

Frequently Asked Questions: Adjusters



UCWCP

Union Construction Workers' Compensation Program
Administered by Wilson-McShane Corporation
www.ucwcp.com

- 1. Do I need to inform the Program about a member's claim?**
 - a. All claim documents continue to be filed with the Department of Labor and Industry (DLI), please indicate on all official forms that it is a Union Construction Workers' Compensation Program claim
 - b. Submit the First Report of Injury (FROI) to the Program's ucwcp@wilson-mcshane.com email to inform the Program of a new claim
 - c. Most importantly, notify the injured employee that the claim falls under the Program's jurisdiction and provide the [Union Employee's Guide](#)

- 2. How do I indicate on forms filed with DLI that this is a Program claim?**
 - a. All Union Construction Workers Compensation Program (UCWCP) claims are reported via electronic data interchange (EDI) using data number DN0438 – Collective Bargaining Agreement code indicate "Y" for yes

- 3. How do I verify a contractor is under the jurisdiction of the Program?**
 - a. Contact the Program to confirm jurisdiction: ucwcp@wilson-mcshane.com or call (952) 851-5943

- 4. What do I do if an injured worker won't return my calls and/or emails?**
 - a. Contact the Program for assistance: ucwcp@wilson-mcshane.com or call (952) 851-5943

- 5. What is the Exclusive Provider Organization (EPO)?**
 - a. The EPO is an approved list of providers that is mandatory for treatment under the Program
 - b. To see a list of approved providers, please visit our [website](#)

- 6. What if an injured employee is refusing to treat in the EPO?**
 - a. Contact the Program for assistance: ucwcp@wilson-mcshane.com or call (952) 851-5943

- 7. What if there are concerns regarding a physician on the EPO, who do I contact?**
 - a. Contact the Program and provide details of your concerns: ucwcp@wilson-mcshane.com or call (952) 851-5943

- 8. What if I denied a claim that falls under the Program's jurisdiction, what are the next steps?**
 - a. Send a copy of the Notice of Primary Liability Determination (NOPLD) to the Program
 - b. Direct the injured employee to call the Program at (952) 851-5943 with any questions

- 9. What if I have a dispute?**
 - a. For any and all disputes including but not limited to: medical, vocational rehabilitation, indemnity, etc., contact the Program for assistance: ucwcp@wilson-mcshane.com or call (952) 851-5943

- 10. Are Independent Medical Exams (IME's) allowed under the Program?**
 - a. No. See Rule 9 of the [Program's Rules and Regulations](#) regarding the neutral physician exam process

- 11. How is the physician selected for a Dispute Resolution Exam (DRE)?**
 - a. After consulting with the parties, a neutral physician exam is scheduled by the Program to determine the health care specialty and level of review needed
 - b. For a list of the Program's neutral physicians, please reference the [Neutral Physician Examiner Panel](#)

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12. What if an injured worker refuses a light duty position offered by the employer?

- a. Contact the Program for assistance: ucwcp@wilson-mcshane.com or call (952) 851-5943

13. What if a Qualified Rehabilitation Consultant (QRC) on a claim is not on the approved panel?

- a. QRC's must be on our approved [Exclusive Rehabilitation Panel](#)
- b. If a QRC is placed on a claim that is not on the panel, the claim needs to be moved to an approved QRC

14. Are there exceptions to the Exclusive Provider Organization (EPO)?

- a. Exceptions are provided in Rule 10 of the [Programs Rules and Regulations](#)
- b. All parties must be in agreement with any treatment outside of the EPO

15. Who do I contact with general questions at the Program?

- a. You can call the UCWCP Helpline at (952) 851-5943 or email at ucwcp@wilson-mcshane.com