



WISCONSIN
DWD

Alternative Dispute Resolution

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Why is ADR a good option?

Alternative Dispute Resolution (ADR):

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




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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
- Either side can decide not to participate in ADR at any time – claim will then go to pre-hearing conference



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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 agreement is reached, compromise 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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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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