



# Oregon

John A. Kitzhaber, MD, Governor

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Oct. 18, 2012

**To:** Workers' compensation community

**Subject:** Workers' Compensation Division organizational change

The Workers' Compensation Division will reorganize its functions and reporting relationships, effective Oct. 22, 2012, to better position itself to efficiently and effectively achieve its goals in serving the workers' compensation community.

The economic downturn of the past few years has affected the division's revenue through a dramatic drop in payroll in Oregon. Along with all the other problems this recession has caused employers, workers, and families in Oregon, we needed to eliminate or hold vacant many staff and management positions. Additionally, House Bill 4131 was passed in 2011, requiring state agencies to move toward a staff to management ratio of 11 nonsupervisory positions to every one supervisory position. This led to additional reductions in the management team and the business need to adjust the division's structure.

This organizational change allows the division to align its resources to better meet the needs of customers while operating within the requirements of House Bill 4131. It helps the organization be more flexible, allowing the assignment of staff members and resources where they are needed most in an environment in which needs evolve and change rapidly.

The division will still provide the same or better customer service to continuously improve Oregon's workers' compensation system. Staff contacts and phone numbers will stay the same with very few exceptions, and the changes should be seamless for most customers.

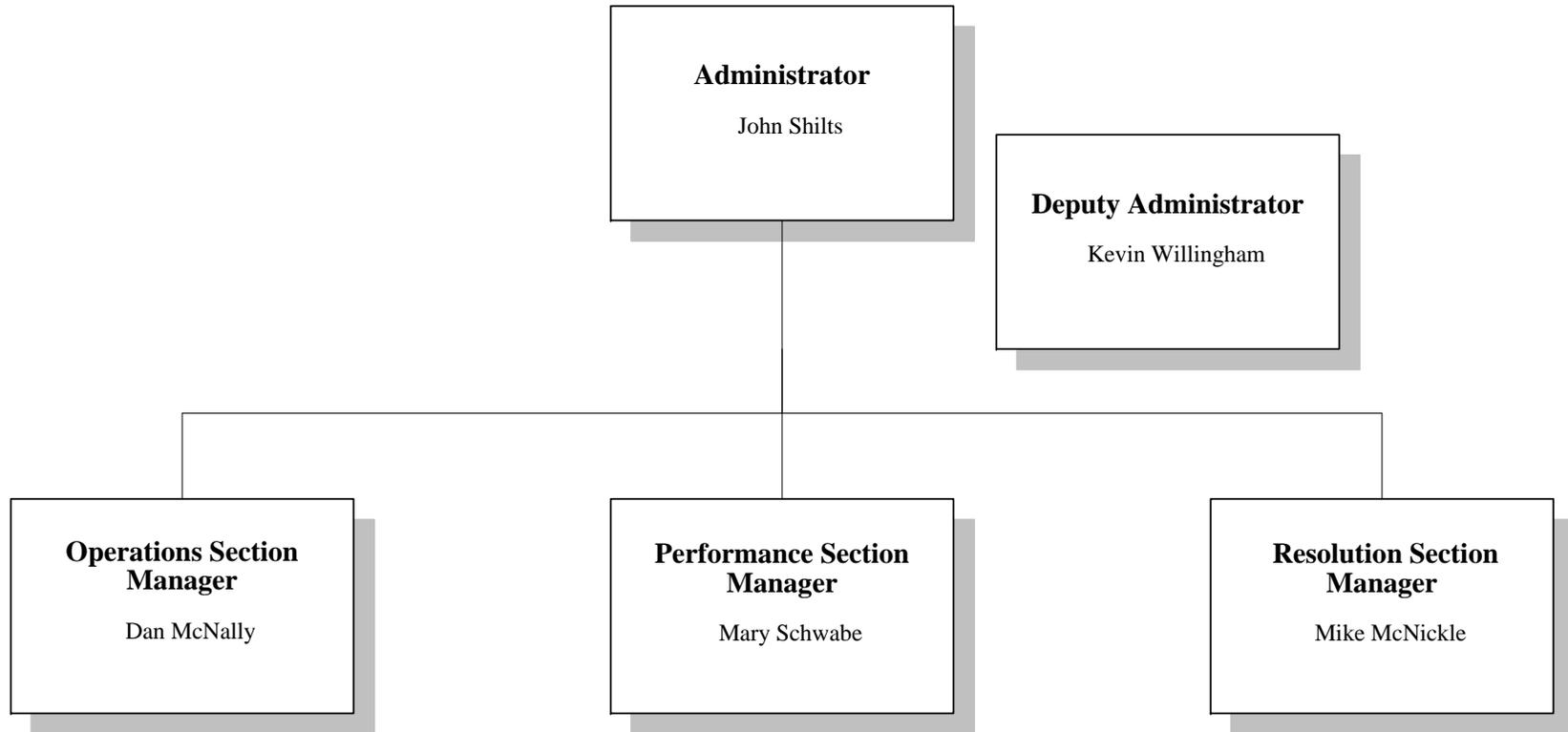
The attached organization chart shows the new sections and names along with the functions assigned to those sections.

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John Shilts, Administrator  
Workers' Compensation Division

Distribution: GovDelivery list

# Workers' Compensation Division



- Policy development
- Rule, bulletin, and form coordination
- Hearing coordination
- Legal issue coordination
- EDI coordination
- IME
- Claim data collection
- Communications
- Web coordination
- Training and outreach

- Performance audit
- Payments and reimbursements
- Insurer/TPA registration
- Coverage investigation and enforcement
- Self-insurance
- Worker leasing licensing and enforcement
- Managed care

- Dispute resolution
- Sanctions
- Reconsideration
- Reclassifications
- Benefit consultation
- Employment incentives
- Employer-at-injury incentives
- Vocational assistance
- Lay representation in contested cases