



Texas Department of Insurance Division of Workers' Compensation

Division of Workers' Compensation (DWC) Overview





Texas Department of Insurance Division of Workers' Compensation

The Texas Department of Insurance, Division of Workers' Compensation (TDI-DWC) was established on September 1, 2005 when the former Texas Workers' Compensation Commission was abolished (House Bill 7, 79th Legislature). The Workers' Compensation Act ensures that injured workers are compensated fairly and appropriately for workplace injuries. Under the Act, Texas remains the only state that still allows private employers to choose whether or not to maintain workers' compensation insurance. The Act includes many insurance options for employers, including self-insurance for large employers who meet established criteria and are certified by TDI-DWC.

The Commissioner of Workers' Compensation is appointed by the Governor, with the advice and consent of the Senate, to administer the Division of Workers' Compensation within the Texas Department of Insurance (TDI). The Commissioner oversees TDI-DWC regulatory functions and has the authority to adopt rules to implement and enforce the Texas Workers' Compensation Act and the Texas Labor Code. The Commissioner may sanction parties up to and including preventing them from participating in the workers' compensation system.

TDI-DWC consists of a Commissioner's Administration area and five major sections: Operations, Legal Services, Hearings, Policy & Research, and the Medical Advisor. A General Counsel advises the Commissioner on legal matters affecting TDI-DWC and may conduct public hearings, review litigation, provide support for compliance efforts, and coordinate policy issues.

H.B. 7 also established a new state agency, the Office of Injured Employee Counsel (OIEC), to be administered by a Public Counsel appointed by the Governor. The Public Counsel represents injured workers in rulemaking proceedings and coordinates ombudsman assistance for injured workers in administrative dispute proceedings.

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Health care networks, similar to those found in group health insurance, first came to the Texas workers' compensation system under H.B. 7. As the networks were being developed to begin operations in 2006, the Commissioner of Workers' Compensation also directed the implementation of many other reforms approved by the legislature in H.B. 7 summarized at <http://www.tdi.state.tx.us/commish/hb7changes.html>.

The primary duties of TDI-DWC are to regulate and administer the business of workers' compensation in Texas; and ensure that the Texas Workers' Compensation Act, Texas Labor Code and other laws regarding workers' compensation are implemented and enforced. The basic goals of the Texas workers' compensation system are as follows:

- *Each employee shall be treated with dignity and respect when injured on the job*
- *Each injured employee shall have access to a fair and accessible dispute resolution process.*
- *Each injured employee shall have access to prompt, high-quality medical care within the framework established by the Texas Labor Code; and*
- *Each injured employee shall receive services to facilitate the employee's return to employment as soon as it is considered safe and appropriate by the employee's health care provider.*

For more information please visit the TDI-DWC website at:

<http://www.tdi.state.tx.us/wc/indexwc.html>



Texas Department of Insurance Division of Workers' Compensation

Rod Bordelon *Commissioner of Workers' Compensation*



Commissioner
Rod Bordelon

Rod Bordelon was recently appointed Commissioner of Workers' Compensation by Governor Rick Perry. Previously, Mr. Bordelon served as the Public Counsel and Executive Director of the Office of Public Insurance Counsel where he represented the insurance buying public in numerous hearings dealing with rates, rules and forms in all lines of insurance, and testified before the Insurance Commissioner, the Legislature, and others to ensure fair and adequate insurance coverage to all applicants.

Mr. Bordelon was in the private practice of law where he represented insurance consumers, insurance entities, and other businesses on a variety of insurance matters. From 1988 to 1991, Mr. Bordelon served as the Deputy Public Counsel and then Acting Public Counsel for the Office of Consumer Protection, the predecessor to the current Office of Public Insurance Counsel.

Mr. Bordelon has served on the Board of the Interstate Insurance Product Regulation Commission (IIPRC), Consumer Advisory Member; Texas Workers Compensation Self-Insured Guaranty Association; Group Self-Insured Guaranty Association; Property and Casualty Legislative Oversight Committee; Texas Surplus Lines Stamping Office; Texas Workers Compensation Insurance Facility; and various advisory committees dealing with all lines of insurance.

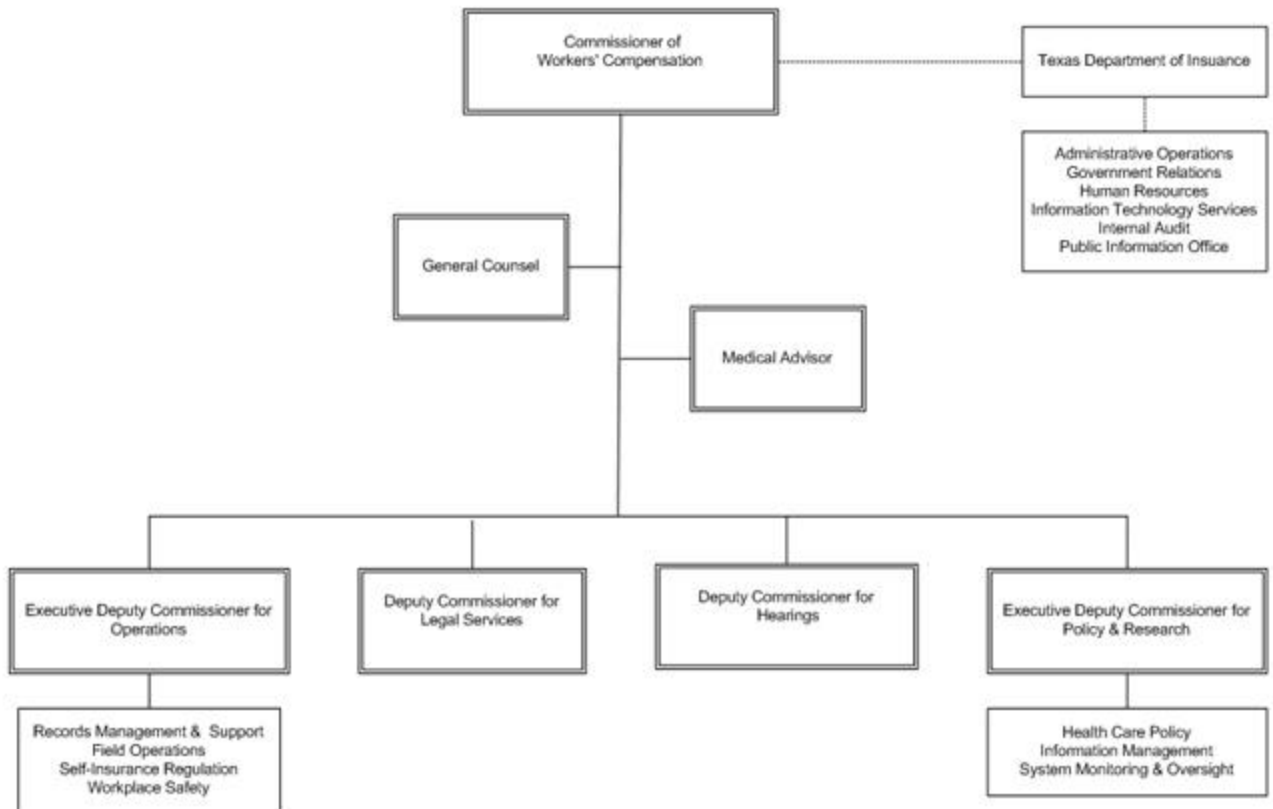
Mr. Bordelon is a member of the State Bar of Texas, and the American and Austin Bar Associations. He received a bachelor's degree from the University of Texas at Austin and a law degree from South Texas College of Law.



Texas Department of Insurance Division of Workers' Compensation

Organizational Chart

Texas Department of Insurance
Division of Workers' Compensation





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Resources

Texas Workers' Compensation Act

Texas Labor Code Title 5. Workers' Compensation

<http://tlo2.tlc.state.tx.us/statutes/la.toc.htm>

Texas Administrative Code

Title 28, T.A.C., Part 2

[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.ViewTAC?tac_view=3&ti=28&pt=2](http://info.sos.state.tx.us/pls/pub/readtac$ext.ViewTAC?tac_view=3&ti=28&pt=2)

Forms

<http://www.tdi.state.tx.us/forms/form20all.html>

Employee Resources

<http://www.tdi.state.tx.us/wc/employee/index.html#employee>

Employer Resources

<http://www.tdi.state.tx.us/wc/employer/index.html#employer>

Health Care Provider Resources

<http://www.tdi.state.tx.us/wc/hcprovider/index.html#provider>

Insurance Carrier Resources

<http://www.tdi.state.tx.us/wc/carrier/index.html#carrier>



Texas Department of Insurance Division of Workers' Compensation

Contact Information

Texas Department of Insurance Division of Workers' Compensation

7551 Metro Center Drive, Suite 100
Austin, TX, 78744-1609
(512) 804-4000

TDI-DWC Field Offices

(800) 252-7031

E-mail Customer Services

workerscompcustomerservices@tdi.state.tx.us

Website

<http://www.tdi.state.tx.us/wc/indexwc.html>



Texas Department of Insurance Division of Workers' Compensation

Helpful Phone Numbers

Contact	Phone #
Bureau of Labor Statistics Survey of Occupational Injuries and Illnesses	1-866-237-6405
Customer Service	1-800-252-7031 or local office / 512-305-7238
Forms	512-804-4240
Fraud Hotline	512-463-6700 / 1-888-327-8818
Government Relations	512-463-6651
Open Records	512-804-4434
Publications	512-804-4200
Safety Violations Hotline	1-800-452-9595
Speakers' Bureau	512-804-4578
Switchboard	512-804-4000
Return to Work	512-804-5000
Technical Help Desk	1-888-4-TXCOMP