

# ABOUT THE AGENCY

## OFFICE OF INJURED EMPLOYEE COUNSEL

The Office of Injured Employee Counsel (OIEC) is the state agency that helps injured employees with their Texas workers' compensation claims. The agency assists, educates, and advocates on their behalf.

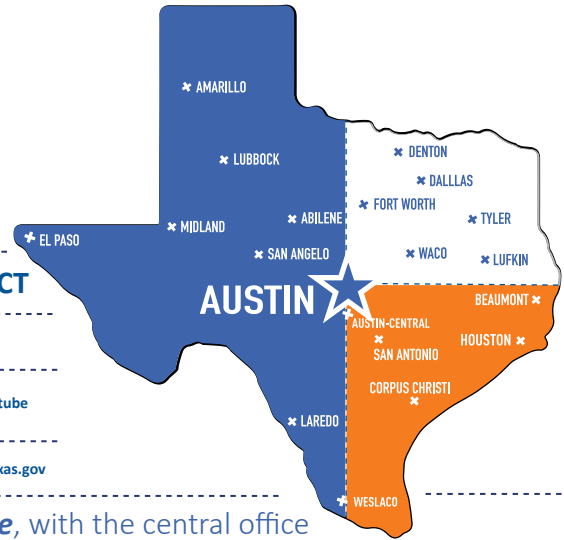
OIEC provides services in **21 offices across the state**, with the central office located in Austin, Texas. Agency services include **advocacy, customer service, and dispute assistance** through OIEC's Ombudsman Program.

## CONNECT

 @OIEC

 @OIECtube

 oiec.texas.gov



## OIEC CUSTOMER SUPPORT SPECIALISTS



- ★ **Are the first point of contact for injured employees** at OIEC.
- ★ **Educate injured employees** about workers' compensation, their rights and responsibilities, and the dispute resolution process.
- ★ **Help customers find services** from other local, state, and federal agencies.
- ★ **Attempt to resolve disputes** and connect injured employees with OIEC Ombudsman.

## OIEC OMBUDSMEN



- ★ **Assist unrepresented injured employees** and beneficiaries at no cost with disputes relating to workers' compensation income or medical benefits.
- Assistance includes:
- ★ Informal Dispute Resolution
  - ★ Benefit Review Conference
  - ★ Contested Case Hearing
  - ★ Review by Appeals Panel
- ★ **Complete a training program and** have a workers' compensation insurance adjusters' license.

## OIEC LEGAL SERVICES



- ★ **Advocate on behalf of injured employees** as a class.
- ★ **Support the Ombudsman Program** through regional attorney training and resources.
- ★ **Participate in cases pending** before appellate courts if they impact injured employees as a class.

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For additional information please contact us  
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