

Questions & Answers About Information & Assistance Services

Q. What resources are available for me if I got injured at work?

A. The I&A Unit has several fact sheets, forms, and guides to help you along a workers' compensation case. Services and forms are available in multiple languages as well. To access the documents online, visit the website: <https://www.dir.ca.gov/dwc/iwguides.html>.

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 Guide 19: How to file a petition appealing administrative director's independent medical review determination

I&A Guide 20: How to file a petition for change of venue

I&A Guide 21: How to file a petition for penalties

I&A Guide 22: How to obtain a subpoena form

Q. How can an I&A officer help me?

A. An I&A Officer may:

- Answer basic questions, call the claims administrator to help clear up misunderstandings, or hold meetings to help resolve disputes
- Cannot actively prepare your case, fill out forms or argue on your behalf, or speak as your representative (unlike an attorney)

B. How can I contact an I&A officer?

A. To contact an I&A officer:

- Call toll-free (phone: **1-800-736-7401**) or see the next page for a local I&A office near you
- Attend an online free, one-hour I&A workshop (designed mostly for injured workers who do not have attorneys and whose cases have been accepted with general questions). Visit the website: https://www.dir.ca.gov/dwc/workshop/Workshop_English.htm

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 2023). Visit the website for more information: <https://www.dir.ca.gov/dwc/landA.html>.

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	*virtual office only
Fresno	1-559-445-5355	
Lodi	1-209-948-7759	
Long Beach.....	1-562-590-5001	
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	1-714-558-4121	
Santa Barbara.....	1-805-884-1390	
Santa Rosa.....	1-707-576-2452	
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.