

Department programs available to employers for assistance with return-to-work issues

L&I program or position	For more information	What they do
Account manager	<p>Lni.wa.gov/MyL&I</p> <p>Lni.wa.gov/ClaimFreeDiscount</p>	<ul style="list-style-type: none"> ■ Create and service workers' compensation accounts for employers. ■ Assign employers the proper risk classification, process new account applications and close accounts. ■ Establish the employer employee relationships on all State Fund claims ■ Determine qualifications for claim free discount.
Civil Rights Program	<p>Lni.wa.gov/CivilRights</p> <p>Flyer: Lni.wa.gov/go/F270-006-000</p>	<ul style="list-style-type: none"> ■ Conduct an impartial investigation, ■ Provide interventions and education ■ Promote the highest standard of equity and integrity in the services offered by L&I and its paid providers.
Claim manager	<p>Lni.wa.gov/ClaimInfo</p>	<ul style="list-style-type: none"> ■ Review and adjudicate industrial insurance claims in accordance with the industrial insurance laws, and case law. ■ Determine need for vocational services ■ Make decisions about wage replacement payments (time-loss).
Early Return to Work Consultants	<p>Lni.wa.gov/EarlyReturnToWork</p>	<ul style="list-style-type: none"> ■ Provides employer assistance for preparing for future claims. ■ Coordinates Return to Work efforts on undetermined claims ■ Provides Return to Work Program Guidance ■ Makes ergonomics assessments
Preferred Worker program	<p>Lni.wa.gov/PreferredWorker</p>	<ul style="list-style-type: none"> ■ Determines if a worker qualifies for preferred worker status. ■ For permanent employment at the Employer of Record (EOR) or a new employer.
Private Sector Rehabilitation Services	<p>Lni.wa.gov/VocProviderComplaint</p>	<ul style="list-style-type: none"> ■ Reviews and acts on complaints regarding the services provided by vocational rehabilitation counselors.
Risk manager	<p>Lni.wa.gov/ManageClaims</p>	<ul style="list-style-type: none"> ■ Assist employers in understanding the roles and responsibilities of L&I personnel. ■ Explain the impact of claim on future premiums. ■ Meet in person with employers, if needed.
Stay At Work program	<p>Lni.wa.gov/StayAtWork</p>	<ul style="list-style-type: none"> ■ Assist employers with temporary and transitional employment. ■ Provide incentives to employers for offering temporary, modified jobs for workers while they heal.

For help with:	Contact Information:	How they can help
Appeals and Protests	<ul style="list-style-type: none"> ■ Lni.wa.gov/ProtestAclaim ■ bii.wa.gov ■ 360-753-6823 or 1-800-442-0447. 	You may appeal directly to the BIIA without first protesting to L&I. The board will schedule a hearing if L&I does not reconsider the decision.
Claim costs	<p>Risk Management Consultant (DOSH)</p> <ul style="list-style-type: none"> ■ Email: DOSHconsultation@Lni.wa.gov ■ Phone: 360-870-2269 <p>Employer Helpline 360-902-4817</p> <p>Account Managers (Employer services) Go to Lni.wa.gov/Verify and click on “Verify tool” to find the account. The name and phone number to call will be displayed.</p>	<p>Risk management consultants can review your workplace injury history and provide a step-by-step plan to help you prevent injuries and control industrial insurance costs.</p> <p>Account managers can explain</p> <ul style="list-style-type: none"> ■ how claim duration and costs affect premiums. ■ financial implications of Kept on Salary (KOS) versus Time Loss (TL). ■ which L&I decisions have protest rights.
Claims documents	<p>Claim and Account Center Your claim manager’s phone number is located on all correspondence.</p>	<ul style="list-style-type: none"> ■ Check the status of your worker’s claim ■ Send claim manager secure messages ■ Sign up for e-correspondence
Claim-Free Discount	<p>Employer services</p> <ul style="list-style-type: none"> ■ Phone: 360-902-4817 	Provides instructions on claim-free discounts and how a claim impacts the employer’s discount.
Complaints	<ul style="list-style-type: none"> ■ Department of Labor & Industries Private Sector Rehabilitation Services PO Box 44326 Olympia WA 98504-4326 ■ Email: CivilRights@Lni.wa.gov. ■ Phone: 1-855-682-0778 	<p>PSRS reviews and acts on complaints about services by vocational providers. Complaints must be in writing.</p> <p>The Civil Rights Program provides an impartial investigation, intervention, and education, to promote the highest standard of equity and integrity in the services offered by L&I and its paid providers.</p>
Ergonomics	<ul style="list-style-type: none"> ■ Email: Ergonomics@Lni.wa.gov ■ Phone: 360-902-5450 	Consultants help companies with ergonomics to allow workers to work more safely.
Fraud	<ul style="list-style-type: none"> ■ 1-888-811-5974 (option #3) ■ Lni.wa.gov/ReportProviderFraud 	To report contractor, employer, employee, or medical provider workers’ compensation fraud.
Incentives	<p>Preferred Worker</p> <ul style="list-style-type: none"> ■ Email: PrefWorkerProg@Lni.wa.gov ■ Toll-Free: 800-845-2634 	The Preferred Worker Program is a return-to-work incentive program for employers.
Incentives	<p>Stay at Work</p> <ul style="list-style-type: none"> ■ Email: StayAtWork@Lni.wa.gov ■ Toll-Free: 866-406-2482 ■ Phone: 360-902-4411 	Stay at Work is a return-to-work incentive program for employers.
Job modifications	<p>Early Return to Work</p> <ul style="list-style-type: none"> ■ Email: ERTW@Lni.wa.gov ■ Phone: 360-902-5555 	Early Return to Work Consultation (ERTWC) team provides assistance to employers as part of their return to work assistance.
Preventing injuries	<ul style="list-style-type: none"> ■ Email: DOSHconsultation@Lni.wa.gov ■ Phone: 360-870-2269 	Provides an onsite consultation to identify hazards and possible safety steps to prevent injuries.

[Lni.wa.gov/agency/contact/by-subject](https://lmi.wa.gov/agency/contact/by-subject)

Upon request, foreign language support and formats for persons with disabilities are available.
Call 1-800-547-8367. TDD users, call 711. L&I is an equal opportunity employer.