

# Guiding you through the Workers' Compensation claims process

With over 20 years of experience in Workers' Compensation, we offer our expertise and experience to help counsel injured workers throughout the claims process.

Please contact an Ombudsperson if you have any questions regarding the City's ADR Program, your medical services, or information related to resolving your workers' compensation claim:

CCMS

Toll Free Telephone:

833-505-2267

**[CCMS]**

[21213-B, Hawthorne. #5436]

[Torrance, CA 90503]

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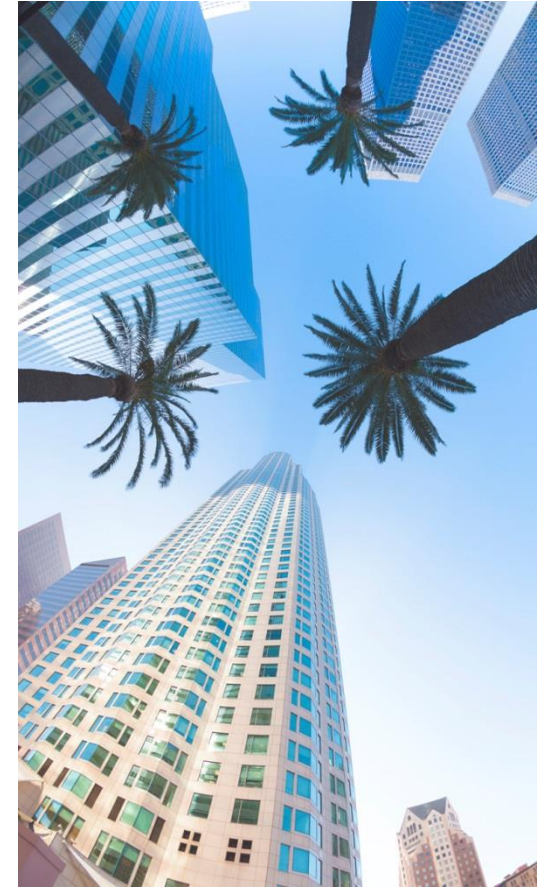
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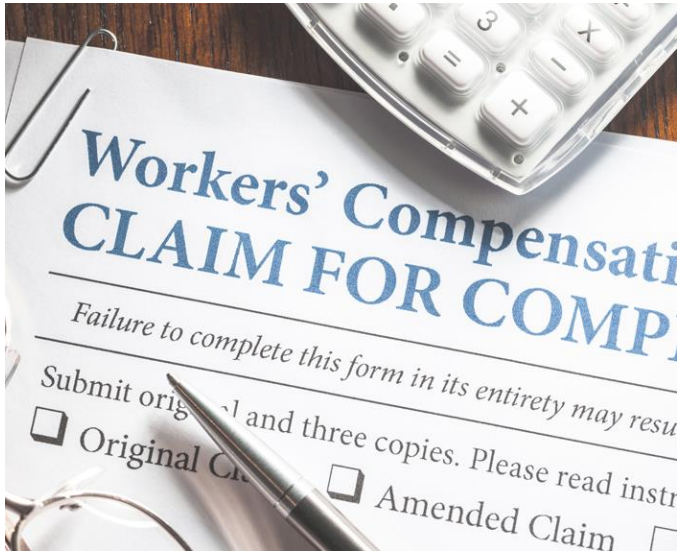
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# City of Los Angeles Alternative Dispute Resolution (ADR) Program

Resolving disputes for Workers' Compensation Claims





The City of Los Angeles and your union established this ADR program. This program provides access to an impartial expert for information on issues that pertain to resolving your workers' compensation claim.

## ADR Program

The City of Los Angeles and your union's ADR Program is designed to expedite and enhance delivery of Workers' Compensation benefits, and reduce the number of disputes that are found within the traditional Workers' Compensation system.

ADR is a 3-step process using an Ombudsperson, Mediator and Arbitrator to resolve disputes.

**Step 1 - OMBUDSPERSON:** The Ombudsperson is trained to assist you with the maze of paperwork and regulations that govern workers' compensation and helps secure the necessary medical care from providers designated in the City's ADR agreement. The Ombudsperson has experience and expertise in the legal and medical issues surrounding workers' compensation injuries.

**Step 2- MEDIATION:** Mediation is a non-litigation second step of the ADR process and is only available if the Ombudsperson is unable to resolve a dispute. The Mediator is a retired workers' compensation judge or active attorney used to assist all parties in resolving issues. The parties are required to use good faith efforts to resolve their dispute with the Mediator.

**Step 3- ARBITRATION:** If any party is not satisfied with Mediation, they may request Arbitration. The Arbitrator has full power and jurisdiction to hear and determine all issues. Upon completion of the hearing, the Arbitrator will render a decision. Although the decisions of the arbitrator are binding, any party not satisfied with the arbitration decision may file a petition for consideration with the Appeals Board in San Francisco pursuant to California Code of Regulations Section 10865.

## Benefits of ADR

- Improve claim resolution by resolving any unnecessary disputes.
- Reduce delays encountered in the State system.
- Improve speed and quality of medical care.
- Coordinate return to work promptly.
- Increase injured worker satisfaction.

### Claims not subject to ADR:

- Discrimination in workers' compensation
  - Disability rights
  - Family and medical leave
  - Public benefits
  - Wrongful termination in violation of public policy
  - Third-party claims
- \*You retain all benefits that you would otherwise receive in the traditional workers' compensation system; including medical treatment, temporary disability benefits, permanent disability benefits, death benefits, supplemental job displacement benefits and your right to an attorney.

## Contact Us



**CCMS**

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