# TEXAS WORKERS' COMPENSATION
# DISPUTE RESOLUTION PROCESS

01

## Contacting OIEC

If an injured employee has a question or dispute regarding their workers' compensation claim, they are referred to the Office of Injured Employee Counsel (OIEC). The injured employee's first contact with OIEC will be with a customer support specialist, who will help answer questions and educate the injured employee about their workers' compensation rights and responsibilities. They can also conduct informal dispute resolution and also make referrals to other local state and federal agencies.

02

## Early Intervention

If the dispute is not resolved during informal dispute resolution, the injured employee will be referred to an OIEC ombudsman, who is a licensed adjuster and trained in workers' compensation.

03

## Benefit Review Conference (BRC)

The ombudsman may request a benefit review conference (BRC) for the injured employee. Before a BRC, the ombudsman assists the injured employee by working closely with them to ensure they have all the necessary documents and information relevant to the dispute. The ombudsman assist in presenting the injured employee's position and participates in the informal mediation.

04

## Contested Case Hearing (CCH)

If a dispute remains unresolved, a contested case hearing (CCH) may be held. The assigned OIEC ombudsman helps the injured employee by preparing their case and assisting them in the hearing. An administrative law judge issues a written decision within ten days of the hearing.

05

## Appeals Panel

Either side can file a written appeal of the official decision from the contested case hearing (CCH). An OIEC ombudsman can help the injured employee file or respond to an appeal by requesting a review by the appeals panel. This is the last step in the dispute resolution process in which OIEC may participate.

06

## Judicial Review

Judicial Review is the final step in the dispute resolution process. OIEC cannot assist at this level because it is statutorily prohibited from assisting at this point. The court's decision takes into account the appeals panel's decision on each disputed issue. The Judicial Review decision is considered final, pending an appeal.

* Each claim is unique and may not require participation in all the steps.


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**Office of Injured Employee Counsel**


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