

**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

### Regional Offices

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

#### Farmington

2700 Farmington Avenue,  
Bldg. E, Ste. 2  
Farmington, NM 87401  
Phone: 505-599-9746  
In-state toll-free phone:  
1-800-568-7310

#### Hobbs

2120 North Alto, Unit 3  
Hobbs, NM 88240  
Phone: 575-397-3425  
In-state toll-free phone:  
1-800-934-2450

#### 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

#### 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

#### Santa Fe

Aspen Plaza Building  
1596 Pacheco St., Ste. 202  
Santa Fe, NM 87505  
Phone: 505-476-7381

### Help & Hotline

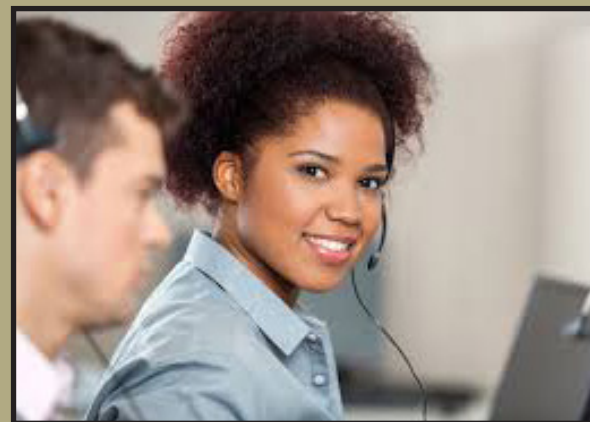
**1-866-WORKOMP**

**1-866-967-5667**

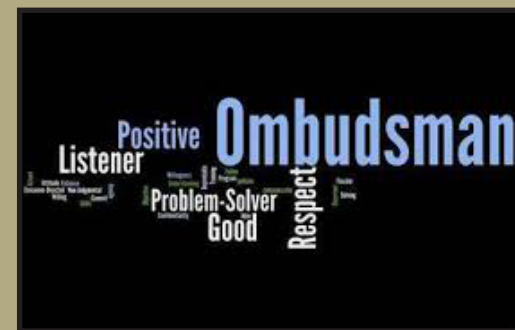
<https://workerscomp.nm.gov>



# State of New Mexico



## Workers' Compensation



## OMBUDSMAN PROGRAM



**STATE OF NEW MEXICO  
WORKERS'  
COMPENSATION  
ADMINISTRATION**

## 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>**



**Help & Hotline**  
**1-866-WORKOMP**  
**1-866-967-5667**  
***Se habla español***