

# Questions & Answers About Information & Assistance Services

## Q. How can I&A officers help me?

- A. I&A officers can give you fact sheets, workers' compensation forms, and guides that explain how to fill out the forms. The fact sheets and guides include:

*Fact sheet for injured workers: Basic facts on workers' compensation for injured workers*

*Fact sheet A: Answers to your questions about utilization review*

*Fact sheet B: Glossary of workers' compensation terms for injured workers*

*Fact sheet C: Answers to your questions about temporary disability benefits*

*Fact sheet D: Answers to your questions about permanent disability benefits*

*Fact sheet E: Answers to your questions about qualified medical evaluators and agreed medical evaluators*

*Fact sheet F: Answers to your questions about the state's Uninsured Employers Benefits Trust Fund*

*I&A guide 1: How to file a workers' compensation claim form*

*I&A guide 2: How to request a qualified medical evaluation*

*I&A guide 3: How to object to your summary rating*

*I&A guide 4: How to file an application for adjudication of claim*

*I&A guide 5: How to file a declaration of readiness to proceed*

*I&A guide 6: How to request an expedited hearing*

*I&A guide 7: How to file a petition for discrimination (Labor Code 132a)*

*I&A guide 8: How to file a serious and willful misconduct petition*

*I&A guide 9: How to file a petition for commutation*

*I&A guide 10: How to file a lien*

*I&A guide 11: How to file a petition to reopen*

*I&A guide 12: How to file a petition for reconsideration*

*I&A guide 13: How to file an appeal of the administrative director*

*I&A guide 14: How to file a complaint with the Audit Unit*

*I&A guide 15: How to dismiss your attorney*

*I&A guide 16: How to file a claim with the Uninsured Employers Benefits Trust Fund*

*I&A guide 16A: How to correctly name your employer for the Uninsured Employers Benefits Trust Fund*

*I&A guide 16B: How to serve your employer in an Uninsured Employers Benefits Trust Fund case*

*I&A guide 17: How to complete a document cover sheet*

*I&A guide 18: How to complete a document separator sheet*

I&A officers:

- May answer questions about your claim. Help is available in several languages.
- May call the claims administrator to help clear up misunderstandings.
- May hold meetings to resolve problems or disputes.
- Cannot actively prepare your case, argue on your behalf, or speak as your representative (unlike an attorney).

## Q. How can I contact an I&A officer?

- A. To contact an I&A officer:

- Call toll-free (phone: 1-800-736-7401) to hear recorded messages or request written materials.
- Attend a free, one-hour I&A workshop (designed mostly for injured workers who do not have attorneys and whose cases have been accepted).
- Call a local I&A officer at an office listed on the next page.

## Division of Workers' Compensation (DWC) Information & Assistance Offices

Information & Assistance (I&A) officers answer questions and help injured workers; their services are free. (The numbers listed below were effective as of April 2016.)

*To hear recorded messages, call toll-free: 1-800-736-7401.*

### District Offices

Anaheim.....	1-714-414-1801
Bakersfield.....	1-661-395-2514
Eureka .....	1-707-441-5723
Fresno .....	1-559-445-5355
Long Beach.....	1-562-590-5240
Los Angeles .....	1-213-576-7389
Marina del Rey.....	1-310-482-3820
Oakland.....	1-510-622-2861
Oxnard.....	1-805-485-3528
Pomona .....	1-909-623-8568
Redding .....	1-530-225-2047
Riverside.....	1-951-782-4347
Sacramento.....	1-916-928-3158
Salinas .....	1-831-443-3058
San Bernardino .....	1-909-383-4522
San Diego .....	1-619-767-2082
San Francisco .....	1-415-703-5020
San Jose.....	1-408-277-1292
San Luis Obispo.....	1-805-596-4159
Santa Ana .....	1-714-558-4597
Santa Barbara.....	1-805-884-1988
Santa Rosa.....	1-707-576-2452
Stockton .....	1-209-948-7980
Van Nuys .....	1-818-901-5367

*For district office addresses, check the Government Pages at the front of the white pages of your phone book. Look under "State Government Offices/Industrial Relations/Workers' Compensation."*

*See also the DWC website, [www.dwc.ca.gov](http://www.dwc.ca.gov).*