
CUSTOMER SERVICE

The Division of Workers' Compensation is committed to promoting excellent customer service to the community. In a system as complex as workers' compensation, complete information and efficient service are the keys to early resolution of disputes and reduction of costs. The Division created the Customer Service Unit in November 1991 to establish a centralized source for inquiries and distribution of public information on workers' compensation issues.

The Customer Service unit is the only unit in the Workers' Compensation division that is intended to serve all types of public inquiries; it is the "front line" and is the most publicly accessible. The nature of questions this unit receives requires a broad working knowledge of the Workers' Compensation System. Employees are frequently called on to assist injured persons, either by phone or in person, who are in a stressful situation and often are frustrated or bewildered by the system.



QUESTIONS

This unit answers an average of 7,000 calls and an average of 600 walk-ins per month. In a recent customer satisfaction survey, 98 percent of the respondents reported that they were satisfied with the service provided and 70 percent reported that they were greeted promptly. Additional data indicates that the average hold time on any call is 36 seconds.



Customer Service representatives help customers by identifying their needs and responding to their requests. In cases involving complex or technical issues, service representatives refer customers to the appropriate unit or individual for assistance. The unit provides informational materials to the public.

Copies of all Division publications including the Workers' Compensation Act are available at the Customer Services Unit

SERVICES

- Injured workers receive help in filing a claim and information on any questions throughout their claim. Services rendered include explanations of their options and responsibilities, assistance in resolving disputes with the insurance carrier and the options available at the next step in their claim.
 - Employers are given information on which occupations and businesses need insurance. Information on how and where to purchase insurance, how to file a claim when an employee is injured, and their responsibilities as employers is made available.
 - The unit assist insurance carriers with information on claims and correct reporting procedures. They provide technical assistance to insurance adjustors seeking information on the statute, rules and procedures.
 - Attorneys, physicians, medical professionals and the public can obtain general workers' compensation information as well as specific answers to inquiries.
-
-

Customer Service Contact Information

Division of Workers' Compensation

Customer Service Unit

633 17th Street, Suite 400
Denver, CO 80202-3626
Phone 303.318.8700
Fax 303.318.8710

DOWC web page:
www.coworkforce.com/DWC/

Division of Workers' Compensation
Customer Service Unit
633 17th Street, Suite 400
Denver, CO 80202-3626
300300048

Department of Labor and Employment

DIVISION OF WORKERS' COMPENSATION



Customer Service Unit

**Excellent Ser-
vice is our
Goal...**