

Help for Injured Workers of Self-Insured Businesses

Office of the Ombudsman

The Office of the Ombudsman is an advocate for injured workers of self-insured employers. If you have issues related to your workers' compensation claim, we will work with you to resolve them.

We provide information

We answer your questions and explain your rights and responsibilities under industrial insurance law.

We investigate complaints about workers' compensation issues

We work to ensure that you receive the appropriate benefits under the law.



Office of the Self-Insured Ombudsman
Department of Labor & Industries
7273 Linderson Way SW
PO Box 44001
Olympia WA 98504-4001

1-888-317-0493

Fax 360-902-4202

Workers' Compensation Claim Information

Name: _____

Claim number: _____

Date of injury: _____

Claim Manager: _____

All medical providers should submit paperwork, reports, and billings to the self-insured employer or third-party administrator.

What if I just need information?

Call us. We are here to answer your questions.

How do I file a complaint?

You can file a complaint by phone or in writing. If you file a complaint in writing, be sure to include your claim number and contact information.

What happens after I file a complaint?

We will review and investigate your complaint to determine if further information is required. We may need to contact your health-care providers or your employer to resolve the issues. We will involve you in the process.

Confidentiality

Our files and records are confidential. We will not disclose specific information about your complaint without your authorization.

We cannot provide legal representation

Most issues can be resolved informally. If you need legal representation, we can provide a list of attorneys specializing in workers' compensation law.

■ The Ombudsman for Self-Insured Workers is appointed by the Governor to serve as an independent advocate for the rights of injured workers of self-insured employers.

Other formats for persons with disabilities are available. Call 1-800-547-8367. TDD users call 360-902-5797.

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