



(CompMinute provides a briefing to Texas workers' compensation system participants on new initiatives underway at the Texas Department of Insurance, Division of Workers' Compensation).

INJURED EMPLOYEES HAVE SINGLE POINT OF CONTACT FOR CLAIMS ADMINISTRATION ISSUES

(March 15, 2007) -- The Texas Department of Insurance, Division of Workers' Compensation (Division) has implemented a new approach to customer service for injured employees. Those employees seeking claims administration or pre-dispute resolution assistance are now being assigned to a Claims Services Officer (CSO) who will serve as their single point-of-contact with the Division.

In the past, several Division staff frequently provided claims administration or pre-dispute resolution assistance to the same injured employee. The former procedure raised concerns that employees were not receiving consistent, accurate information about their claim. Also, the Legislature directed the Division to establish a single point of contact for injured employees under the 2005 reforms of the workers' compensation system.

Under the Division's new approach, injured employees with claims issues will be assigned to a CSO after their initial contact requesting customer service. The assignment is based on the injured employee's workers' compensation claim number. The CSO's goal is to eliminate misunderstandings by the injured employee and other parties to the claim. The CSO also will aim to reduce the need for formal mediation or dispute resolution services to resolve the claims issues.

"The Division is continuously looking for new ways to enhance the quality of services it provides to injured employees," said Brent Hatch, Deputy Commissioner for Field Services for the Division.

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<http://www.tdi.state.tx.us/wc/information/publicinformation.html> .

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