



WISCONSIN
DWD

Alternative Dispute Resolution



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Why is ADR good for me?

Alternative Dispute Resolution (ADR):

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





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Poll Question

1. Have you heard of ADR before? (Using the chat, please give a thumbs up if your answer is yes and a thumbs down if your answer is no.)
2. How many times have you used ADR in the past?



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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



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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)



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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



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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



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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




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Poll Question

Which of the following claims would be most appropriate for ADR?

1. Hearing loss claim
2. Claim with head trauma
3. Claim where injured worker has back, shoulder, and knee injury
4. Claim where injured worker is seeking medical expenses only



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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



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Questions?

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