dli.mn.gov/sites/default/files/pdf/penalty_request_rehab_invoice.pdf</a>