

Department of Workers' Compensation Information and Assistance Offices

You can get free information from a state Division of Workers' Compensation Information & Assistance Officer. The phone numbers are listed below. Hear recorded information by calling toll-free (800) 736-7401 or visit www.dwc.ca.gov.

Anaheim	714-414-1801
Bakersfield	661-395-2514
Eureka	707-441-5723
Fresno	559-445-5355
Lodi	209-948-7759
Long Beach	424-450-2565
Los Angeles	213-576-7389
Marina Del Rey	310-482-3820
Oakland	510-622-2861
Oxnard	805-485-3528
Pomona	909-623-8568
Redding	530-225-2047
Riverside	951-782-4347
Sacramento	916-928-3158
Salinas	831-443-3058
San Bernardino	909-383-4522
San Diego	619-767-2082
San Francisco	415-703-5020
San Jose	408-277-1292
San Luis Obispo	805-596-4159
Santa Ana	714-942-7576

Contact your employer representative or Keenan if you have questions about workers' compensation benefits. You may also contact an Information and Assistance Officer at the State Division of Workers' Compensation. You can consult an attorney.

Most attorneys offer one free consultation. If you decide to hire an attorney, his or her fee will be taken out of some of your benefits. For names of workers' compensation attorneys, call the State Bar of California at (415) 538-2120.



For non-emergency medical care, contact your employer, the workers' compensation claims administrator or go to this facility:

California law guarantees certain benefits to employees who are injured or become ill because of their jobs.

Any job-related injury or illness is covered. Types of injuries include but may not be limited to, strains, sprains, cuts, cumulative or repetitive traumas, fractures, illnesses, and aggravations.

Some injuries from voluntary, off duty, recreational, social, or athletic activity may not be covered. Check with your supervisor or Keenan if you have any questions.

At the time of the injury, you should be able to identify the person who is your primary care physician.



Tell your supervisor right away no matter how slight the injury may be. Your employer is required to provide you with a DWC-1 claim form within one working day after learning about your injury. You may also obtain one by following this link <https://www.dir.ca.gov/dwc/dwcform1.pdf>

There are

Workers' Compensation Benefits

All medical treatment, without a deductible or dollar limit is covered. Injured workers can receive up to \$10,000 in employer-paid medical care until your claim is either accepted or denied. The claims administrator has up to 90 days to decide whether to accept or deny your claim. Keenan will arrange medical treatment, often by a specialist for the injury.

Preferred Provider Networks may be utilized for physicians as well as medical care centers. If you have health care coverage you are eligible to treat with your personal physician or medical group should you become injured on the job. If you are eligible, before you are injured, you must notify your employer in writing and provide your employer written documentation from your personal physician or medical group that they agree to be redesignated. Your personal physician must be your regular primary care physician who previously directed your medical treatment, who retains your medical history and records.

You may only predesignate your primary care physician if they are a family practitioner, general practitioner, board certified or board eligible internist, obstetrician-gynecologist, or pediatrician. Your personal physician may be a multispecialty medical group composed of licensed doctors or osteopathy providing medical services predominantly for non- occupational illness and injuries.

Your employer may be using a Medical Provider Network (MPN), which is a selected group of health care providers to provide treatment to workers injured on the job. If you have predesignated a personal physician prior to your work injury, then you may receive treatment from your predesignated doctor. If you have not predesignated and your employer is using an MPN, you are free to choose an appropriate provider from the MPN list after the first medical visit directed by your employer or Keenan. **If you are treating with a non-MPN doctor**