

## Information & Assistance Unit guide 2

### How to request a qualified medical evaluation

You may request a medical evaluation:

1. If your claim is delayed or denied and you need a medical evaluation to find out if the claim is payable.
2. To find out if you are permanently disabled in some way or if you'll need future medical treatment.
3. If you disagree with what your treating physician says about your medical condition.

The physician performing this evaluation is called a qualified medical evaluator (QME). Read the Division of Workers' Compensation (DWC) Medical Unit QME fact sheet to learn more about QMEs. If you are represented, your attorney and the claims administrator may agree on the doctor to examine you. This doctor is called an agreed medical evaluator (AME).

To receive a list of QMEs to choose from, complete the [attached form](#) and mail it to the DWC Medical Unit. Ask your treating physician to help if you don't know what kind of doctor should look at your injury.

You might also need to see a QME if the insurance company disagrees with something in your claim. In that case, the insurance company will give you the form to request a QME. When this happens, you have 10 days to request a QME list by sending the form to the DWC Medical Unit. If you don't send the form within 10 days of receiving it, the insurance company will have the right to request the QME list and select the kind of doctor you'll see.

Within 20 working days of the request, the DWC Medical Unit will send a list (also called a panel) of three QMEs to you and the insurance company. QME lists are randomly selected and do not represent your employer or the insurance company.

You have 10 days from the date the list is printed and mailed to select a QME from the list, make an appointment and tell the insurance company which doctor you picked, and the date of your appointment. If you don't do this within 10 days, the insurance company will have the right to pick the doctor you'll see and make the appointment.

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Please make a copy of your QME request for your records and mail your original request to:

DWC Medical Unit  
P.O. Box 71010  
Oakland, CA 94612  
1-800-794-6900

If you need help, call an [Information and Assistance \(I&A\) office](#), or attend a [workshop for injured workers](#). The local I&A phone numbers are attached to this guide. You can get information on a local workshop from the I&A office or on the Web at [www.dwc.ca.gov](http://www.dwc.ca.gov).

The information contained in this guide is general in nature and is not intended as a substitute for legal advice. Changes in the law or the specific facts of your case may result in legal interpretations different than those present here.

When sending documents to a district office, please make sure they are not folded or stapled. Send them in a large manila envelope. Please see the EAMS OCR forms handbook for further instructions.

## WORKERS' COMPENSATION APPEALS BOARD DISTRICT OFFICES

### **ANAHEIM, 92806-2131**

1065 North Link, Suite 170  
Information & Assistance Unit (714) 414-1801

### **BAKERSFIELD, 93301-1929**

1800 30th Street, Suite 100  
Information & Assistance Unit (661) 395-2514

### **EUREKA, 95501-0529** \* Virtual office \*

Information & Assistance Unit  
(707) 441-5723

### **FRESNO, 93721-2219**

2550 Mariposa Street, Suite 4078  
Information & Assistance Unit (559) 445-5355

### **LODI, 95240-6936**

3021 Reynolds Ranch Parkway, Suite 130  
Information & Assistance Unit (209) 948-7980

### **LONG BEACH, 90810-1870**

1500 Hughes Way, Suite C203  
Information & Assistance Unit (424) 450-2565

### **LOS ANGELES, 90013-1105**

320 W 4th Street, 9th Floor  
Information & Assistance Unit (213) 576-7389

### **MARINA DEL REY, 90292-6902**

4720 Lincoln Boulevard, 2nd and 3rd Floors  
Information & Assistance Unit (310) 482-3820

### **OAKLAND, 94612-1499**

1515 Clay Street, 6th Floor  
Information & Assistance Unit (510) 622-2861

### **OXNARD, 93030-7912**

1901 N Rice Avenue, Suite 100  
Information & Assistance Unit (805) 485-3528

### **POMONA, 91768-1653**

732 Corporate Center Drive  
Information & Assistance Unit (909) 623-8568

### **REDDING, 96002-0940**

250 Hemsted Drive, 2nd Floor, Suite B  
Information & Assistance Unit (530) 225-2047

### **RIVERSIDE, 92501-3337**

3737 Main Street, Suite 300  
Information & Assistance Unit (951) 782-4347

### **SACRAMENTO, 95834-2962**

160 Promenade Circle, Suite 300  
Information & Assistance Unit (916) 928-3158

### **SALINAS, 93906-2204**

1880 N Main Street, Suites 100 & 200  
Information & Assistance (831) 443-3058

### **SAN BERNARDINO, 92401-1411**

464 W Fourth Street, Suite 239  
Information & Assistance Unit (909) 383-4522

### **SAN DIEGO, 92108-4424**

7575 Metropolitan Drive, Suite 202  
Information & Assistance Unit (619) 767-2082

### **SAN FRANCISCO, 94102-7014**

455 Golden Gate Avenue, 2nd Floor  
Information & Assistance Unit (415) 703-5020

### **SAN JOSE, 95110-3718**

224 Airport Parkway, Suite 600  
Information & Assistance Unit (408) 277-1292

### **SAN LUIS OBISPO, 93401-8736**

4740 Allene Way, Suite 100  
Information & Assistance Unit (805) 596-4159

### **SANTA ANA, 92707-7704**

2 MacArthur Place, Suite 600  
Information & Assistance Unit (714) 942-7576

### **SANTA BARBARA, 93101-7538**

130 E Ortega Street  
Information & Assistance Unit (805) 568-1390

### **SANTA ROSA, 95404-4771**

50 "D" Street, Suite 420  
Information & Assistance Unit (707) 576-2452

### **VAN NUYS, 91401-3370**

6150 Van Nuys Boulevard, Suite 105  
Information & Assistance Unit (818) 901-5374