

What is the Ombuds Office?

We are a problem-solving service, independent of BWC and the IC, that answers complaints and general inquiries about Ohio's workers' compensation system.

How can the Ombuds Office help me?

If you don't understand or are not satisfied after working with BWC and/or the IC, our office can work with you to resolve your complaint.

What can't the Ombuds Office do for me?

The Ombuds Office can't represent an injured worker or employer in court or at an IC hearing. In addition, we can't give legal advice nor give an opinion on a BWC or IC hearing order.

When should I call the Ombuds Office?

Call our office when you have exhausted all other resources or more information is needed and you don't know where to turn. You may also contact us if you aren't satisfied with BWC or IC services, and you have an emergency that requires immediate action. When you call, please have your BWC claim/policy number or your Social Security number available.

What do I do now?

First, try and resolve your complaint with BWC by calling 1-800-OHIOBWC or by linking to BWC's Web site at ohiobwc.com. You may also resolve your complaint with the IC by calling 1-800-521-2691 or by logging on to ohioic.com.

If your problem is still unresolved, call the Ombuds Office at 1-800-335-0996.

The Ombuds Office is an independent service of Ohio's workers' compensation system.

We can help solve workers' compensation problems and answer questions for injured workers, employers, their representatives and medical providers. We look forward to helping you resolve your workers' compensation issues.

For more information

Phone: 1-800-335-0996

Fax: 1-877-321-9481

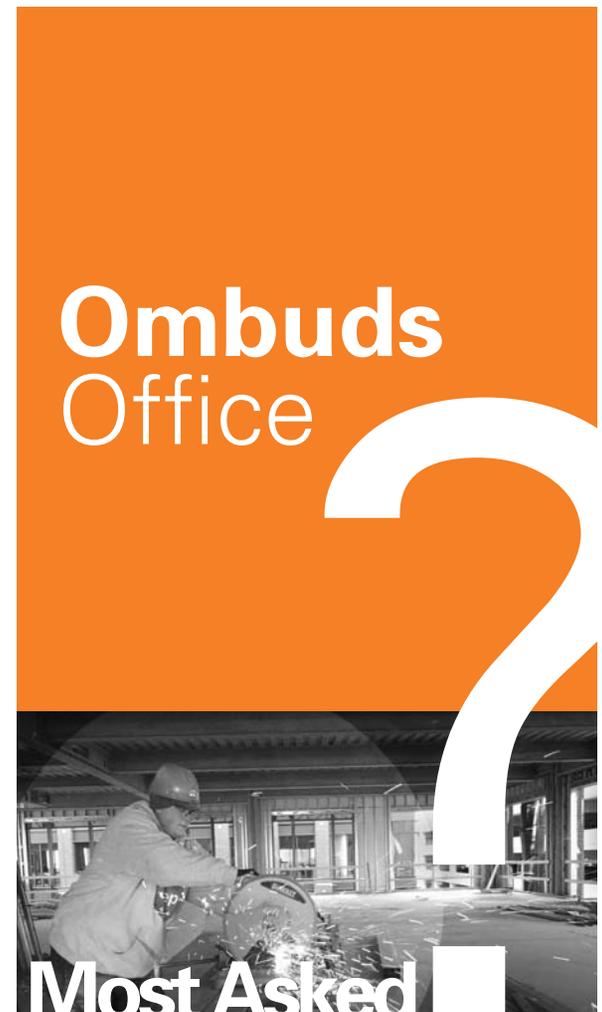
E-mail: ombudsperson@bwc.state.oh.us

Ombuds Office
30 W. Spring St., Level 4
Columbus, OH 43215-2256

Ombuds Office
615 W. Superior Ave., Level 6
Cleveland, OH 44113-1889

1-800-335-0996

Michael Travis, Esq.
Chief Ombuds Officer



Most Asked
Questions

The Ombuds Office is an independent problem-solving service of Ohio's workers' compensation system.

Most Asked Questions



Injured workers ask these and many more questions.

I tried to solve my workers' compensation problems working with the Industrial Commission of Ohio (IC) and the Ohio Bureau of Workers' Compensation (BWC). How can the Ombuds Office help me?

Below are common questions the Ombuds Office may help you answer.

- Why was my claim denied?
- What do I do if I don't like a BWC or IC decision?
- Why is my claim going to a hearing?
- What will happen at my hearing?
- How do I file for compensation?
- Why haven't I received my compensation?
- Can you help with my home foreclosure or utilities disconnect notice?
- Why was my medical treatment denied?
- Why aren't my medical bills paid?
- Why was my payment amount less than usual?

Employers ask these and many more questions.

I was unsuccessful in solving my workers' compensation problems with the IC and BWC. How can the Ombuds Office help me?

Below are common questions the Ombuds Office may help you answer.

- I canceled coverage, so why am I still being billed?
- How do I make payments online?
- What can I do if I can't afford to pay my premium?
- I received money from BWC. What is this money for?
- How can I dispute BWC's fines and penalties?
- Why is this claim assigned to my policy when the worker isn't my employee?
- How can I appeal a decision from BWC, the IC or a managed care organization (MCO)?
- I paid my premium. Why can't I have coverage?

Medical providers ask these and many more questions.

I already tried to solve my workers' compensation problems working with the IC, BWC and the MCO. How can the Ombuds Office help me?

Below are common questions the Ombuds Office may help you answer.

- Why were bills our office submitted denied payment?
- Why didn't I get a response to my *Physician's Request for Medical Service or Recommendation of Additional Conditions for Industrial Injury or Occupational Disease (C-9)*?
- Why was treatment denied?
- Why hasn't my application through Alternative Dispute Resolution been heard?
- Why is my prescription not being honored at the pharmacy?
- How do I request additional allowed conditions?
- How can I become a BWC-certified provider?

Ombuds Office 1-800-335-0996