

### What is the Ombuds Office?

The Ombuds Office is an independent and confidential resource for injured workers, employers, representatives and medical providers who are having difficulty navigating the BWC or IC. We can answer general questions, connect you with appropriate contacts and assist in resolving complaints when you have been unsuccessful resolving your issue with the BWC or IC.

### How can the Ombuds Office help me?

If you don't understand or are not satisfied after working with the BWC and/or IC, our office can work with you to answer your questions or resolve your complaint.

We will:

- Listen to you and answer your questions about your claim and/or policy;
- Identify resources or contacts for you within BWC and/or IC;
- Investigate your complaint and work with you to identify options to resolve it;
- Serve as a neutral party to solve problems and resolve conflict. The Ombuds Office does not take sides, but works to achieve fair outcomes.

### What can't the Ombuds Office do for me?

We can't represent an injured worker or an employer in court or at an IC hearing. Additionally, we can't provide legal advice and we will not provide an opinion about a BWC or IC order.

When should I contact the Ombuds Office?

Contact us when you have exhausted all other resources or you need more information and you don't know where to turn. You may also contact us if you are not satisfied with BWC or IC services or you have an emergency that requires immediate action. When you call, please have your BWC claim/policy number or your social security number available.

### What do I do now?

First, try to resolve your issue with BWC by calling 1-800-644-6292 or through the BWC website, [www.bwc.ohio.gov](http://www.bwc.ohio.gov). You may also resolve your complaint with the IC by calling 1-800-521-2691 or by logging on to [www.ic.ohio.gov](http://www.ic.ohio.gov).

If your problem is still unresolved, call the Ombuds Office at 1-800-335-0996.

The Ombuds Office is an independent service of Ohio's workers' compensation system.

We can help solve workers' compensation problems and answer questions for injured workers, employers, their representatives and medical providers. We look forward to helping you resolve your workers' compensation issues.

### For more information

Phone: 1-800-335-0996

Fax: 1-877-321-9481

Email: [ombudsperson@ombuds.ohio.gov](mailto:ombudsperson@ombuds.ohio.gov)

Ombuds Office

30 W. Spring St., Level 1

Columbus, OH 43215-2256

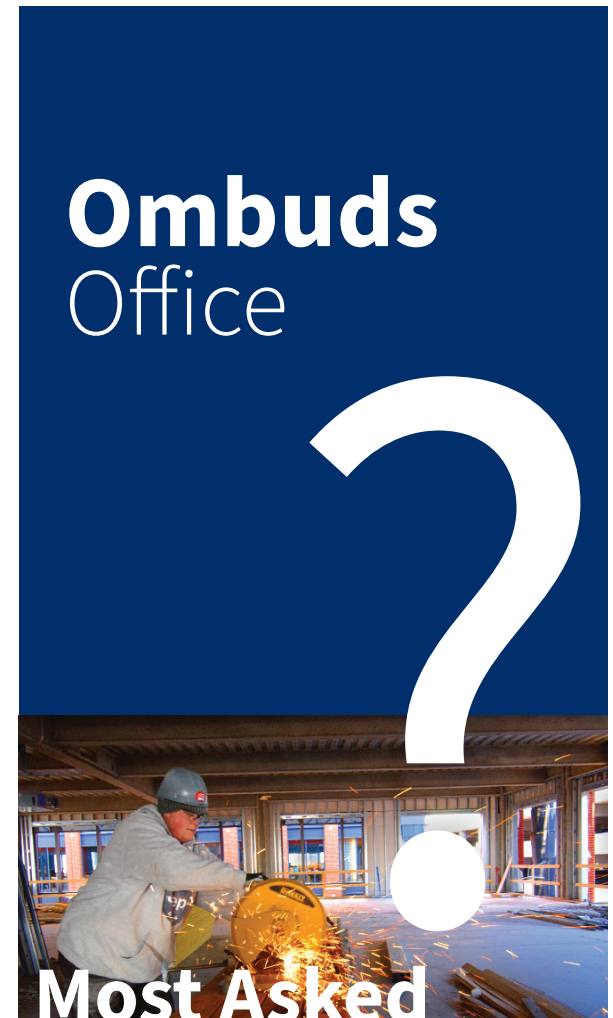
**1-800-335-0996**

**Erica Stilson**  
*Ombudsperson*



## Ombuds Office

An Independent Service of Ohio's  
Workers' Compensation System



## Most Asked Questions

The Ombuds Office is an independent problem-solving service of Ohio's workers' compensation system.

# Most Asked Questions



**Injured workers** ask these and many more questions.

I tried to solve my workers' compensation problems working with the Industrial Commission of Ohio (IC) and the Ohio Bureau of Workers' Compensation (BWC). How can the Ombuds Office help me?

Below are common questions the Ombuds Office may help you answer.

- Why was my claim denied?
- What do I do if I don't like a BWC or IC decision?
- Why is my claim going to a hearing?
- What will happen at my hearing?
- How do I file for compensation?
- Why haven't I received my compensation?
- Can you help with my home foreclosure or utilities disconnect notice?
- Why was my medical treatment denied?
- Why aren't my medical bills paid?
- Why was my payment amount less than usual?

**Employers** ask these and many more questions.

I was unsuccessful in solving my workers' compensation problems with the IC and BWC. How can the Ombuds Office help me?

Below are common questions the Ombuds Office may help you answer.

- I canceled coverage, so why am I still being billed?
- How do I make payments online?
- What can I do if I can't afford to pay my premium?
- I received money from BWC. What is this money for?
- How can I dispute BWC's fines and penalties?
- Why is this claim assigned to my policy when the worker isn't my employee?
- How can I appeal a decision from BWC, the IC or a managed care organization (MCO)?
- I paid my premium. Why can't I have coverage?

**Medical providers** ask these and many more questions.

I already tried to solve my workers' compensation problems working with the IC, BWC and the MCO. How can the Ombuds Office help me?

Below are common questions the Ombuds Office may help you answer.

- Why were bills our office submitted denied payment?
- Why didn't I get a response to my Physician's Request for Medical Service or Recommendation of Additional Conditions for Industrial Injury or Occupational Disease (C-9)?
- Why was treatment denied?
- Why hasn't my application through Alternative Dispute Resolution been heard?
- Why is my prescription not being honored at the pharmacy?
- How do I request additional allowed conditions?
- How can I become a BWC-certified provider?

# Ombuds Office 1-800-335-0996