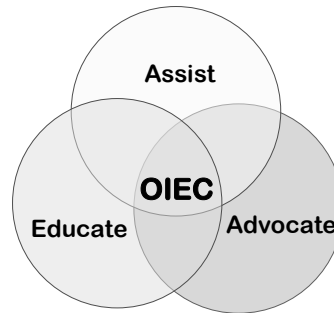


The Office of Injured Employee Counsel (OIEC) is a state agency that is responsible for assisting injured employees with their claim in the workers' compensation system.

As an injured employee in Texas, you have the right to free assistance from OIEC.



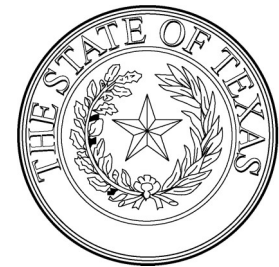
**Office of Injured Employee Counsel**

7551 Metro Center Drive  
Suite 100, MS-50  
Austin, TX 78744-1609

**1-866-EZE-OIEC**  
(1-866-393-6432)

The statutory authority for the Office of Injured Employee Counsel is found in the Texas Labor Code, Chapter 404.

About the  
**Office of Injured Employee Counsel**



**Help for  
Injured Employees  
in the  
Texas Workers'  
Compensation System**

It is the Office of Injured Employee Counsel's mission to provide quality services and assistance to guide injured employees through the Texas workers' compensation system.

## **OIEC CAN HELP YOU**

OIEC was created to help injured employees and is here to:

### **ASSIST**

- OIEC can provide an Ombudsman once a proceeding has been scheduled to assist the unrepresented injured employee throughout the dispute process.

### **EDUCATE**

- OIEC can answer questions that injured employees have regarding the workers' compensation system.
- OIEC can provide referrals to other local, state and federal agencies, including the Department of Assistive & Rehabilitative Services (DARS), as appropriate.
- If injured employees have complaints regarding health care providers, OIEC can assist in referring those complaints to the appropriate entities and licensing boards.



### **ADVOCATE**

- OIEC will identify issues affecting injured employees and address those issues in the legislative and rulemaking processes and through the simplification of procedures and forms.
- OIEC will also monitor the performance of the workers' compensation system, with a focus on return to work of injured employees.

## **WHAT IS AN OMBUDSMAN?**

An **Ombudsman** is an employee of OIEC who can assist you if you have a dispute with your employer's insurance carrier. An Ombudsman's assistance is free of charge. Each Ombudsman has a workers' compensation adjuster's license and has completed a comprehensive training program designed specifically to assist you with your dispute.

If you have a proceeding scheduled before the Texas Department of Insurance, Division of Workers' Compensation, an Ombudsman can:

- Help you prepare for the proceeding (Benefit Review Conference and/or Contested Case Hearing);
- Attend the proceeding with you and communicate on your behalf; and
- Assist you with your appeal and answer insurance carrier appeals.

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**Ombudsman assistance is provided to unrepresented injured employees free of charge.**

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