WORK COMP STAFF REPORT-SEPTEMBER BOARD MEETING

Lisa:

- Attended CSAC CRC meetings and at CSAC
- Attended joint CSAC committee meeting with CRC and Underwriting
- Medicare Coordination of Benefits Webex
- Dept. of Workers' Comp Claims (DWC) PAR Audit-We passed our very first DWC Claims PAR Audit. This is a great accomplishment.
- Nominated to a CSAC sub-committee to review the Claims Administration Audit Guidelines for workers' comp audits as there have been many complaints by the CSAC members, TPA's and some potential new members regarding the audit criteria and scoring. It was decided by the Claims Review Committee and Underwriting Committee to form a sub-committee to look at the guidelines to see if there need to be changes made either in the guidelines or the scoring of the audits, or both.

Lisa and Anita:

- File reviews at Modoc, Colusa and Sierra Counties.
- WC training at Modoc County.
- Phone conference presentation to San Benito BOS of claims to acquire settlement authority.

Anita:

- Phone conference presentation to Modoc BOS of claim to acquire settlement authority.

Katie:

- File review at Trinity.
- Presentation to Trinity BOS of claims to acquire settlement authority.
- Attended LPS meeting in Plumas.

Sarah:

- Presentation to Lassen BOS of claims to acquire settlement authority X two.
- Settlement conference at Del Norte with our defense attorney.

All:

- Structured Settlement Training
- Creating a Customer Service Culture Training
- The Power of Team Training
- Stress Management Training