



# Services and functions of the Workers' Compensation Division

Presentation to the Workers' Compensation Advisory Council

Oct. 9, 2024

# Workers' Compensation Division

- Workers' compensation is a no-fault system designed to provide benefits — including compensation for wage loss and permanent impairment, necessary medical treatment and vocational rehabilitation services — to employees who are injured as a result of their employment activities.
- The Workers' Compensation Division oversees and administers the workers' compensation system in Minnesota. It strives to create an environment where injured workers promptly receive benefits and services and where the system operates efficiently and effectively.

# Workers' Compensation Division units

The Workers' Compensation Division consists of six distinct areas:

- Alternative Dispute Resolution (ADR)
- Business Technology Office (BTO)
- Compliance, Records and Training (CRT)
- Office of Workers' Compensation Ombudsman
- Special Compensation Fund (SCF)
- Vocational Rehabilitation unit (VRU)

# Alternative Dispute Resolution

## **ADR supports parties to workers' compensation claims to resolve disputes quickly and cooperatively by:**

- Responding to telephone calls, in-person visits and written requests
- Identifying disputes that can be resolved quickly through discussion with the parties
- Conducting administrative conferences and issuing prompt written decisions
- Helping parties attempt to settle claims and disputes through voluntary mediation

## **BTO supports the Work Comp Campus technology platform's users and stakeholders by:**

- Responding to requests for assistance submitted through the help desk and electronic data interchange (EDI) teams
- Researching user experience
- Providing resource materials and training for Campus, and its processes and standards
- Seeking ongoing input and feedback to inform system improvements

# Compliance, Records and Training

**CRT ensures compliance of insurers, self-insured employers, qualified rehabilitation consultants (QRCs) and health care providers with Minnesota laws governing workers' compensation by:**

- Auditing workers' compensation files to determine if benefits due to the injured worker have been paid timely and accurately
- Investigating complaints involving insurers, self-insured employers, health care providers and QRCs
- Overseeing registration of QRCs and QRC firms
- Providing formal and informal training for insurers, QRCs and medical providers
- Providing professional and administrative support for stakeholder advisory groups
- Assessing penalties for noncompliance with workers' compensation laws

# Office of Workers' Compensation Ombudsman

**The Office of Workers' Compensation Ombudsman supports injured workers and small businesses that are having difficulty navigating the workers' compensation system by:**

- Providing information about workers' compensation benefits and reporting injuries
- Assisting injured workers if their claims are denied or if medical treatment or vocational rehabilitation assistance is being disputed
- Providing information to small businesses about coverage requirements

Pam Carlson can be contacted at 612-284-5013 or at [dli.ombudsman@state.mn.us](mailto:dli.ombudsman@state.mn.us).

# Special Compensation Fund

## SCF supports Minnesota's injured workers, their families, insurers and employers by:

- Enforcing the requirement that employers conducting business in Minnesota have workers' compensation coverage if they have employees and verifying insurance coverage of employers by date
- Authorizing medical treatment and paying wage-loss benefits to employees injured while working for an uninsured employer
- Managing second-injury and supplementary benefit reimbursement programs for eligible insurers and self-insured employers
- Co-administering the assessment program with the Department of Labor and Industry's Financial Services unit



# Vocational Rehabilitation unit

**VRU supports injured workers whose claims are accepted or denied and in litigation to return to suitable, gainful employment by:**

- Developing individualized rehabilitation plans that might include --
  - Assistance in returning to work with the date of injury employer
  - Job-seeking-skills training and job placement support to find new employment
  - Vocational counseling and career exploration
- Meeting injured workers in or near the communities in which they reside

# Workers' Compensation Division contacts

- **Alternative Dispute Resolution: 651-284-5032**
- **Business Technology Office:**
  - Help desk -- [helpdesk.dli@state.mn.us](mailto:helpdesk.dli@state.mn.us) or 651-284-5005 (press 3)
  - EDI Team -- [dli.edi@state.mn.us](mailto:dli.edi@state.mn.us)
- **Compliance, Records and Training: [penalty.crt.dli@state.mn.us](mailto:penalty.crt.dli@state.mn.us) or 651-284-5226**
- **Office of Workers' Compensation Ombudsman: 651-284-5013**
- **Special Compensation Fund: 651-284-5045**
  - Insurance verification: 651-284-5170
- **Vocational Rehabilitation unit: 651-284-5038**

**Thank you**