

General contact information

Area	Contact
Rehabilitation policy specialist – rules, practice, complaints, training, Rehabilitation Review Panel	Mike Hill – mike.hill@state.mn.us , 651-284-5153
Rehabilitation registration specialist – QRC and placement vendor registration with DLI, missing or late R-form penalty letters	JoAnn Jacobson – joann.early@state.mn.us , 651-284-5459
DLI help desk – customer assistance for all questions	helpdesk.dli@state.mn.us or 651-284-5005 (press option 3)
Rehabilitation provider training – dates, presentations and materials to enhance skills	Visit dli.mn.gov/business/workers-compensation/wc-training-rehabilitation-providers
DLI Compliance, Records and Training supervisors – insurer penalties, insurer form submissions, rehabilitation, general research and documents	Ralph Hapness – ralph.hapness@state.mn.us , 651-284-5226 Melissa Parish – melissa.parish@state.mn.us , 651-284-5431 Karen Ryba – karen.ryba@state.mn.us , 651-284-5425
Complaints about health care providers – charging injured workers for treatment and charging QRCs to attend medical appointments	Ann Tart – ann.tart@state.mn.us , 651-284-5376
DLI Alternative Disput Resolution – requests for administrative conference for rehabilitation issues, medical, nonpayment and mediation	St. Paul office – 651-284-5032 or 800-342-5354 Duluth office – 218-733-7810 or 800-342-5354 Steve Moe – steven.t.moe@state.mn.us or 218-733-7802
DLI Office of Workers' Compensation Ombudsman – assists injured workers and small businesses to resolve problems in the system	Pam Carlson – dli.ombudsman@state.mn.us , 651-284-5478
DLI Vocational Rehabilitation (DLI's QRC firm) – referral of litigated files due to primary or further denial of liability for rehabilitation and placement	651-284-5038, 888-772-5500 (fax 651-284-5734)

