



Legislative Services

The Legislative Services Department of the Ohio Industrial Commission (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 the IC's Legislative Liaison gives a response, usually within five working days. 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

Customer Service is responsible for the processing of public inquiries from both employers and employees on a statewide basis. Exemplary customer service is achieved through the proactive, effective, and continuous sharing of information in the Customer Service Center, located on the first floor of the William Green Building. Customer Service also handles mail inquiries and provides a one-stop shop for customers to conveniently file documents with the agency. Customer Service also operates a nationwide toll-free hotline and the askIC email box.

Interpreting Services

Customer Service secures 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. There is no charge to the injured worker for interpretive services.

To make arrangements for interpretive services, complete an Interpretive Service Request Form (IC-INT). Requests can be made / submitted electronically through ICON, or by faxing a completed IC-INT, found by visiting the Forms page, to Customer Service at 614-728-7004. If you have questions regarding these services, please contact Customer Service at 1-800-521-2691.

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 Customer Service Department at askIC@ic.ohio.gov.

Frequently Asked Questions

For questions about hearings, see *The Hearing Process* Fact Sheet located on the IC's website at www.ic.ohio.gov.

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 ICON?

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.ic.ohio.gov for a list of all IC office locations.