



## Today's Discussion

- Purpose and Duties
- Frequently Asked Questions (FAQ)
- Complaint/Inquiry Process

# Purpose and Duties

- Legislature established the Office of the Ombuds for Self-Insured Injured Workers in 2007
- Mission – Advocate for injured workers
  - Inform injured workers and representatives about industrial insurance
  - Investigate and resolve complaints
  - Identify self-insurance program deficiencies
  - Recommend policy solutions

# Purpose and Duties

- Maintain confidential records and toll-free hotline
- Submit annual report to the governor
  - Summary of activities and findings
  - Recommend policy and process improvements
- Community Outreach
  - Conferences, committees and training

# Top Issues and FAQs

- Benefit Delays
  - Time loss benefits
  - Medical treatment authorization (surgery, MRIs)
  - Medical bill payment
- Claim Status (denial, allowance, closure, reopening)
- Independent Medical Exams

# Investigation Process

- We will review inquiry and determine if additional information is necessary
  - You will be asked to sign authorization form
- We may contact your healthcare provider, employer or TPA to resolve issue
- You will be involved in the process
- Cannot provide legal advice, but will provide attorney resources

# How to File a Complaint or Inquiry

- Contact us by phone, email or fax
  - Hotline: 888-317-0493
  - [SIOmbuds@Ini.wa.gov](mailto:SIOmbuds@Ini.wa.gov)
- If filing by mail or leave a message
  - Include name, claim number, phone number and a brief explanation of issue
- Union representative may make initial contact

# Ombuds Office Contact Info

- Donna Egeland, Ombuds 360-902-4818
- Latausha Carlyle, Outreach Liaison 360-902-4392
  
- Hotline: 888-317-0493
- Fax: 360-902-5650
- Email: [SIOMbuds@Ini.wa.gov](mailto:SIOMbuds@Ini.wa.gov)
- Website: [ombuds.selfinsured.wa.gov](http://ombuds.selfinsured.wa.gov)

# Questions

