

## What is the Office of Workers' Compensation Ombudsman?

The Office of Workers' Compensation Ombudsman provides advice and assistance to employees and small businesses who need help understanding and navigating the workers' compensation system.

The Ombudsman assists injured workers and small businesses to help resolve problems they encounter during the course of a workers' compensation claim.

In addition to the assistance it provides, the Office of Workers' Compensation Ombudsman also recommends statute or rule changes to improve the effectiveness of the workers' compensation system.

The Ombudsman is a separate office within the Minnesota Department of Labor and Industry.



## What issues can the Ombudsman help with?

***For injured workers, the Ombudsman can help resolve issues such as:***

- a denial of injury claim;
- disputes about medical treatment or vocational services; and
- disputes about payment of disability benefits or dependency benefits.

***For small businesses, the Ombudsman can provide information about:***

- when workers' compensation insurance coverage is required;
- who must be covered and who may be included or excluded; and
- what to do when an employee is injured while on the job.

## What services does the Ombudsman provide to injured workers?

***The Ombudsman may be able to assist an injured worker by:***

- providing advice and information to help them understand their rights and obligations under the workers' compensation law;
- contacting claims adjusters, health care providers and other parties to help resolve a dispute;
- assisting a person to prepare for settlement negotiations or mediation; and
- making appropriate referrals to other agencies or entities when an injured worker's needs require another resource to help them.



## How to get help

To request assistance from the Office of Workers' Compensation Ombudsman:

- **call** ..... (651) 284-5013
- **toll-free** ..... 1-800-342-5354
- **email** ..... [dli.ombudsman@state.mn.us](mailto:dli.ombudsman@state.mn.us)

## More information

Learn more about the Office of Workers' Compensation Ombudsman online at:

- [www.dli.mn.gov/WC/Ombudsman.asp](http://www.dli.mn.gov/WC/Ombudsman.asp)

 MINNESOTA DEPARTMENT OF  
**LABOR & INDUSTRY**  
WORKERS' COMPENSATION DIVISION  
OFFICE OF WORKERS' COMPENSATION OMBUDSMAN  
443 LAFAYETTE ROAD N., ST. PAUL, MN 55155

Version 0914

*The purpose of the Ombudsman is to inform, assist and empower injured workers and small businesses who are having difficulty navigating the workers' compensation system, to help them resolve problems they encounter in the system.*



This material can be made available in alternative formats, such as large print, Braille or audio by calling (651) 284-5013 or 1-800-342-5354.

# OFFICE OF WORKERS' COMPENSATION OMBUDSMAN



 MINNESOTA DEPARTMENT OF  
**LABOR & INDUSTRY**