



**North Dakota Workforce  
Safety & Insurance**

**Decision Review Office**

# Decision Review Office

The Decision Review Office (DRO) was created to help injured workers who have filed a claim with Workforce Safety & Insurance (WSI). If a worker has a concern with their claim they may contact the office to request assistance.

A worker may contact the office for assistance at any time. DRO decision review specialists will direct workers through the claim process and can explain what steps a worker may take to appeal a decision made on their claim. DRO provides its services free of charge.

**“To provide  
personal and timely  
independent dispute  
resolution services and  
education to North  
Dakota workers.”**

## Frequently Asked ?

### Do I need to hire a lawyer?

No. A lawyer is not needed to request assistance from the Decision Review Office (DRO).

### Are workers required to request the assistance of DRO regarding a WSI Order?

No. It is your decision whether to request DRO assistance regarding an Order or to bypass DRO by appealing an Order directly to an administrative hearing.

### What is the cost of requesting DRO assistance?

Nothing; the program provides services free of charge to the worker.

### How long does a review of a WSI Order take?

Review time varies with each case, but 30 days is the standard.

### Is DRO part of Workforce Safety & Insurance?

Yes; however, DRO is independent of WSI's Claims Department, is located off-site, and reports to the WSI Board of Directors.

### Can DRO provide a legal opinion or provide legal representation?

No. Decision review specialists are skilled claims personnel but are not lawyers.

# WSI

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## Disputing an Order

To request assistance regarding an Order of Workforce Safety & Insurance (WSI), a worker must contact the office in writing within 30 days of the date of the Order.

## Order Review

Following a request for assistance regarding a disputed Order, a decision review specialist is assigned to review the disputed decision and the claim file information. The Decision Review Office may also gather additional information.

The decision review specialist will contact the WSI Claims Department with any questions about the claim or to review any information that may justify reconsideration of the decision outlined in the Order. WSI will decide whether to change its previous decision, offer an alternative resolution to the claims dispute, or keep its Order unchanged. The worker will be informed in writing of the results of the review.

## Office Advantages

Following an Order review through DRO a worker may request an administrative hearing if they continue to disagree with the Order. WSI will pay for a consultation of up to \$500.00 if the worker chooses to meet with an attorney. If the worker wins the case in whole or in part at the final point of appeal in litigation, WSI will also pay the worker's attorney fees up to established caps.



For additional information on the  
Decision Review Office (DRO)  
please contact us at  
(701) 328-9900 or 1-800-701-4932

**WSI**

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