



Department of Industrial Relations

Workers' Compensation Division

<http://dir.alabama.gov/wc/>

Department of Industrial Relations



Excellence in customer service is our primary focus at the Alabama Department of Industrial Relations (DIR). As a cabinet-level department of state government, DIR provides services which have considerable impact on the economic well-being of all Alabamians. It is a core partner in Alabama's Career Center System which provides one-stop employment and training services as mandated by the Workforce Investment Act.

There are five operational divisions in our department which work to improve the quality of life for our citizens as well as improve the business climate for Alabama employers. They are: Employment Service (ES), Unemployment Compensation (UC), Workers' Compensation (WC), Labor Market Information (LMI), and Mining and Reclamation. Each of these divisions must meet statutory standards of quality, while maintaining a delicate balance between the interest of individuals and the interests of business.

DIR is working hard to build partnerships with employers, the community, and governmental agencies to provide a better economic climate for Alabama's workforce and employers.

Worker's Compensation Division

The Workers' Compensation Division is responsible for the administration of the Alabama Workers' Compensation Law to ensure proper payment of benefits to employees injured on the job and encourage safety in the work place.

The main function of the Division is to ensure proper payment of compensation benefits along with necessary medical attention to employees injured on the job or their dependents in case of death. Information and services are also provided to claimants, employers, insurance companies, attorneys, judges, legislators, labor and management groups, government agencies and other parties. The Division also administers the rules and regulations for individual self-insurers and group self-insurers. Major activities include compliance inspections, safety promotion, auditing and enforcing claims payments and settlements, compiling injury and cost statistics, mediating disputes, and establishing and regulating cost containment standards.

Workers' Compensation Services

- Speakers for various civic organizations to address WC matters and the ombudsman program.
- Brochures on the benefits of the ombudsman program, and on WC insurance coverage for employers.
- 1-800-528-5166 number available for claimants wanting assistance.
- Ongoing continuing education seminars available.
- Fraud and WC posters.
- Safety program for businesses.
- Provider fee schedules and negotiated agreements with hospitals.

Workers' Compensation Division Directory

**The Division's normal business hours are 8:00 a.m. to 4:30 p.m., CST,
Monday through Friday.**

**Telephone Numbers:
(334) 242-2868 or 1-800-528-5166**

FAX Numbers:

**(334) 353-8262 -- Administrative/TPAs/Assessments/Self-Insurance
/Education**

(334) 353-8228 -- Ombudsman/Drug Free/Medical

(334) 353-0840 -- Claims

(334) 353-8490 -- Compliance/Examiners

**The following is a list of selected staff members of the State of Alabama
Workers' Compensation Division.**

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Fraud Hotline

1-800-923-2533

Phone calls received via the Fraud Hot Line are investigated and, when necessary, appropriate action taken to inform employers or insurance carriers.

The legislature passed the Workers' Compensation Fraud Bill, April 1994, AL Act 1994-653, Code of Alabama, 1975, Section 13A-11-124, which makes it a Class "C" felony for any person making a fraudulent claim of injury to receive compensation (punishable by a fine of up to \$5,000.00 and a jail term of one to ten years).

Ombudsman Program

Code of Alabama , 1975, Sections [25-5-290](#), [25-5-291](#), [25-5-292](#)

For free dispute resolution through mediation call 1-800-528-5166, and ask to speak with an Ombudsman. In the Montgomery area call 242-2868.

The Ombudsman program, established by the Workers' Compensation Reform Act of 1992, has proven to exceed the expectations of success imagined at its inception. The objective of the Ombudsman Program is to work quickly and informally to allow the parties to take every possible step to settle their workers' compensation differences before going to court. The following are some of the many advantages of the mediation process: (1) cases are handled quickly and professionally, (2) costs of litigation are reduced, (3) communication between all parties of the case is improved, (4) parties are allowed to continue their working relationships on the best terms possible by doing everything they can to settle their dispute quickly, and (5) flexibility in being responsive to the needs of all parties of the case is a reality. The Ombudsmen are very proud of the part each contributes toward the changing face of the economy in Alabama.

**For more information about the
Alabama Department of
Industrial Relations,
Workers' Compensation Division
log onto
<http://dir.alabama.gov/wc/>**