



WISCONSIN
DWD

Alternative Dispute Resolution

KAREE WILLIAMS and FAITH HOWE
Dispute Resolution Specialists
DWD Division of Worker's Compensation

1

Why is ADR good for me?

Alternative Dispute Resolution (ADR):

- Saves money
- Saves time
- Helps close claims quicker
- Is a neutral third party





DWD.WISCONSIN.GOV

2

What is ADR?

- Alternative Dispute Resolution is an alternative process to hearing, with an ADR specialist facilitating compromise
- All claims with unrepresented applicants are referred to ADR for review
- Completely voluntary for both parties
- Either side can decide not to participate in ADR at any time – claim will then go to pre-hearing conference





DWD.WISCONSIN.GOV

3

What ADR is Not

- A replacement for a hearing
- Partial to either party involved
- One party winning over the other (both sides give up something)





DWD.WISCONSIN.GOV

4

ADR process

- **Goal:** can the parties reach settlement outside of a hearing? (if there is actual dispute)
- Introduction to applicant
- Contact if more info needed (bills, med reports, etc.)
- Reach out to other parties for possible resolution
- If compromise can be reached, compromise is drawn up and sent to ALJ for approval and order to be written
- If no compromise, case is moved to pre-hearing


DWD.WISCONSIN.GOV

5

What claims are appropriate for ADR?

- Small dollar amounts
- Medical only claims
- Quickly healing injuries
- End of healing has been reached
- No need for future medical treatment


DWD.WISCONSIN.GOV

6

What claims are not appropriate for ADR?

- Perm totals
- Death claims
- Some hearing loss and vision claims
- Head injuries
- Complex injuries
- Claims with need for long-term care
- Claims that may result in an interlocutory order



DWD.WISCONSIN.GOV

7

What else does the ADR specialist do?

- Explain to injured worker need for support for claim
- Explain steps of hearing process to applicant
- Clarify issues
- Calculate value of claim
- Help with amended applications if necessary (direct only - we cannot write on the claimant's application for them)
- Aid in dismissal of claims when appropriate



DWD.WISCONSIN.GOV

8

Questions?

Karee Williams

608-267-1362

karee.williams@dwd.wisconsin.gov

Faith Howe

608-267-6890

faith.howe@dwd.wisconsin.gov



DWD.WISCONSIN.GOV

9
