

Do you have questions about your workers' compensation claim, but you are not sure where to turn for help? The Office of Injured Employee Counsel (OIEC) is here to help you; its employees will work **with you and for you.**

Their expertise and guidance will provide you with the answers you need from the time you are injured throughout your workers' compensation claim.

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

www.oiec.texas.gov
OIECInbox@oiec.texas.gov

Office of Injured Employee Counsel Central Office
7551 Metro Center Drive, Suite 100, MS-50
Austin, TX 78744-1609

Local field offices exist throughout the State of Texas and are staffed to assist you.



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

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Customer Service and Ombudsman Programs



Office of Injured Employee Counsel:
We're Here to Help



OIEC is the state agency responsible for educating, advocating, and assisting injured employees, at no charge, with their claims in the Texas workers' compensation system. Upon request, a Customer Service Representative or Ombudsman will be assigned to personally help you with your claim. They work on your behalf and in your best interest. Each employee has completed a comprehensive training program specifically designed to give them the knowledge and experience to assist you.

CUSTOMER SERVICE REPRESENTATIVES

The first time you contact OIEC, you will most likely speak with a Customer Service Representative. They are dedicated to help you with any questions you may have about your workers' compensation claim and provide early intervention to try to resolve a dispute before a proceeding is set.

Customer Service Representatives can:

- Answer questions about your workers' compensation claim;
- Assist you with completing various claim forms;
- Explain options for early return to work;



- Refer you to local, state, and federal agencies that may be able to provide rehabilitation and social services; and
- Identify and attempt to resolve problems with your claim.

If there is an issue in your claim that needs additional attention, you will be assigned an Ombudsman who will personally assist you with attempting to resolve your disputed issues.

OMBUDSMEN

Sometimes even in the best of circumstances disputes come up in a workers' compensation claim that cannot be easily resolved. If early intervention is not successful, your dispute moves into the "case development" stage. Case development, conducted by an Ombudsman, is a more in-depth and complex attempt to resolve the dispute.

Ombudsmen can:

- Communicate with your employer, insurance carrier, and doctor;
- Gather information and documentation to try to resolve the dispute in your claim;
- Provide you with information that may help you make decisions;



- Give you information about the Texas Department of Insurance, Division of Workers' Compensation (TDI-DWC) hearings process; and
- Prepare you for hearings and attend them with you.

If you would like assistance, you will be asked to complete a Form OMB-02, *Office of Injured Employee Counsel Assistance Request*, which details the services the agency provides. This form also authorizes Customer Service Representatives and Ombudsmen to access your workers' compensation claim information so they can provide effective assistance. OIEC will protect this information and maintain confidentiality according to the law.

CONTACT US

To contact Customer Service or your assigned Ombudsman, you can call 1-866-EZE-OIEC (1-866-393-6432) or visit the local workers' compensation field office handling your claim. OIEC local field offices are co-located with TDI-DWC.



There is no cost for assistance from the Office of Injured Employee Counsel.