

INTRODUCTION

This manual has been developed by the staff of the Workers' Compensation Program located within the Workers' Compensation and Safety Division, Vermont Department of Labor. The manual's purpose is to assist workers' compensation adjusters understand the requirements of the Vermont process for adjusting claims and resolving disputes.

This on-line version of the Workers' Compensation Adjusters' Manual explains the procedures to follow from the initial investigation of a workers' compensation claim through final settlement. This manual includes hyper-links to Vermont's statutes and rules of procedure governing the Workers' Compensation process. This manual should be used as both a ready reference and a learning tool, and does not relieve the adjuster's obligation to be familiar with our State's statutes and administrative rules governing workers' compensation claims. In the event a conflict is perceived between the manual and a W.C. Rule, statute, or court or Department decision, the rule, statute or decision controls.

New features of the on-line Adjuster's Manual include: information about continuing education requirements for adjusters; new sections on investigating claims, determining indemnity and medical benefits, and effectively participating in the dispute resolution process; and information about new discontinuance, preauthorization, and vocational rehabilitation requirements. The Manual also includes guidance regarding the submission of evidence with Form 27 filings under [21 VSA 643a](#), which requires the filing of all relevant discoverable evidence with the discontinuance notice, helpful sample form letters and wage calculation information, and directory information for Workers' Compensation staff.

The Workers' Compensation program ensures that workers' compensation claims are properly processed and adjusted. Staff provide both informal dispute resolution and resolutions through the formal hearing process. It is essential that adjusters provide the W.C. Program staff and the injured worker with the required filings and supporting evidence and justification, in an organized, timely manner. W.C. Program staff welcome calls from adjusters seeking guidance, or having questions or concerns regarding the Vermont W.C. process, the application of the W.C. statutes or rules, and filing requirements.

Every workers' compensation claim is somewhat unique, and while it is not expected that this Adjuster's Manual can possibly address all questions that may arise, we urge you to look here first. Then, if you don't find the answer you are looking for, call us. Please note, however, that nothing in this Manual supersedes any of the laws or rules of the State of Vermont.