



You were injured at work. What now?

If you have suffered a workplace injury or illness, you may be eligible for workers' compensation benefits. You may have already received medical treatment. If you haven't, you should seek medical care as soon as possible.

For assistance with your claim, call the **Workers' Compensation Board** at **(877) 632-4996**.

Your Responsibilities

- You must notify your employer, in writing, when, where and how you were injured. Do this as soon as possible within 30 days of injury.
- Advise your health care providers that you have a work-related injury, and give the name of your employer. Do not pay for your care or use other health insurance. Your health care provider will file medical reports with the Board and with your employer or its insurance carrier. If your case is disputed, the Board needs a medical report on your injury to begin resolving your claim.
- You should file an **Employee Claim** (Form C-3) reporting your injury to the Board as soon as possible (you must notify the Board of your injury or illness within two years). If you injured the same body part before, or had a similar illness, you must also file a **Limited Release of Health Information** (Form C-3.3).

Two ways to file a Claim

Visit wcb.ny.gov and select **File a Claim**.

Complete the enclosed paper form(s) and mail to the Board.

If you have questions about filing an **Employee Claim (Form C-3)**, please call **(877) 632-4996** and a Board representative will assist you.

Health Care and Travel Bills

Do not pay your health care provider or hospital for treatment received for this injury/illness. Those bills are paid by the insurer unless the Board issues a decision that finds your claim is not valid. If your case is disputed, the healthcare providers will be paid if the Board decides your case in your favor. *However, if the Board decides against you, or if you don't pursue a case, you will have to pay the health care provider or hospital (or submit to your health insurance carrier).*

Your employer's workers' compensation insurance covers medically necessary drugs and equipment your health care provider prescribes. You may also be reimbursed for mileage, public transportation or other necessary expenses incurred when traveling for treatment. Make sure that you obtain receipts for those expenses, and submit them to your workers' compensation insurer on a **Claimant's Record of Medical and Travel Expenses and Request for Reimbursement** (Form C-257).

CLAIMANT INFORMATION PACKET

Generally, you can choose any health care provider as long as the provider is authorized by the Board. You can search for an authorized health care provider in your area using the “**Find a Doctor**” feature on the Board’s website at wcb.ny.gov. You can also use occupational health clinics. However, if your employer’s workers’ compensation insurer has a Preferred Provider Organization (PPO) to provide care for workers’ compensation injuries, you must get your initial treatment from the PPO network. If that insurer also has a pharmacy or diagnostic network, you must receive services within these networks. The insurer must tell you about its required provider networks and how to use them.

Benefits for Lost Wages

You are entitled to a portion of your lost wages, which must be paid promptly, if your injury affects you in one or more of the following ways:

1. It keeps you from work for more than seven days.
2. Part of your body is permanently disabled.
3. Your pay is reduced because you now work fewer hours or do other work.

You may hire an attorney or licensed representative for help with your claim, but it isn’t required. The Board sets their fees, which will be deducted from your lost wages award. You or your family should not pay anything directly to your attorney or licensed representative.

If your case is disputed, you may receive disability benefits while the case is heard. To get a **Notice and Proof of Claim for Disability Benefits** (Form DB-450), visit wcb.ny.gov; call the Board for assistance; or visit a Board office. If the case is resolved in your favor, the disability benefits would be deducted from your lost wages award.

Help is Available

Sometimes you need help getting back to work. Your employer may have alternative or light duty assignments that enable you to work while you heal. An injury can also cause family or financial problems. The Board has vocational rehabilitation counselors and social workers to help. Call the Board for more information on available services and for assistance.

If you are concerned about dependency on opioid pain medications, please call the NYS OASAS HOPELine at **877-8-HOPENY (877-846-7369)**.

What’s Next?

Your employer or its workers’ compensation insurance carrier will contact you if your claim is accepted. When that happens, your health care providers will be paid and lost wage benefits begin. If your case is disputed, the Board will notify you about resolving the case and may request additional information if necessary.

IMPORTANT CONTACT INFORMATION

Workers’ Compensation Board,
including Disability Benefits

(877) 632-4996

general_information@wcb.ny.gov

wcb.ny.gov



The Board’s eCase application enables you to view the contents of your case folder online. For general information or to register for eCase, please visit the Board’s website at wcb.ny.gov.



**Workers’
Compensation
Board**