

# DISPUTE RESOLUTION PROCESS

The step-by-step guide to resolving your workers' compensation dispute



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## CONTACTING OIEC

The injured employee's first contact with OIEC is with a customer support specialist (CSS) who helps answer questions and educate the injured employee about their rights and responsibilities. The CSS can contact the insurance carrier to attempt to resolve disputes and makes referrals to other local, state, and federal agencies.



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## EARLY INTERVENTION

If the dispute is not resolved by the CSS, the injured employee is referred to an OIEC ombudsman, who is a licensed insurance adjuster trained in workers' compensation law.



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## BENEFIT REVIEW CONFERENCE (BRC)

The ombudsman may request a benefit review conference (BRC) on behalf of the injured employee. Prior to the BRC, the ombudsman assists the injured employee with obtaining all the necessary documents and information relevant to the dispute. The ombudsman assists in presenting the injured employee's position at the BRC.



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## CONTESTED CASE HEARING (CCH)

If a dispute remains unresolved, a contested case hearing (CCH) may be held. The OIEC ombudsman helps the injured employee by assisting with presenting evidence and making arguments at the hearing. An administrative law judge issues a written decision within ten days of the hearing.



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## APPEALS PANEL

Either side can file a written appeal of the contested case hearing (CCH) decision. An OIEC ombudsman can help the injured employee file an appeal by requesting a review by the Appeals Panel. Ombudsmen also assist injured employees with filing responses to appeals by insurance carriers. This is the last step in the dispute resolution process that OIEC assistance is available.



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## JUDICIAL REVIEW

Judicial review is the final step in the dispute resolution process. OIEC is statutorily prohibited from assisting at this point. The court's decision is final, pending an appeal.

## Office of Injured Employee Counsel

Our mission is to assist, educate, and advocate on behalf of the injured employees of Texas.

Infograph provided by Office of Injured Employee Counsel  
For more information visit [www.oiec.texas.gov](http://www.oiec.texas.gov)

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