

Chapter 4.5 Division of Workers' Compensation
Subchapter 1, Administrative Director – Administrative Rules
Article 11. Document Copy and Electronic Transaction Fees

§ 9980 Definitions

As used in this article:

- (a) “Copy and related services” means all services and expenses that are necessary for the retrieval and copying of documents and are responsive to a duly issued subpoena or authorization to release documents for a workers’ compensation claim.
- (b) “Claims administrator” means the person or entity responsible for the payment of compensation for any of the following: 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, joint powers authority, the Self-Insurers’ Security Fund, or the California Insurance Guarantee Association (CIGA).
- (c) “Custodian of records” means the person who has physical custody and control of the books, records, documents or physical evidence and maintains them in the ordinary course of business.
- (d) “Set of records” means a reproduction, either in paper form or in electronic form, of all records copied from one custodian of records under one subpoena or authorization.
- (e) “Professional photocopier” is defined by section 22450 of the Business and Professions Code.

Authority: Section 5307.9, Labor Code.

Reference: Section 5307.9, Labor Code; section 22450, Business and Professions Code.

§ 9981 Bills for Copy Services

- (a) This article applies to services incurred on and after the effective date of this article regardless of date of injury.
- (b) Bills for copy services must specify services provided. Billing code S9981 is for medical records copy fee, administrative and S9982 is for medical records copy fee, per page HCPHCS level 2 codes. Bills must be submitted to the claims administrator for payment.
- (1) Each bill for services must include a statement that there was no violation of Labor Code section 139.32 with respect to the services described and a copy of the professional photocopier certificate required by Business and Professions Code section 22462.

- (2) Bills for records obtained by authorization must include a declaration of completion of records pursuant to section 9984(a).

Authority: Section 5307.9, Labor Code.

Reference: Section 5307.9, Labor Code.

§ 9982 Allowable Services

- (a) This fee schedule covers copy and related services for records relevant to an injured worker's claim, except services under a contract between the employer and the copy service provider.
- (b) This fee schedule applies to obtaining records which were not timely served pursuant to section 10608.
- (c) If the claims administrator fails to provide records in the employer's or insurer's possession requested by an injured worker or his or her representative within 30 days, this fee schedule applies to obtaining those records.
- (d) If the claims administrator fails to provide written notice to the injured worker of records that are being sought by subpoena or authorization, this fee schedule applies to obtaining those records.
- (e) There will be no payment for copy and related services that are:
- (1) Provided within 30 days of a 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) For multiple billings arising from a single retrieval of records from one custodian of records.
 - (3) For records obtainable from the Workers' Compensation Insurance Bureau, the Electronic Data Exchange System, and the Employment Development Department that can be obtained without a subpoena at lower cost.
 - (4) Provided by any person or entity which is not a registered professional photocopier.
- (f) There will be no additional payment for copy and related services that are:
- (1) Duplicative records previously obtained from the same source, unless the subpoena or authorization is accompanied by a declaration from the party requesting the records that there is good cause to seek duplicate records.
 - (2) Summaries, tabulations, or for indexing of documents.

Authority: Section 5307.9, Labor Code.

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

§ 9983 Fees for Copy and Related Services

(a) The reasonable maximum fees payable for copy and related services are as follows:

(1) A \$180 flat fee for a set of records, from a single custodian of records, which includes mileage, postage, pickup and delivery, phone calls, repeat visits to the record source and records locators, page numbering, witness fees for delivery of records, check fees, fees for release of information services, and subpoena preparation.

(2) \$75 in the event of cancellation after a subpoena or authorization has been issued but before records are produced, or for a certificate of no records.

(3) Release of information services of witness costs for the retrieval and return of physical records held offsite by a third party are controlled by Evidence Code section 1563 and are included in the flat fee.

(4) In addition to the flat fee, the following fees are also reimbursable:

(A) Ten cents (\$.10) per page for copies above 500 pages.

(B) \$50.00 for each additional set of records in paper form ordered within 30 days of the subpoena or authorization, payable by the party ordering the additional set.

(C) \$5.00 for each additional set of records in electronic form ordered within 30 days of the subpoena or authorization, payable by the party ordering the additional set, or \$30 if ordered after 30 days and the copy is retained by the registered photocopier.

(D) X-rays and scans are to be paid at the rates contained in the Official Medical Fee Schedule.

Authority: Section 5307.9, Labor Code.

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

§ 9984 Declaration of Completion of Records Obtained by Authorization

(a) All records copied, produced, or served by authorization shall be accompanied by an affidavit or declaration, signed under penalty of perjury, itemizing in detail the category or description of all records produced, together with an explanation of any records that were withheld and not produced and served for any reason.

(b) All records copied, produced, or served by authorization shall be considered certified.

Authority: Sections 127, 133, 5703 and 5307.9, Labor Code; sections 1271, 1561, and 1562 Evidence Code.

Reference: Section 5307.9, Labor Code.

§9990. Division Fees for Transcripts; Copies of Documents; Certifications; Case File Inspection; Electronic Transactions

The Division will charge and collect fees for copies of records or documents. For the purposes of this section, "records" includes any writing containing information relating to the conduct of the public's business which is prepared, owned, or used by the Division, regardless of the physical form or characteristics. "Writing" means handwriting, typewriting, printing, photostating, photographing and every other means of recording any form of communication thereof, and all papers, maps, magnetic tapes, photographic films and prints, electronic facsimiles, any form of stored computer data, magnetic cards or disks, drums, and other documents.

Fees will be charged and collected by the Division as follows:

(a) For copies of papers, records or documents, not certified or otherwise authenticated, one dollar (\$1.00) for the first copy and twenty cents (\$0.20) for each additional copy of the same page, except to the injured worker to whom the fee will be ten cents (\$.10) per page, and one dollar (\$1.00) for scanning to CD and for the CD.

(1) State sales tax and postage will be added to this fee.

(b) For certification of copies of official records or documents and orders of evidence taken or proceedings had, ten dollars (\$10.00) for each certification.

(1) Where the Division is requested to both copy and certify a document, the fee is the sum of the fees prescribed in (a) and (b) above.

(c) For paper transcripts of any ~~testimony~~ proceeding of record, \$150 to order transcripts of 50 pages or less, for transcripts over 50 pages,

(1) An additional charge of three dollars (\$3.00) for each page over 50, and of the first copy of transcripts, and one dollar and fifty cents (\$1.50) for each page of additional copies of the transcript, \$1.50 per page, for each page of additional copies of the transcript, \$1.50 per page, both to be paid prior to the release of the transcripts.

(1) Sales tax and postage will be added to this fee.

(2) Transcripts delivered on a medium other than paper shall be compensated at the same rate set for paper transcripts, except an additional fee shall be charged to cover the cost of the medium and any copies thereof.

(d) For inspection of a case file not stored in the place where the inspection is requested, ten dollars (\$10.00) plus any postage or other delivery costs, except when requested by an injured employee or his or her attorney or his or her representative of record.

(e) For electronic records maintained by the Division:

(1) Listing of WCAB new case filings:

(A) \$305.00 per transmission for WCAB new case opening records transmitted to the requester on tape.

(B) \$85.00 per download for WCAB new case opening records transmitted to the requester by direct electronic download.

Paper copies of the WCAB new case opening records provided in addition to the electronic data will be subject to a separate charge of \$0.10 per page, plus postage.

(2) Electronic response to an electronic inquiry concerning a case's status, a lien's status, or other case specific information available in electronic form, through EDEX (the Division's Electronic Data Exchange program), twenty cents (\$0.20) per transaction.

(3) The Division will provide electronic copies of WCAB new case opening records or EDEX access only pursuant to a written agreement with the administrative director.

(4) Copies of existing electronic records, other than those electronic records set forth in subsections (e)(1) or (e)(2), that constitute disclosable public records, will be provided as required by law, for the Division's actual costs of retrieving and transmitting the data, including staff research, downloading redaction and transfer to storage media time, programming and processing time, one dollar (\$1.00) for CD, postage or shipping costs and sales tax. All staff research, downloading redaction and transfer, programming and processing time required to create new data sorts of existing electronically maintained records will be charged at the Division's standard rate of ~~\$40.00~~ \$85.00 per hour, billed in fifteen (15) minute increments.

(f) Copies of Division records containing information that is privileged or otherwise non-disclosable will be redacted before release.

Authority: Sections 127, 133, and 5307.3, Labor Code.

Reference: Sections 127 Labor Code.

§9992.1. Payment of Fees in Advance to the Division.

Payment of fees in Section 9990 must accompany the request, either in cash or by check or money order made payable to the Division of Workers' Compensation, except as otherwise provided in the establishment of payment accounts.

Authority: Sections 127, 133 and 5307.3, Labor Code.

Reference: Section 127, Labor Code.

§9994. Payment for Transcripts.

~~For transcripts of testimony or other proceeding of record, a deposit fee based on the number of paper pages, as estimated by the division, shall be paid by the requesting party in advance. If the actual fee exceeds the deposit, the purchaser will be notified of the balance to be paid prior to release of the transcripts or any copies. Any excess deposit will be returned to the purchaser.~~

~~Authority: Sections 127, 133 and 5307.3, Labor Code.~~

~~Reference: Section 127, Labor Code.~~

Electronic Adjudication Management System Rules
Subchapter 1.8.5
Article 8
Access to Records and Retention of Records

§10208.7. Retention, Return and Destruction of Records and Exhibits.

(a) The Division of Workers' Compensation shall retain the following records in an adjudication file for at least fifty years after the filing of case opening documents (i.e., the initial application for adjudication of claim or, where an application has not previously been filed, either a stipulations with request for award or a compromise and release) ~~the following records in a adjudication file, in either for the time periods set forth in subdivisions (d) and (e) electronic or paper form:~~

- (1) the application for adjudication of claim and any amended application;
- (2) all settlement documents;
- (3) all orders, decisions, or awards;
- (4) all minutes of hearing;
- (5) all minutes of hearing and summary of evidence;
- (6) all medical-legal reports;
- (7) all permanent and stationary medical reports of treating physicians;
- (8) all rating instructions;
- (9) all formal ratings, summary rating determinations, and consultative ratings; and
- (10) any other documents as determined by the appeals board or the administrative director.

(b) After five years from the date of filing of the initial application, the Division of Workers' Compensation may eliminate from the adjudication file and destroy paper or electronic correspondence and other miscellaneous material or records, including non-permanent and stationary medical reports of treating physicians, not listed in subdivision (a), above.

(c) At any time, the Division of Workers' Compensation may eliminate from the adjudication file and destroy any of the following paper or electronic documents:

- (1) extra copies of pleadings, notices, findings, orders, decisions, awards and other documents; and
- (2) any documents filed in violation of section 10205.7, subd. (b).

(d) Following a period of fifty (50) years after the filing of the application or other case opening document, the Division of Workers' Compensation may destroy the documents enumerated in subdivision (a) maintained in electronic form and/or paper file in each case.

(e) Following a period of twenty (20) years after the filing of the application or other case opening document, the Division of Workers' Compensation may destroy the documents enumerated in subdivision (a) maintained in paper form.

(ef) Any party filing an original document or other pieces of evidence pursuant to California Code of Regulations, title 8, section 10603, subd. (a), shall, at the time of filing, either (1) arrange for the return of the document or evidence, at the filing party's sole expense, at the conclusion of all proceedings and appeals thereof; or (2) be deemed by not making such arrangements, to have consented to destruction, without notice, of the document or other evidence at the conclusion of all proceedings and appeals thereof.

(fg) Stenographic reporters' notes or electronic sound recording of testimony shall be retained for a period of six (6) years after the taking of them and thereafter may be destroyed or otherwise disposed of.

Authority: Sections 111, 133 and 5307.3, Labor Code.

Reference: Sections 126 and 135, Labor Code.