

Frequently Asked Questions

Does it cost anything?

No. Our help is completely free.

Is my information private?

Yes. We keep your information confidential.

Can you make a decision about my case?

No. We don't make legal decisions or take sides. But we can help you understand what's happening and what options you have.



State of New Mexico
**Workers'
Compensation
Administration**

Visit our website or contact us to learn more about workers' compensation services, programs, and to find the WCA field office nearest you.



Ombudsman.Outreach@wca.nm.gov



505-841-6000



www.workerscomp.nm.gov



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Understanding the Ombudsman Program

Free, confidential help with your workers' compensation questions



What Is an Ombudsman?

An Ombudsman is a neutral person who helps workers, employers, insurers, and health care providers understand the workers' compensation process. Ombudsmen can:

- ✓ Explain your rights and responsibilities
- ✓ Answer questions and help with forms
- ✓ Informally help resolve disputes

Ombudsmen do **not** give legal advice and **cannot** help if you already have an attorney.

How We Can Help

Ombudsmen are available by phone, and in every WCA office across the state. Some are bilingual in English and Spanish.

Workers

We're here to guide you through every step of your claim. Our team can explain your benefits, help with paperwork, communicate with the insurance company on your behalf, assist with changing doctors if needed, and ensure you're reimbursed for any medical travel benefits you may be eligible for.

Employers

If you're running a business, we can help you understand coverage requirements, make sure your workplace posters are correct, assist with injury reporting, and even provide free presentations for your team.

Insurers & Providers

We also assist insurers and healthcare providers with questions about communicating with unrepresented workers, understanding WCA rules and billing, and navigating nurse case management and records.



What to Expect When You Call

When you contact a WCA Ombudsman, you can expect:

A real person — not an automated system

Confidential and respectful service

Simple explanations — we'll walk you through the process

Clear next steps — we'll help you understand what comes next

Whether it's your first time dealing with workers' compensation or you just need clarification, we're here to support you every step of the way.