

Frequently Asked Questions Relating to COVID-19

(Updated March 27, 2020)

The Maine Workers' Compensation Board (the Board), understandably, is receiving many questions regarding COVID-19 and how it will/should be handled. The following list provides information regarding frequently asked questions.

Please note, the information provided is not legal advice and is not judicially enforceable. Employers should contact their workers' compensation insurer or attorney for advice on how to handle specific situations. Employees who are represented should contact their attorney or advocate. Employees who do not have representation can contact a Board troubleshooter for more information.

Are Board offices open?

Board offices are closed to the public. Limited staff are on hand for the purpose of receiving mail, Board filings, and deliveries. However, our usual business functions, including hearings and mediations, continue using remote technology.

My employee was exposed to COVID-19 while at work. Should I tell my insurer?

Yes. If you are aware of a potential workplace injury, best practice is to contact your workers' compensation insurer right away.

I was exposed to COVID-19 while at work. Should I tell my supervisor?

Yes, you should notify your supervisor as soon as possible. Once your employer is aware of the exposure it should notify its workers' compensation insurer.

Is COVID-19 covered by workers' compensation?

As is the case with other injuries/illnesses, if an employee who has properly filed a claim can show that an injury/illness happened while at work and because of work, the employee will be entitled to workers' compensation benefits. More information about how to properly file a claim can be found [here](#).

How should an insurer report a case involving COVID-19 to the Board through EDI?

When submitting a First Report of Injury:

- Nature of Injury Code (data element #0035) should be populated with code 83 (COVID-19).
- Cause of Injury Code (data element #0037) should be populated with code 83 (pandemic).

Can I still contact a troubleshooter if I have questions about my claim?

Yes, our troubleshooters are available by phone and are here to assist you. Here is the contact information for our troubleshooters:

AUGUSTA

Daniel Harrington
(207) 287-2003
1-800-400-6854

LEWISTON

Doug Lotane
(207) 753-7707
1-800-400-6857

LEWISTON

Marc St. Pierre
(207) 753-7711
1-800-400-6857

BANGOR

Michelle Syphers
(207) 941-4567
1-800-400-6856

PORTLAND

Tracy Beaupre
(207) 822-0849
1-800-400-6858

PORTLAND

Tom Profenno
(207) 822-0848
1-800-400-6858

CARIBOU

Diane Lennon-Danforth
(207) 498-6420
1-800-400-6855

Will I still be able to have a worker advocate represent me?

Yes, our advocate office remains open. You can still be assigned an advocate to represent you in your workers' compensation case. Our worker advocates are conducting client meetings by telephone.

Will I still have my mediation?

Yes, mediations are continuing to be scheduled and held. All mediations are being conducted by phone.

Is the Board still conducting hearings?

Yes, hearings are still being conducted. At this time hearings are being conducted by phone or other form of remote technology. Currently, Court Call is an option and the Board is looking into whether other methods (e.g. -- Zoom, Skype) can be used. If all parties believe an in-person hearing is necessary, parties must contact the Administrative Law Judge assigned to the case.

Will the Board be adjusting form filing deadlines or waiving penalties for late filed forms and payments?

The Board does not have the authority to unilaterally change filing requirements in the statute or its rules. The Board will monitor the impact of COVID-19 on form filing deadlines as we work through this unprecedented and evolving time. We will keep Governor Mills informed of any issues that would require her executive authority.

Where the Board has the discretion to waive and/or adjust penalties, issues related to COVID-19 will certainly be taken into consideration.

Can healthcare providers submit bills for telemedicine services?

Yes, healthcare providers may bill for telemedicine services.