

§276.2. The Mission of the Office of Injured Employee Counsel.

(a) The Office of Injured Employee Counsel (OIEC) is a state agency with a mission:

- (1) to educate and assist injured employees and advocate for them as a class in order to protect the rights of all injured employees in Texas; and
- (2) to provide quality services and assistance to guide injured employees through the workers' compensation system.

(b) OIEC offers injured employees educational materials, assistance in the workers' compensation administrative dispute resolution process, customer service, and provides referrals to appropriate local, state, and federal agencies. On behalf of the injured employees of Texas, OIEC shall:

- (1) provide assistance to injured employees in the workers' compensation system;
- (2) act as an advocate on behalf of injured employees as a class in the Texas Department of Insurance and the Division of Workers' Compensation rulemaking processes;
- (3) assist injured employees with contacting appropriate licensing boards to file complaints;
- (4) assist injured employees with referrals to local, state, and federal financial assistance, rehabilitation, work placement programs, and other appropriate social services;
- (5) monitor the performance and operation of the workers' compensation system with a focus on the system's effect on the return to work of injured employees;
- (6) assist injured employees, through the ombudsman program, with:
 - (A) the workers' compensation administrative dispute resolution system; and
 - (B) the resolution of complaints pending at the Texas Department of Insurance.

The provisions of §276.2. are adopted to be effective December 20, 2006, 31 TexReg 8616.