



Ohio | Industrial Commission

FACT SHEET: LEGISLATIVE AND CUSTOMER SERVICE

Contact Us
 (800) 521.2691; Toll-free nationwide
 (800) 686.1589; Toll-free TDD
 Email: askIC@ic.state.oh.us
 Web: www.ohioic.com

Legislative Liaison

The Legislative and Customer Service Department of the Industrial Commission of Ohio (IC) is responsible for carrying out programs that educate public officials and their staff members about agency operations. Constituent inquiries received from elected officials regarding workers' compensation claims are researched and a response given, usually within five working days by the IC's Legislative Liaison. The office also oversees the production and distribution of any reports required by statute to be submitted to the legislature, the submission of Ethics Statements to the Joint Legislative Ethics Committee and the Ohio Ethics Commission, and is responsible for coordinating all communications with public and elected officials. In conjunction with the IC's Legal Counsel, the Legislative section promulgates and seeks approval of administrative rules by the Joint Committee on Agency Rule Review. The Legislative section tracks, researches, drafts and advocates legislation on behalf of the Commission.

Customer Service

The Legislative and Customer Service Department is also responsible for the processing of public inquiries serving both employers and employees on a statewide basis. This is achieved in person through the Customer Service Center located on the first floor of the William Green Building. The section also handles mail inquiries. Customer Service operates a nationwide toll-free hotline, offers telephone service for the hearing impaired through a Telecommunications for the Deaf (TDD) machine, foreign language interpretation services, as well as fax and email communications for the general public.

Interpreting Services

The Legislative and Customer Service Department will secure the services of interpreters where ordered or scheduled by the IC for hearings, medical examinations, or other similar circumstances involving individuals who cannot communicate due to foreign language or deafness. The IC currently offers interpreters for over 170 languages. Payment for interpreting services shall be made from the Surplus Fund; involving a non-complying employer, such cost shall be recouped from the employer. There is no charge to the injured worker for interpretive services.

To make arrangements for interpretive services, fill out Form IC-INT completely and fax it to Customer Service at (614) 728.7004, or you can file the request online through I.C.O.N. at www.ohioic.com. If you have questions regarding interpretive services, please contact Customer Service at (800) 521.2691 or (614) 466.6136.

A Few of the Languages Our Interpreters Speak...

Spanish	Arabic	Somali	Croatian
Serbian	French	Russian	Amharic
Sonike	Chinese	Vietnamese	Gujrati
Laotian	Korean	American Sign Language	

Ask IC

To request that a specific form be sent to you or if you have questions that can be answered via email, contact our Legislative and Customer Service Department at askIC@ic.state.oh.us.

Frequently Asked Questions

For questions about hearings, see *The Hearing Process Fact Sheet* located on the IC's Web site at www.ohioic.com.

Why does the Industrial Commission list that my claim as not active?

If a claim has not had any processing activity in the IC for 28 days, the claim becomes an inactive claim, and the claim is sent back to the Bureau of Workers' Compensation.

My password does not work. What should I do to get on I.C.O.N.?

Contact the Industrial Commission's IT Helpdesk at (877) 218.4810 or (614) 644.6595.

If I have trouble faxing a document to the Industrial Commission, what should I do?

Contact your local IC office by telephone and a customer service representative will help you.

If I want to check on the status of my claim, who should I call?

Contact (800) 521.2691 or your local IC office.

If I need help navigating the appeal process, who should I call?

Contact (800) 521.2691 or your local IC office. Visit the Customer Service page of www.ohioic.com for a list of all IC office locations.