



Ohio | Industrial Commission

FACT SHEET: VIDEO HEARINGS

Contact Us
 (800) 521.2691; Toll-free nationwide
 (800) 686.1589; Toll-free TDD
 Email: askIC@ic.state.oh.us
 Web: www.ohioic.com

Beginning in June 2010, the Industrial Commission of Ohio began conducting video hearings in the Portsmouth district office. Eventually, the IC will rollout video hearings to each IC office in Ohio.

A video hearing is just like a regular IC hearing, except a computer monitor will be in the hearing room instead of an actual hearing officer. An IC video hearing is held by utilizing the latest interactive computer technologies, which allow two locations to interact via two-way video and audio transmissions simultaneously over the Internet.

Cutting Edge Technology Benefits You

The launch of video hearings provides many benefits to the agency and Ohio's injured workers and employers.

Video hearings will save the IC hundreds of thousands of dollars each year by nearly eliminating travel expenses for our hearing officers. The expense of operating a state vehicle, paying for hotel rooms, and lost work time due to travel will drastically decline.

Now, IC hearing officers will be able to finish orders at their home office instead of using time to travel back and forth from their home office. This, while still being able to see and interact with customers as if in a hearing room.

More Reliable Hearing Schedule

The IC will be able to utilize video hearing technology in a way that will greatly decrease the number of hearing cancellations each week.

In the past, if the local hearing officer became ill, a hearing officer from another location would have to travel to that office to conduct the hearings. Many times, the hearings would have to be cancelled.

Now, a video hearing may be conducted and our customers will not be inconvenienced. In addition, hearings will not be cancelled because poor weather conditions prevented a hearing officer from travelling to an IC district office.

Because of the reduction in travel time, video hearings will allow the IC to schedule more hearings throughout the week. The video hearings will allow us to serve more customers faster.

NOTE: Injured workers, employers, and their authorized representatives may review their active claims information through the Industrial Commission Web site at www.ohioic.com. Once on the home page of the Web site, please click I.C.O.N. and follow the instructions for obtaining a password. Once you have obtained a password, you should be able to access your active claim(s). If you have difficulty obtaining a password, please contact the Industrial Commission's IT Helpdesk at (614) 644.6595 or (877) 218.4810, between 8 a.m. and 5 p.m. weekdays.

If you have a disability that requires special accommodations at a medical examination or hearing, please contact the IC in advance. Interpreter services for language or hearing impairment are available through Customer Service.

Visit the Customer Service page of www.ohioic.com for a list of all IC office locations and phone numbers.

Questions About Video Hearings

How are IC video hearings different from regular hearings?

A video hearing is exactly the same as a regular IC hearing with one exception: instead of the hearing officer being in the room, there will be a video monitor. The hearing officer will still be able to see and hear everything that takes place in the hearing room.

How is the quality of the sound and picture in a video hearing?

Excellent! By using the latest video conference technology, IC customers will be able to perfectly hear the hearing officer and see him or her through a high definition computer monitor.

Will video hearings last longer than regular hearings?

No. IC video hearings will last just as long as regular hearings.

Will it take longer to get my order?

No. Hearing officers will complete orders in the same manner as they normally would.

What if I walk into the hearing room and the equipment is turned off?

In the rare occasion that this happens, just leave the hearing room and alert the front desk. An IC employee will be happy to turn the equipment on for you.

What if I have additional evidence for the hearing officer?

If you have evidence that is not in the claim file that you are planning to give the hearing officer, the new evidence needs to be sent to the hearing officer before the video hearing begins. Please give any new evidence to the IC employee at the front counter before the hearing begins.

Are video hearings recorded?

No. Video hearings are not recorded and, in fact, the IC does not have the capability of recording a hearing. Therefore, customers should proceed as they would at any other hearing at the Industrial Commission.