

What Happens if the Ombudsperson Can't Resolve the Problem?

The fact is that the Ombudsperson is usually able to resolve most issues to everyone's satisfaction. If the Ombudsperson is unable to reach a resolution, however, there are two more levels of dispute resolution available to all parties. These are called mediation (or informal conciliation) and arbitration. Your Ombudsperson can provide you detail on each, and assist you with the process. You may also seek the services of an attorney at anytime in the process. The attorney's role, however, may be limited by the terms of the agreement and any costs you incur may be your responsibility. Consult with your ombudsperson for more information.

CBWC Works for You

No one wants to suffer a work related injury. The goal of CBWC is to make the Hawaii Workers' Compensation process as simple and trouble-free as possible so you can focus on your medical treatment and successful return to work.



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CBWC & You

An Employee Guide to
Hawaii's Collectively Bargained
Workers' Compensation Process



CBWC and You



Your employer, in cooperation with your union, has agreed to participate in Hawaii's Collectively Bargained Workers' Compensation (CBWC) process. CBWC and You, an Employee Guide to Hawaii's Collectively Bargained Workers' Compensation Process, was designed to provide you with basic information about CBWC and your role and responsibilities in the process.

What is CBWC and What Does it Mean to me?

CBWC is a process designed to make the Hawaii Workers' Compensation system simpler and easier for employees involved in a work related injury. The goals of the program were created with the injured worker in mind:

- To provide access to high-quality medical treatment, delivered through a network of qualified medical providers.
- To promptly provide the benefits to which you are entitled, once your claim has been approved - on time and without hassles or litigation.
- To help facilitate a prompt, healthy return to work.
- To provide an effective means for problem resolution should any questions or concerns arise about your claim.



The Ombudsperson - Your Personal Representative in the CBWC Process

You may have already been contacted by your Ombudsperson. The Ombudsperson is a unique feature of the CBWC program. The Ombudsperson's role is to assist you with any complaints or issues you might have with the Workers' Compensation process or the insurance company representing your employer. The Ombudsperson is hired by the program, at no cost to you. He or she is well versed in the CBWC process and is truly a neutral party. Think of the Ombudsperson as your personal guide to the Hawaii Workers' Compensation system!

The Ombudsperson representing the IBEH/ECAH program is:

<u>Program Name</u>	<u>Ombudsperson</u>	<u>Phone Number</u>
IBEW/ECAH	Janice Chun	(808) 392-2928



Sounds Great, But What is My Role in the CBWC Process?

As an injured worker, you play a vital role in the CBWC program as well as your successful return to work. Your key responsibilities include:

- Immediately notifying your employer of any and all work related injuries, no matter how "minor". Your employer will forward your claim to SeaBright Insurance Company. A member of our claim staff will contact you to determine your status and answer your questions. Your SeaBright Claims Examiner is your primary contact for information regarding your benefits or the claim handling process.
- Contacting your Ombudsperson if you have any issues or concerns with your benefits that cannot be resolved working directly with your SeaBright Claims Examiner.
- Selecting your treating physician from the exclusive list of medical providers agreed to by the program. The selection of an approved medical provider is one of your key responsibilities. The insurance company is not required to pay for treatment you receive from a medical provider that is not on the approved list. (Emergency medical care may be obtained from any medical provider. The treatment, however, must be reasonable and necessary. Your ongoing care must be transferred to an approved medical provider as soon as possible.)
- Most importantly, following the treatment plan provided by your treating physician to facilitate a prompt, successful return to work!

