

General contact information

<p>Rehabilitation policy specialist – rules, practice, complaints, training, rehabilitation review panel</p>	<p>Mike Hill – mike.hill@state.mn.us, 651-284-5153</p>
<p>Rehabilitation registration specialist – QRC or placement vendor registration with DLI, missing or late R-form penalty letters</p>	<p>Tracey Haskin – tracey.haskin@state.mn.us, 651-284-5370</p>
<p>DLI help desk – customer assistance for all questions</p>	<p>helpdesk.dli@state.mn.us or 651-284-5005 (press 3)</p>
<p>Rehabilitation provider training – updates, presentations and materials to enhance skills</p>	<p>dli.mn.gov/business/workers-compensation/wc-training-rehabilitation-providers</p>
<p>Compliance, Records and Training supervisors</p> <p>Insurer penalties</p> <p>Insurer form submissions, rehabilitation</p> <p>General research, documents, claim shells</p>	<p>Ralph Hapness – ralph.hapness@state.mn.us, 651-284-5226</p> <p>Denise Holmes – denise.holmes@state.mn.us, 651-284-5251</p> <p>April DelCastillo – april.delcastillo@state.mn.us, 651-284-5299</p>
<p>Complaints about health care providers – charging injured workers for treatment, charging QRCs to attend medical appointments</p>	<p>Sharon Benkufsky – sharon.benkufsky@state.mn.us, 651-284-5138</p>
<p>Alternative Dispute Resolution – to request administrative conference for rehabilitation issues, medical, non-payment of invoices or benefits and mediation</p> <p>St. Paul Office</p> <p>Spanish-speaking mediator</p> <p>Duluth office</p> <p>Duluth mediator</p>	<p>651-284-5032 or 800-342-5354</p> <p>Chris Raymond – christopher.c.raymond@state.mn.us, 651-478-8811</p> <p>218-733-7810 or 800-342-5354</p> <p>Steve Moe – steven.t.moe@state.mn.us, 218-733-7802</p>
<p>Ombudsman – to assist injured workers and small businesses to resolve problems in the system</p>	<p>Pam Carlson – dli.ombudsman@state.mn.us, 651-284-5478</p>
<p>DLI’s QRC firm, Vocational Rehabilitation – referral of litigated files due to primary or further denial of liability for rehabilitation and placement</p>	<p>651-284-5038 or 888-772-5500</p>