

The WCA's Ombudsman Program provides a neutral source of information for workers, employers and other parties.

The service is free of charge.

Ombudsmen explain how the workers' compensation system works. They also help resolve disputes. Ombudsmen can be reached by phone, but you may also request to meet with one in person. Ombudsmen are available at all WCA offices, so you can contact one at the office nearest you. Some ombudsmen are bilingual in English and Spanish, so if help is needed in Spanish, you will be connected to a Spanish-speaking ombudsman.

Ombudsmen will explain your rights, responsibilities and options. They may contact the other party and attempt to resolve your problem. Ombudsmen are not advocates for any party, and **cannot give legal advice**. Communications with ombudsmen are confidential.

Ombudsmen cannot help any party represented by an attorney, nor can they help with any claim that is in the formal adjudication phase.

If you have questions regarding workers' compensation, whether you are a worker, an employer, an insurer, or health care provider, contact an ombudsman 8 a.m. - 5 p.m., Monday through Friday, toll free:

1-866-967-5667



New Mexico Workers' Compensation Administration

Main Office

Mailing Address:

PO Box 27198
Albuquerque, NM 87125-7198

Location: 2410 Centre SE
(Near Yale and Gibson)

In-state toll-free phone:
1-800-255-7965

Local phone: 841-6000

Las Cruces

2407 W. Picacho, Suite D
Las Cruces, NM 88007
Phone: 575-524-6246

In-state toll-free:
1-800-870-6826

Las Vegas

32 NM 65
Las Vegas, NM 87701
Phone: 505-454-9251

In-state toll-free phone:
1-800-281-7889

Regional Offices

Call the nearest regional office to reach the Ombudsman and Safety programs, and for forms and publications.

Roswell

Penn Plaza Building
400 N. Pennsylvania Ave.,
Ste. 425

Roswell, NM 88201
Phone: 575-623-3997

In-state toll-free phone:
1-866-311-8587

Farmington

2700 Farmington Avenue,
Bldg. E, Ste. 2

Farmington, NM 87401
Phone: 505-599-9746

In-state toll-free phone:
1-800-568-7310

Santa Fe

Aspen Plaza Building
1596 Pacheco St., Ste. 202
Santa Fe, NM 87505

Phone: 505-476-7381

Hobbs

2120 North Alto, Unit 3
Hobbs, NM 88240

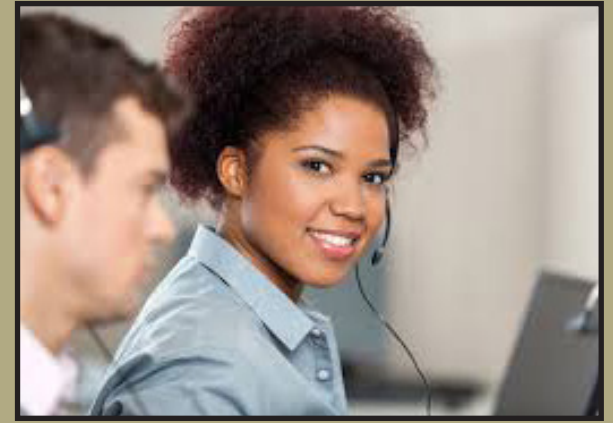
Phone: 575-397-3425
In-state toll-free phone:
1-800-934-2450

Help & Hotline
1-866-WORKOMP
1-866-967-5667

<https://workerscomp.nm.gov>



State of New Mexico



Workers' Compensation



OMBUDSMAN PROGRAM



STATE OF NEW MEXICO
**Workers' Compensation
Administration**

ONE TEAM | ONE GOAL
A Better New Mexico for Workers and Employers

How can a WCA Ombudsman help?

An Ombudsman provides information and assistance to all parties to a workers' compensation claim and works to informally resolve disputes. The WCA's Ombudsmen are not attorneys and cannot represent any party to a claim, nor can they give legal advice. They can, however, answer questions such as:

Workers

What is the amount and duration of wage loss benefits?

Can I change doctors?



To whom must I give notice of my accident and by what date?

Can you assist me in filing a claim?

Am I entitled to mileage benefits for doctor visits?

Am I required to sign the insurance company release for medical records?

How do I go about getting a lump sum settlement?

Can I get help to return to work?

Employers

For what type and number of workers must I carry workers' compensation insurance?

Am I required to sign a workers' written Notice of Accident?

When am I required to report a job accident to my insurer?

Who selects the doctor for an injured worker?

Does it matter who was at fault for the job accident?

Can you help resolve job injury disputes?

Insurers

What if the worker fails to co-operate with the insurer?

What are the WCA reporting requirements?

Is there a way to informally resolve disputes?

Health Care Providers

Is there a time limit for payment of medical bills?



Am I obligated to provide requested medical records?

How are medical referrals handled?

Who can I talk or write to regarding workers' medical treatment?

What should I do if the worker needs help accessing medical services?

Other services the WCA provides include:

Safety

Assist businesses in developing safety programs

Conduct annual safety inspections
Provide safety resource information

Employer Compliance

Educate employers about workers' compensation insurance coverage requirements

Conduct field visits

Work to bring employers into compliance

Return to Work

One-on-one employer consultations

Help with analyzing RTW practices

Troubleshooting job accommodation issues

Checklist of best practices for developing a winning RTW program

Additional information, resources, workers' compensation rules and laws, downloadable forms and publications are available on our website:

<https://workerscomp.nm.gov>



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1-866-WORKOMP
1-866-967-5667
Se habla español