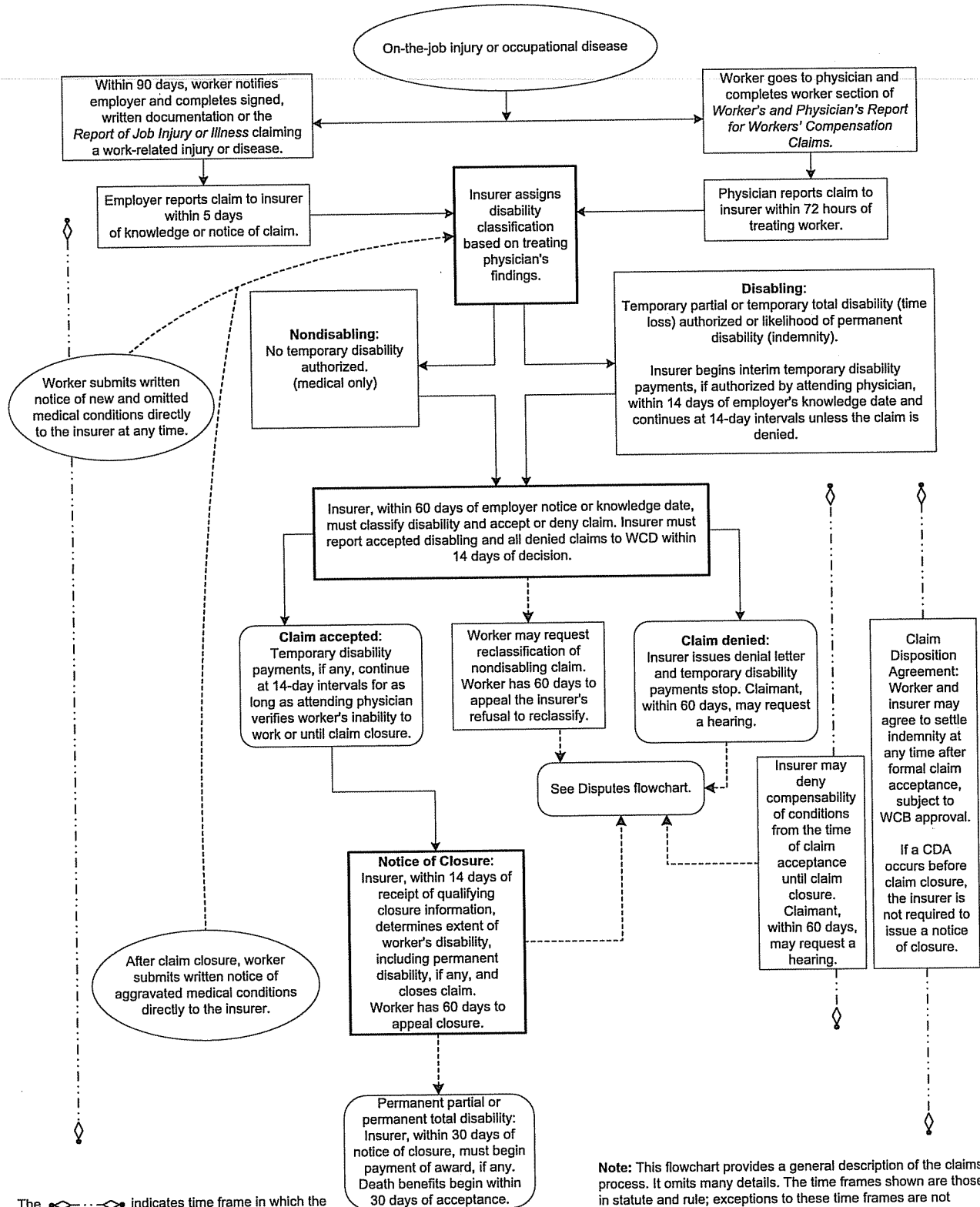


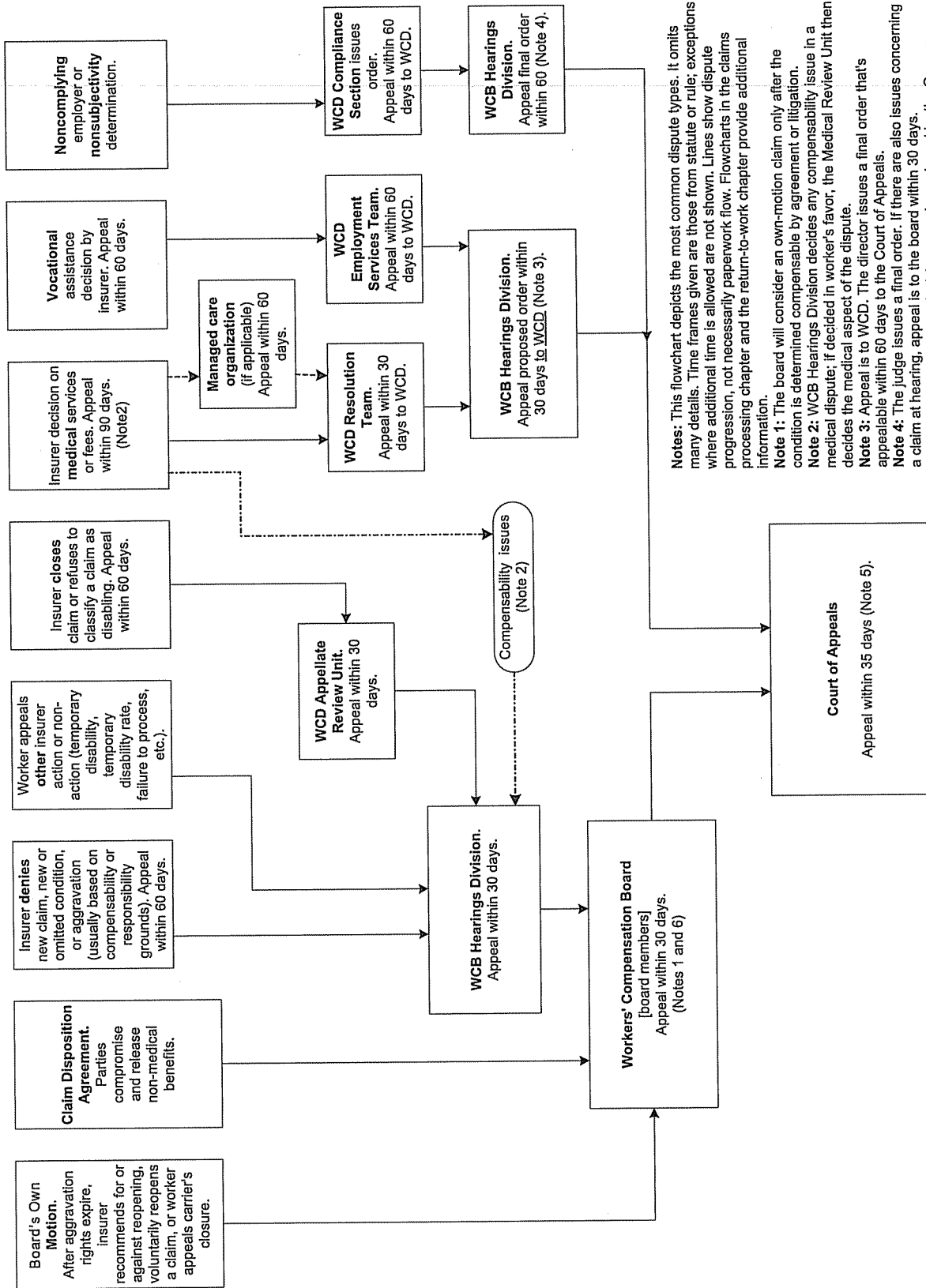
Figure 5. Claims process flowchart



The indicates time frame in which the action may occur during the process.  
 The ----- indicates potential path of process.

**Note:** This flowchart provides a general description of the claims process. It omits many details. The time frames shown are those in statute and rule; exceptions to these time frames are not shown. Flowcharts in the return-to-work chapter and the disputes chapter provide additional information.

Figure 12. Disputes flowchart



**Notes:** This flowchart depicts the most common dispute types. It omits many details. Time frames given are those from statute or rule; exceptions where additional time is allowed are not shown. Lines show dispute progression, not necessarily paperwork flow. Flowcharts in the claims processing chapter and the return-to-work chapter provide additional information.

**Note 1:** The board will consider an own-motion claim only after the condition is determined compensable by agreement or litigation.

**Note 2:** WCB Hearings Division decides any compensability issue in a medical dispute; if decided in worker's favor, the Medical Review Unit then decides the medical aspect of the dispute.

**Note 3:** Appeal is to WCD. The director issues a final order that's appealable within 60 days to the Court of Appeals.

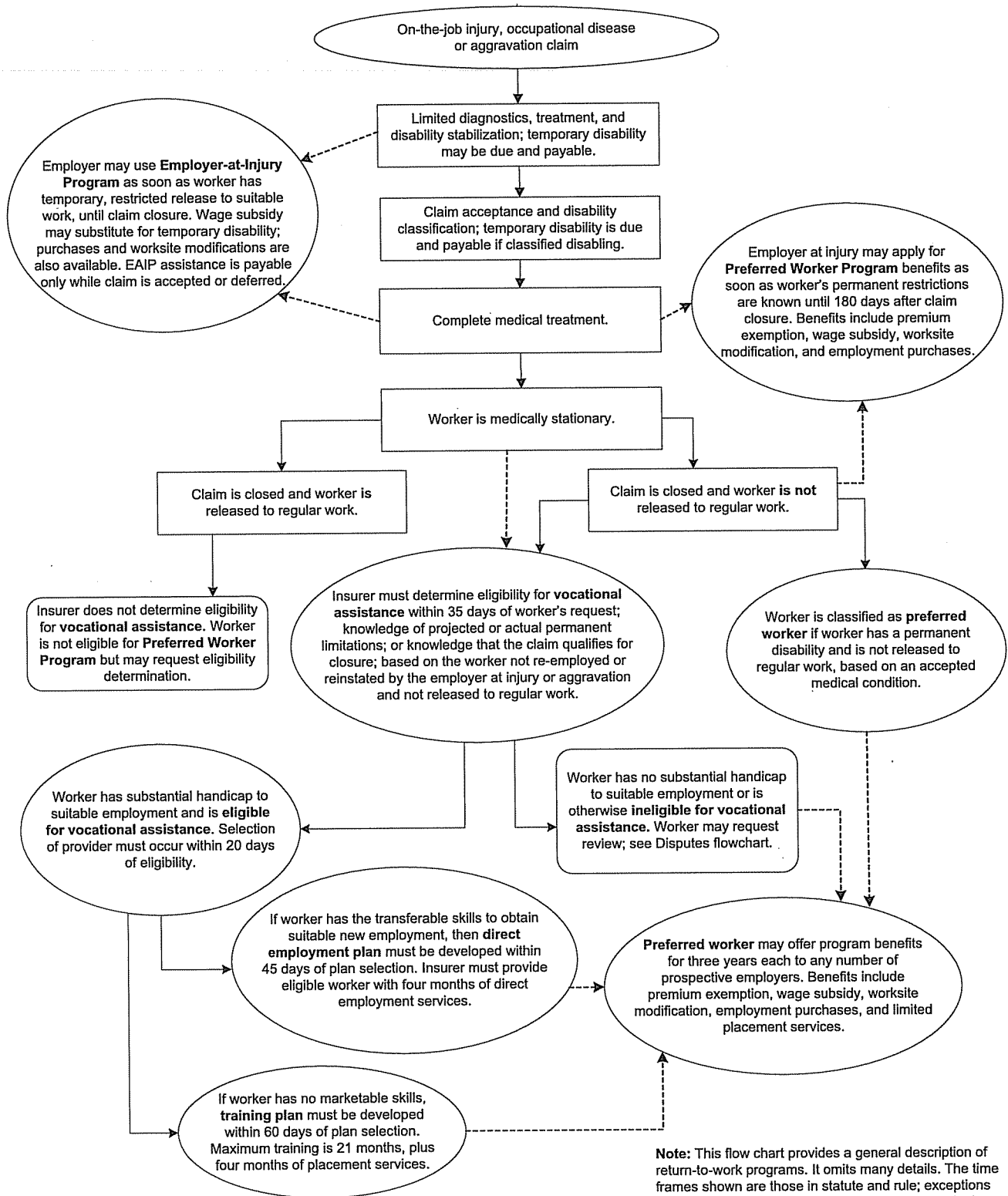
**Note 4:** The judge issues a final order; if there are also issues concerning a claim at hearing, appeal is to the board within 30 days.

**Note 5:** Court of Appeals decisions may be reviewed by the Oregon Supreme Court, but the high court's review is discretionary.

**Note 6:** Alternatively, the mediating administrative law judge may approve a CDA. Only CDA disapprovals are appealable to the courts.

The----- and -.-.-lines indicate potential path of process.

Figure 9. Return-to-work flowchart



The----- indicates potential path of process.

Note: This flow chart provides a general description of return-to-work programs. It omits many details. The time frames shown are those in statute and rule; exceptions to these time frames are not shown. Flow charts in the claims processing chapter and the disputes chapter provide additional information.