

Oregon Workers' Compensation Medical Section

Resolution Team _____

Purpose

Resolve medical disputes between injured workers and insurers, medical providers or managed care organizations in a fair, just and timely manner.

Responsibilities

Resolve disputes for:

- ◆ **Medical services:** provided to the worker — Bulletin 293 – Form 440-2842
- ◆ **Medical fee:** reduction or non-payment— Bulletin 293 – Form 440-2842, 440-2842a
- ◆ **Medical treatment:** determines if the treatment is excessive, inappropriate, ineffectual or in violation of the worker's compensation rules— Bulletin 293 – Form 440-2842
- ◆ **Managed care organizations (MCO):** when an injured worker or medical provider disagrees with an MCO decision. — Bulletin 293 – Form 440-2842

Functions

The medical reviewers of the Resolution Team (RT) identify and investigate complex issues in response to disputes regarding medical services for injured workers. RT resolves these disputes in a timely manner by alternative dispute resolution (ADR) processes and education. If the dispute cannot be resolved through ADR the reviewer then collects an all inclusive medical and legal record sufficient for judicial review. Finally, RT issues a legally binding Order based on the Oregon Revised Statutes, Oregon Administrative Rules, and relevant case law. These orders may be appealed to the Workers' Compensation Board (WCB), and then if a party is still not satisfied, they can appeal the WCB Order to the Oregon Court of Appeals. Also conducts medical and legal research relevant to the disputed issues.

In reviewing a medical treatment issue, RT may schedule an impartial physician's examination and record review. The consultation report becomes part of the record and final decision

Primary governing rules

OAR 436-009: The Oregon Medical Fee
OAR 436-010: Medical Services Rules
ORS 656.245, .247, .248, .260, .327, .704, .726

For more information contact:

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