# Chapter 4.5 Division of Workers’ Compensation

# Subchapter 1, Administrative Director – Administrative Rules

# Article 12. Copy Service and Electronic Transaction Rates

## **§ 9980. Definitions.**

As used in this article:

(a) “Additional set of records” means a copy of the initial set of records obtained by the copy service provider.

(b) “Authorization” means a written release to obtain records, signed and dated by the injured worker, or the injured worker’s representative if the injured worker is a minor, incompetent, or deceased, which contains the following information:

(1) The specific uses and limitations on the types of information to be disclosed;

(2) The name of the person or entity that may disclose the information;

(3) The name of the person or entity authorized to receive the information;

(4) The specific date after which the provider is no longer authorized to disclose the information; and

(5) A notice advising the person signing the authorization of the right to receive a copy of the authorization.

(c) “Claims administrator” means any of the following persons or entities responsible for the payment of compensation: a self-administered insurer providing security for the payment of compensation required by Divisions 4 and 4.5 of the Labor Code, a self-administered self-insured employer, the administrator of the Uninsured Employers Benefits Trust Fund (UEBTF), the administrator of the Subsequent Injuries Benefits Trust Fund (SIBTF), a third-party claims administrator for a self-insured employer, insurer, legally uninsured employer, or joint powers authority, the Self-Insurers’ Security Fund, or the California Insurance Guarantee Association (CIGA).

(d) “Contracted services” means services payable under an agreement between a claims administrator or an employer and a copy service provider.

(e) “Copy and related services” means all services and expenses that are related to the retrieval and copying of documents that are responsive to a duly issued subpoena or authorization to release documents for a workers’ compensation claim.

(f) “Custodian of records” means the person who has custody and control of the books, records, documents or physical evidence and maintains them in the ordinary course of business.

(g) “Initial set of records” means records or documents that have been recorded in paper, electronic, film, digital, or other format from one custodian of records under one subpoena or authorization, and includes separate types of records requested from a single source, regardless of the number of subpoenas or authorizations issued.

(h) “Professional photocopier” is defined by section 22450 of the Business and Professions Code.

Authority cited: Section 5307.9, Labor Code.

Reference: Section 5307.9, Labor Code.

## **§ 9981. Bills for Copy Services.**

(a) This article applies to services provided on and after July 1, 2015, regardless of date of injury.

(b) Bills for copy and related services must specify the services provided and include:

(1) The individual’s or entity’s provider tax identification number, professional photocopier registration number, county of registration, and date of billing;

(2) The injured worker’s name, claim number, and Workers’ Compensation Appeals Board case number (if applicable); and

(3) The source of the information, the type of records produced, the date of service, a description of the billed services, the number of pages produced, and a statement that the services described in the bill are neither related to nor the result of a violation of Labor Code section 139.32.

(c) For dates of service prior to July 15, 2022, bills submitted for records may include the following billing codes:

(1) WC 020: Flat Rate ($180.00).

(2) WC 021: Cancelled Service ($75.00).

(3) WC 022: Certificate of No Record (CNR) ($75.00).

(4) WC 023: Per Page Rate for documents over 500 pages ($0.10 per page).

(5) WC 024: Records from the Employment Development Department (EDD) ($20.00).

(6) WC 025: Records from the Workers’ Compensation Insurance Rating Bureau (WCIRB) ($30.00).

(7) WC 026: Additional Electronic Set ($5.00).

(8) WC 027: Additional Electronic Set ($30.00).

(9) WC 028: Duplication of X-ray or scan ($10.26).

(10) WC 029: CD of X-rays and scans ($3.00).

(d) For dates of service on or after July 15, 2022, bills submitted for records may include the following billing codes:

(1) WC 019: Flat Rate ($230.00).

(2) WC 021: Cancelled Service ($75.00).

(3) WC 022: Certificate of No Record (CNR) ($75.00).

(4) WC 023: Per Page Rate for documents over 500 pages ($0.10 per page).

(5) WC 028: Duplication of X-ray or scan ($10.26).

(6) WC 029: Electronic Storage Media ($3.00).

(7) WC 030: Requested Services (Indicate amount).

(8) WC 031: Contracted Rate for Additional Sets (Indicate amount).

(9) WC 032: Contracted Services (Indicate amount).

(10) WC 033: Additional Set ($10.00).

(11) WC 034: Surcharge for Late Payment (Indicate amount).

(12) S9999: Sales Tax.

(e) Bills must be paid or contested within thirty days of receipt by the claims administrator. If a bill is not paid within this period,then the unpaid portion of the billed sum will be increased by 25 percent.

Authority cited: Section 5307.9, Labor Code.

Reference: Section 5307.9, Labor Code; and Section 22462, Business and Professions Code.

## **§ 9982. Allowable Services.**

(a) This schedule covers copy and related services for records relevant to an injured worker’s claim, except contracted services.

(b) If the claims administrator fails to serve records in the employer’s or insurer’s possession requested by an injured worker or his or her representative within the time frames set forth in Labor Code section 5307.9, or fails to serve a copy of any subsequently-received medical report or medical-legal report within the timeframes set forth in section 10635, this schedule applies to obtaining those records.

(c) If the claims administrator fails to provide written notice, pursuant to Labor Code section 4055.2, to the injured worker of records which they are seeking by subpoena, this schedule applies to obtaining those records.

(d) There will be no payment for copy and related services that are:

(1) Provided within 30 days of a written request by an injured worker or his or her authorized representative to an employer, claims administrator, or workers' compensation insurer for copies of records in the employer's, claims administrator's, or workers' compensation insurer's possession that are relevant to the employee's claim.

(2) Provided by any person or entity which is not a registered professional photocopier.

(3) Provided by a medical provider, or by an agent of the provider, when the requesting party has employed a professional photocopier to obtain the records.

(e) The claims administrator is not liable for payment of:

1. Records previously obtained by subpoena or authorization by the same party and served from the same source.
2. Summaries, tabulations, or indexing of documents.

(3) Subpoenaed records obtainable from the Workers’ Compensation Insurance Rating Bureau and/or the Employment Development Department that can be obtained without a subpoena at lower cost.

(4) Charges for records submitted to the Independent Medical Review Organization (IMRO) for independent medical review, where the submitted records are already in the possession of the injured worker or the injured worker’s representative, or are duplicative of those submitted to the IMRO by the claims administrator.

(5) Charges for services related to, or cancellation of, a subpoena for records in the employer’s, claims administrator’s, or workers’ compensation insurer’s possession, with an order quashing the subpoena.

(6) More than four Certificates of No Record (CNR) on a claim with dates of service on or after July 15, 2022.

Authority cited: Section 5307.9, Labor Code.

Reference: Section 5307.9, Labor Code; and Section 2019.030, Code of Civil Procedure.

## **§ 9983. Rates for Copy and Related Services (Prior to July 15, 2022).**

(a) The reasonable maximum rates payable for copy and related services, for dates of service prior to July 15, 2022, are as follows:

(1) A $180.00 flat rate, for an initial set of records, from a single custodian of records, which includes, but is not limited to, mileage, postage, pickup and delivery, phone calls, repeat visits to the record source and records locators, page numbering, witness costs for delivery of records, check costs, costs charged by a third party for the retrieval and return of records held offsite by the third party, service of the subpoena, shipping and handling, and subpoena preparation.

(A) Release of information services of witness costs for retrieval and return of physical records held offsite by a third party are governed by Evidence Code section 1563.

(2) $75.00 in the event of cancellation after a subpoena or request for records by authorization has been issued but before records are produced, or for a Certificate of No Record (CNR).

(3) $20.00 for records obtained from the Employment Development Department.

(4) $30.00 for records obtained from the Workers’ Compensation Insurance Rating Bureau.

(b) In addition to the flat rate allowed in subdivision (a)(1), the following separate rates may be charged:

(1) For paper copies, ten cents ($0.10) per page if the document is over 500 pages.

(2) $5.00 for each additional set of records in electronic form ordered within 30 days of the subpoena, or $30.00 if ordered after 30 days and the copy is retained by the registered photocopier. If the injured worker requests an additional set of records in electronic form ordered within 30 days of the subpoena, the claims administrator is liable for one additional set of records in electronic form for no more than $5.00 for the additional set of records if ordered within 30 days and for no more than $30.00 if ordered after 30 days and the copy is retained by the registered photocopier. All other additional sets of records are payable by the party ordering the additional set.

(3) X-rays and scans are $10.26 per sheet, and $3.00 per CD of X-rays and scans.

(4) Applicable sales tax.

Authority cited: Section 5307.9, Labor Code.

Reference: Sections 4453 and 5307.9, Labor Code; and Sections 1561 and 1563, Evidence Code.

## **§ 9984. Rates for Copy and Related Services (On and After July 15, 2022).**

(a) The reasonable maximum rates payable for copy and related services, for dates of service on and after July 15, 2022, are as follows:

(1) A $230.00 flat rate, for an initial set of records, from a single custodian of records, which includes, but is not limited to, mileage, postage, pickup and delivery, phone calls, repeat visits to the record source and records locators, page numbering, witness costs for delivery of records, check costs, costs charged by a third party for the retrieval and return of records held offsite by the third party, service of the subpoena, shipping and handling, and subpoena preparation.

(2) $75.00 in the event of cancellation after a subpoena or request for records by authorization has been issued but before records are produced, or for a Certificate of No Record (CNR). The claims administrator will not be liable for bills submitted under this subdivision unless:

(A) The bill submitted for cancellation includes a copy of the request for records containing the date of the request and identity of the requesting party, and a copy of the cancellation order containing the date of cancellation and identity of the cancelling party.

(B) The bill submitted for CNR includes a copy of the request for records containing the date of the request and identity of the requesting party, and a copy of the CNR containing the date of the certificate.

(b)(1) Release of information (ROI) services of witness costs for the retrieval and return of physical records held offsite by a third party are included in the flat rate in subdivision (a)(1). ROI services of witness costs for retrieval and return of physical records held offsite by a third party are governed by Evidence Code section 1563.

(2) Third-party ROI services that represent deponents or witnesses who are compelled to produce documents for a deposition, records-only deposition, or trial conducted as part of any workers’ compensation claim shall be paid a flat rate of $35.00, inclusive of the witness costs and all services provided by the third-party ROI service, when records are produced, or a flat rate of $15.00, inclusive of the witness costs and all services provided by the third-party ROI service, when a CNR is produced. Third-party ROI services representing deponents or witnesses shall accept electronic service of all deposition notices and requests, including subpoenas and witness costs. Third-party ROI services shall electronically provide the records or certificates, including all affidavits required by Evidence Code section 1561, to the requesting party or their representative. These rates are included in the flat rate in subdivision (a)(1).

(c) In addition to the flat rate allowed in subdivision (a)(1), the following separate rates may be charged:

(1) For paper copies, ten cents ($0.10) per page if the document is over 500 pages.

(2) $10.00 for each additional set of records. If the injured worker requests an additional set of records, the claims administrator is liable for one additional set of records. All other additional sets of records are payable by the party ordering the additional set.

(3) X-rays and scans are $10.26 per sheet, and $3.00 for electronic storage media of X-rays and scans.

(4) Applicable sales tax.

Authority cited: Section 5307.9, Labor Code.

Reference: Section 5307.9, Labor Code; and Section 1563, Evidence Code.

**§9985. Disputes.**

Disputes over the production of records may be resolved by filing a petition with the Workers’ Compensation Appeals Board, or by filing a petition with a superior court pursuant to Labor Code section 132.

Authority cited: Sections 133 and 5307.9, Labor Code.

Reference: Sections 4453 and 5307.9, Labor Code; and Section 1563, Evidence Code.