

The Link
Department of Workers' Claims
Quarterly Report
January-March 2016



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Update to the DWC's Litigation Management System

During this quarter, the DWC's external stakeholders began registering in the Litigation Management System (LMS). The attorney community began registration on February 8, 2016 and all other stakeholders began registering in LMS on March 7th, 2016. This system will completely revamp the process for everyone involved in the litigation process of adjudicating a workers' compensation claim.

The DWC began holding webinars for these stakeholders in March, walking them through module by module the processes of registration, setting up business groups, claims association and document submission. These were very high level introductions to how LMS functions and demonstrate to the stakeholders how to maneuver in the LMS system. Trainings are scheduled through May, 2016 to include topics such as Filing a Claim, How to File Forms 104, 105, & 106 as well as Motion to Reopen. The DWC is working hard to ensure that there is open communication between our Stakeholders and the LMS Team.

The DWC is currently working with the vendor, CapTech, to finalize the system. New builds are still being pushed to the production environment adding more functionality to the system. The DWC is working with the vendor in conjunction with Commonwealth Office of Technology (COT) to ensure that bug fixes and issues identified by the DWC users and testers are corrected in production. Post consolidation with COT, the Department of Workers' Claims will work with COT as an intermediary to push data to the production environment.

The goals and objectives for the DWC's LMS system for 2016 includes but is not limited to the following:

- Finalization of production builds from CapTech and resolution of the issues identified by DWC users as bug fixes.
- Complete audit trail identified for DWC processes and users.
- Knowledge Transfer from CapTech to DWC programmers; DWC will take ownership of the code during CY 2016.
- In mid-July to late August, the DWC will be teaming up to train external users including attorneys, employers, insurance carriers and court reporters to provide more in-depth training for our stakeholders with the LMS system.

The DWC continues to communicate with our Kentucky Stakeholders via the communication network, the DWC web site, webinars and public presentations to keep everyone up to date on our progress with LMS.



Division of Information & Research

The Division of Information and Research is comprised of two branches, Imaging and Records. This division is charged with a multitude of duties, some of which include:

- 1) Retrieval, analysis and distribution of agency statistics through various mediums
- 2) Development and coordination of agency publications
- 3) Creation of PowerPoint presentations for agency management staff
- 4) Development and maintenance of the DWC web page
- 5) Data Entry
- 6) Electronic Data Interchange
 - A) Claims
 - B) Proof of Coverage
- 7) Imaging of documents
- 8) Open Records requests

Further information about all activities for the quarter relative to the Division of Information & Research follow.



QUARTERLY ACTIVITY*

Lost Time First Reports of Injury (FROI)	8,364	Re-openings (overruled)	4
Claims Assigned	1,256	Re-openings (sustained)	6
Re-openings (medical)	0	Re-openings (motion docket)	26

MEDICAL DISPUTE PROGRAM

F112-Post Award Medical Dispute Filed	382
PL112-Pre-Lit Medical Dispute Filed	0
ROMD-Motion to Reopen Medical Dispute	345

*The above statistics are derived from the agency database by various dates determined by status code. Specific details may be obtained by contacting the Division of Information and Research. Individual section breakdown/statistics represent internal section activity that may differ from DWC database.

Distribution by Body Part (Top Ten)

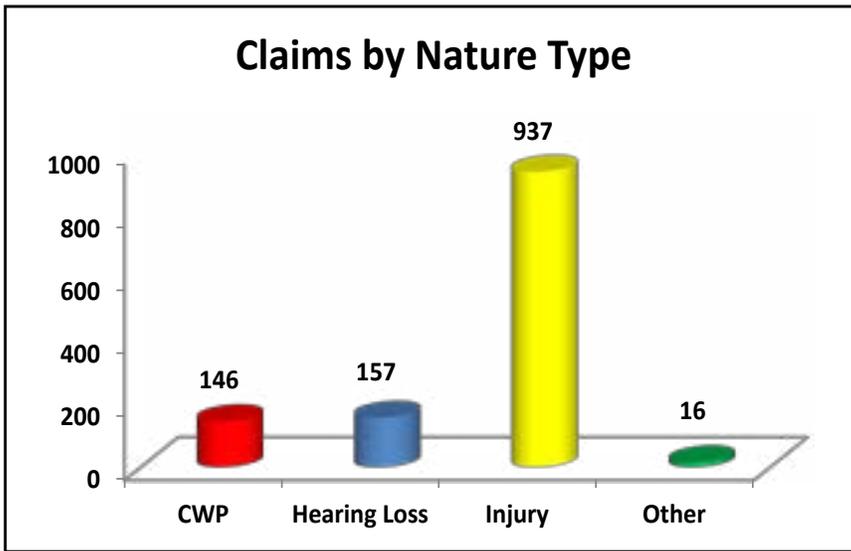
Claims

Multiple Body Parts	245
Lungs	163
Ears	157
Low Back	154
Shoulders	108
Knee	82
Wrist	27
Foot	25
Ankle	22
Finger(s)	20



FROIs

Lower Back	1,034
Multiple Body Parts	828
Shoulder(s)	679
Finger(s)	649
Knee	641
Hand	530
Ankle	337
Foot	302
Wrist	294
Lower Arm	230



Claims figures are based on date of filing.

Top Ten Causes Of Injury Claims

Fall or Slip	238
Strain or Injury By	175
Continual Noise	141
Absorption, Ingestion and Inhalation	127
Repetitive Motion	124
Lifting	121
Struck By	95
Motor Vehicle	71
Other Injury	38
Cumulative	37

Distribution of Claims and FROI's by Industry

	Claims	First * Reports
Accommodation and Food Services	21	493
Admin. & Support & Waste Mgmt and Remediation Services	59	809
Agriculture, Forestry, Fishing & Hunting	8	84
Arts, Entertainment & Recreation	3	48
Construction	41	468
Educational Services	28	566
Finance and Insurance	8	69
Health Care and Social Assistance	64	934
Information	7	51
Mgmt. of Companies & Enterprises	2	9
Manufacturing	116	1,483
Mining	87	317
Other Services Except Public Admin.	13	153
Professional, Scientific & Technical Services	13	147
Public Administration	43	860
Real Estate and Rental & Leasing	7	57
Retail Trade	57	694
Services	0	0
Transportation and Warehousing	43	766
Transportation/Public Utilities	0	0
Wholesale Trade	24	284
Unclassified	608	5
Utilities	4	67

***This only includes FROIs submitted via Electronic Data Interchange (EDI) to the DWC.**

Division of Information & Research

Continued

Imaging Branch

The Imaging Branch is comprised of two sections: Imaging and Open Records. It is the responsibility of this branch to input, maintain and disseminate claim litigation information for reference and adjudication by agency staff as well as constituents.

Imaging Section

The Imaging Section is responsible for scanning and indexing all hard-copy claims and first report documentation into the agency's Sharepoint Imaging System, the DWC's storage medium. The documents are then verified for correctness. During this reporting period, the Imaging Section's process was completely revamped with the Implementation of the Litigation Management System (LMS). The staff still scans the documents into the Agency Image Repository (Sharepoint), but the process/software used is completely different.

During this quarter, the Imaging Section scanned 522,910 sheets.



Division of Information & Research

Continued

Open Records Section

The Open Records Section responds to requests for claim and first report information pursuant to KRS 61.872(2). Requests are received from a variety of outside parties including attorneys, insurance carriers, employers, the Social Security Administration and the general public. Requests may be submitted by mail, fax or hand delivery. Currently, charges for copies are 15 cents per photocopied page and 75 cents per microfilmed page. Upon receipt of the request, Open Records staff compiles a cost estimate. The estimate is returned to the requesting party. The request is filled upon receipt of payment from the requestor, and materials are mailed by U.S. Mail or United Parcel Services. Open Records staff is not permitted to fax workers' compensation documentation.

A service of pre-employment screening is available to prospective employers through the Open Records Section. Work history may be obtained by submitting a written request along with pre-payment of \$2.00 per Social Security Number submitted. Pursuant to KRS 150.170, the Open Records Section also verifies workers' compensation awards for the Department of Fish and Wildlife for individuals applying for free hunting and fishing licenses.

During this quarter, the Open Records Section processed 2,842 written requests, 1,436 pre-employment requests and 7 Fish and Wildlife requests.

Micrographics equipment is located in the Branch office and is available for use by agency staff and to the general public by appointment.

The Imaging Branch Manager is currently responsible for maintaining the agency's records retention schedule and destruction policy in accordance with the Kentucky Department for Library and Archives retention schedule.



Division of Information & Research

Continued

Records Branch

The Records Branch consists of four sections: Data Entry, Electronic Data Interchange (EDI) Claims, EDI Proof of Coverage (POC) and Research. These sections combine to ensure reliability, accuracy and integrity of the data that is submitted to the Department of Workers' Claims.



Data Entry Section

The Data Entry Section receives and processes the majority of the documents filed with the Department of Workers' Claims. This section is charged with the responsibility of interpreting and coding the documents filed by claimants, attorneys, employers and carriers, as well as orders, opinions and awards submitted by the Department's Administrative Law Judges. The Data Entry Section is responsible for updating the agency's database with the appropriate coding to give details regarding the status of a claim. These codes are used by other DWC personnel to ensure quality assistance to claimants, attorneys, employers and carriers.

During this quarter, the Data Entry Section received 21,259 pieces of mail, 6,807 orders, 354 opinions/awards and 259 docket orders. In the medical dispute process, 1,230 orders or opinions were received.

EDI Claims Section

The EDI Claims Section monitors the electronic reports submitted to the DWC by insurance carriers when an injury is reported. First Reports of Injury (FROI) and Subsequent Reports of Injury (SROI) are received daily from third-party administrators and insurance carriers through vendors. Each record goes through program edits prior to acceptance and is scrutinized by EDI staff for accuracy. The EDI staff provide assistance and information to third-party administrators and insurance carriers daily on how to file new FROIs/SROIs or to make changes to existing records. This quarter, the EDI Claims Section received and processed 9,815 records.

Division of Information & Research Continued

EDI Proof of Coverage (POC) Section

The EDI POC Section of the Department of Workers' Claims is charged with receiving and maintaining workers' compensation coverage filings for employers doing business in the State of Kentucky. During this quarter, 154,455 proof of coverage transactions were received and processed, 87% of which were accepted.

NCCI

Transactions Processed: 83,593

Acceptance Rate: 91%

CLAIMPORT

Transactions Processed: 44,189

Acceptance Rate: 76%

KESA

Transactions Processed: 14,588

Acceptance Rate: 94%

WORKERS COMPLINK

Transactions Processed: 201

Acceptance Rate: 72%

KAGC

Transactions Processed: 11,884

Acceptance Rate: 95%



Division of Information & Research Continued

Research Section

The Research Section conducts specialized injury and industry research by collecting, reviewing and comparing data that is relevant to workers' compensation issues in Kentucky. Queries are completed and reports are formatted to answer in-depth open records requests and monitor agency, carrier and employer performance. The Research Section also maintains the DWC web site, produces all the agency's publications and has the responsibility of processing WC letters that are driven by statute. During this quarter, the Research Section received 254 pieces of mail and 68 web/email inquiries.

Statute of Limitation letters are generated and processed daily by the Department of Workers' Claims. They are generated by certain Maintenance Type Codes (MTC) that come in on the EDI records. These letters serve as a notice to the injured worker that the statutory timeline for work-related injury has begun.

MTC codes that generate a statute letter are:

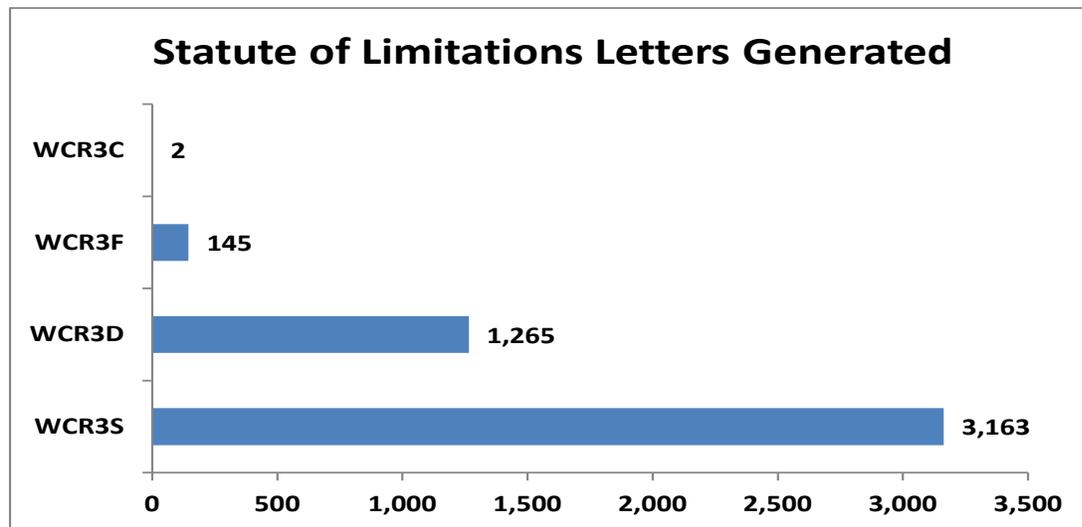
MTC S1-9 (excluding S7) and SD, suspension of benefits (WCR3S)

MTC 04, claim denial from carrier (WCR3D)

MTC with a date of death reported (WCR3F)

MTC01 cancellation with open benefits (acts as a suspension of benefits) (WCR3C)

The chart represents the number of letters generated this quarter.



The fatality letters generated are driven by EDI filings submitted to DWC by the insurance carriers. Follow-up filings by the insurance carrier that contain a date of death trigger a fatality letter. This isn't indicative that the fatality actually occurred in the time frame specified.

Office of General Counsel

The attorneys in the Office of General Counsel provide legal representation to the Department.

One of the major functions of the Office of General Counsel is pursuing enforcement actions. Kentucky law requires all employers, except those engaged solely in agriculture, to have workers' compensation insurance or be self-insured. If an employer fails to do so, the employer can be penalized or fined \$100.00 to \$1,000.00 per employee for each day the employer fails to have insurance or be self-insured.

The Office of General Counsel serves as the prosecutor in enforcement cases in which the employer has been cited and fined for not having workers' compensation coverage. The foremost goal is to have the employer obtain coverage for its employees.

Once coverage is obtained, the Office of General Counsel diligently tries to negotiate a settlement of the fine or penalty with the employer. This may be done on a payment plan to make it more convenient and less onerous for the employer. If a compromise cannot be accomplished, the employer can have its case heard and decided by an Administrative Law Judge.

During this last quarter, the Office of General Counsel staff and attorneys handled 64 enforcement citation cases. A total of \$366,776.26 in enforcement fines and penalties was collected.

The Office of General Counsel also investigates, resolves and prosecutes unfair claims settlement practice (UCP) allegations. During this quarter, there were 11 UCP claims. A total of \$19,750.00 in fines and penalties was collected.

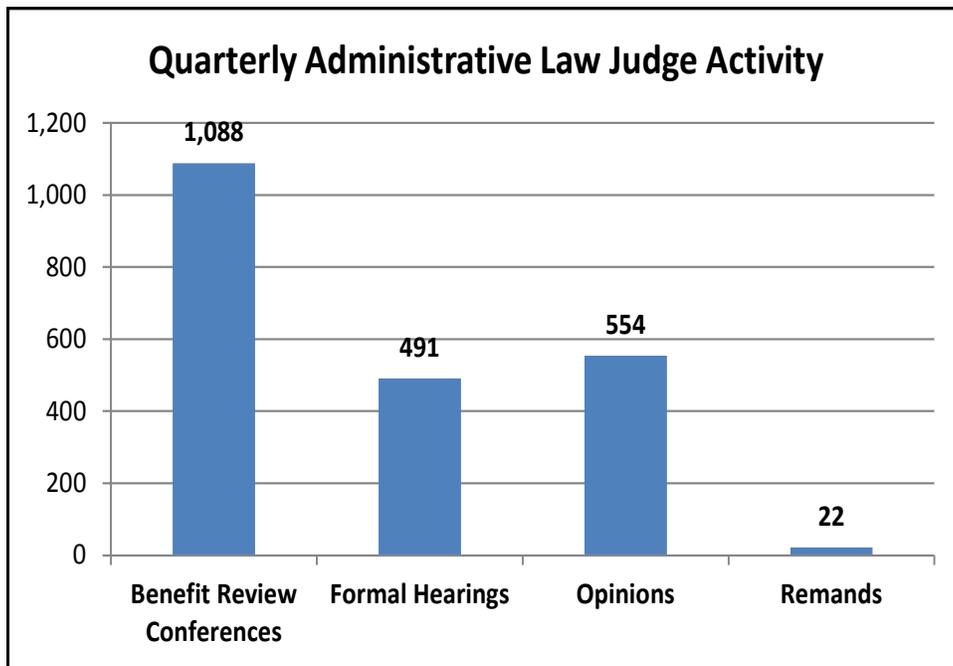
Finally, the Office of General Counsel litigates any claims brought by or against the Department, reviews and drafts potential legislation or regulations and answers questions on workers' compensation issues for claimants, insurance companies, legislators and the general public.



Administrative Law Judges

The Department of Workers' Claims has 19 Administrative Law Judge (ALJ) positions allocated, 17 of which are currently filled. Each ALJ is appointed by the Governor for a four-year term and is subject to confirmation by the Kentucky Senate. One of the ALJ's is designated Chief Administrative Law Judge (CALJ) pursuant to KRS 342.230(8).

The Chief Administrative Law Judge regularly works from the Frankfort office. The CALJ presides over the Frankfort motion docket. In addition, the CALJ rules on settlement agreements in unassigned cases and regularly conducts dockets for coal workers' pneumoconiosis (CWP) cases, as well as hearings in various enforcement actions. The CALJ supervises ALJ activities, prepares a rotation schedule for the ALJs, plans two adjudicator training sessions annually, takes initial assignment of all CWP claims and covers dockets for other ALJs on an emergency basis.



Agreements Section

All agreements (Form 110s) come through the Frankfort office to be processed and put into the record, whether signed by the CALJ or one of the other 16 ALJ's within the Department. Any agreements received prior to assignment to an ALJ (pre-litigation) are reviewed for accuracy and completeness and approved by the CALJ if appropriate. In this quarter, 989 agreements were received by the Agreements Section. Of those, 831 settlement agreements were approved by the CALJ; 430 were forwarded to the assigned ALJ; and 173 were returned to the parties for correction. Section staff also received 32 motions to substitute party during this period.

Division of Claims Processing and Appeals

The Division of Claims Processing and Appeals consists of three sections: Claims Review, Claims Assignment and Appeals. Each section has a distinct role in processing the workers' compensation applications filed with the Department of Workers' Claims.

Claims Review Section

The Claims Review staff processes all of the Applications for Resolution of Claim filed with the Department, verifying that filing requirements as outlined in 803 KAR 25:010 are followed. A total of 1,314 new claims were filed this quarter including 980 injury claims, 12 occupational disease claims (other than CWP), 167 hearing loss claims and 155 coal workers' pneumoconiosis claims.* The staff identifies and verifies insurance coverage for all named defendant employers. If no workers' compensation insurance is found, steps are taken to join the Uninsured Employers Fund as a party to the claim. Once the claims have been processed through the Claims Review Section, they are assigned to an Administrative Law Judge.

Claims Assignment Section

For this quarter, a total of 1,100 new and reopened claims were assigned by the Claims Assignment Section to ALJ's and scheduled for Benefit Review Conferences. Claims Assignment processed 1,069 new claims and 31 reopened claims (that were routed to motion docket). In addition, this section contacted and scheduled court reporter services to attend and transcribe 855 hearings. Each transcript is examined and verified for payment within the Claims Assignment Section.

Once the claim is final, it is returned to Frankfort to be audited by confirming all documents are present in the electronic file before the hardcopy is purged. A total of 1,629 claims were audited and purged during this quarter.

*This depicts section activity, not necessarily what is derived from the agency database.



Division of Claims Processing and Appeals continued

Appeals Section

The Appeals Section serves as support for the Chairman and two Board Members that comprise the Workers' Compensation Board. Appeals staff enters the appeals information into the DWC database, verifies that briefs filed in each appeal are in compliance with 803 KAR 25:010, Section 21 and prepares a weekly roster of requests for additional actions filed on appealed cases. A total of 56 appeals were filed.

Opinions rendered by Board Members:

Stivers:	20
Alvey:	16
Rechter:	16
Total opinions rendered:	<hr/> 52
Appeals to Court of Appeals:	9
Court of Appeals Opinions:	15
Appeals to Supreme Court:	6
Supreme Court Opinions:	13

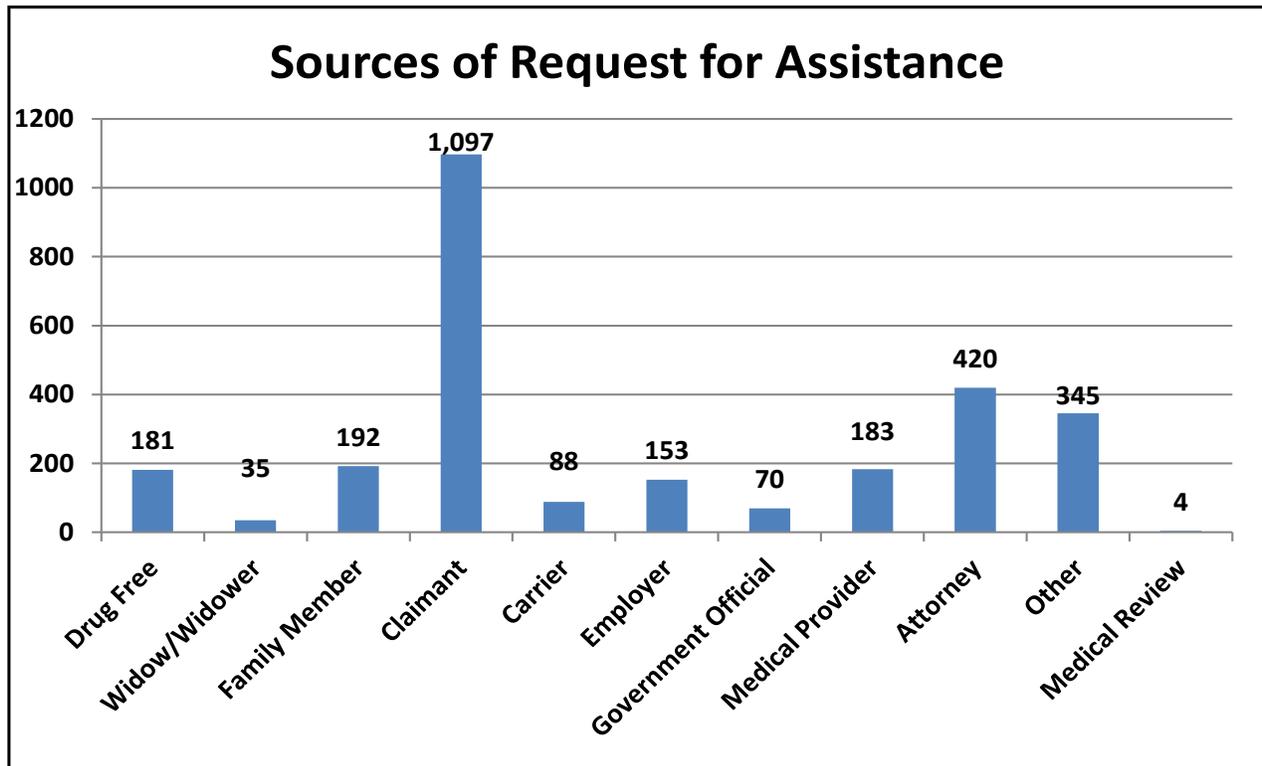


Division of Ombudsman and Workers' Compensation Specialists Services

This division consists of the Specialists, Medical and Rehabilitation Sections. It also oversees the Drug-Free Workplace Program.

The Specialist Section assists in the prompt delivery of benefits. This is accomplished by facilitating communication and exchange of information among the injured worker, claims adjusters, employer and medical providers.

The graph below demonstrates the number of requests for assistance received by the Specialists during this quarter, the source of each request and nature of the request. Additionally, there were 141 interventions, and of those, 120 were completed successfully. The Specialists also assisted with the preparation of 31 claims/forms. This division also investigated 27 fatalities during this quarter. It received 7 new Drug-Free Workplace applications and 59 requests for renewal, 54 were approved and 5 are pending.



Division of Ombudsman and Workers’ Compensation Specialists Services Continued

The Medical Services Branch

Cost containment and the administration of medically related services are the primary activities of this section. This encompasses the hospital, physician and pharmacy fee schedules; managed care, utilization review and medical bill audit plans; and university evaluations.

The allowable fees charged by a physician or hospital are governed by statutory and regulatory requirements and are updated on a regular basis.

Managed care, utilization review (UR) and medical bill audit (MBA) plans are required to be certified by the DWC. These processes are in place in an effort to provide at a reasonable price quality medical care that is necessary and appropriate. Currently, 32 certified managed care plans and a total of 59 UR/MBA plans are certified with 14 being utilization reviews and 11 separate medical bill audit plans approved.

The DWC has contracted with the University of Louisville and the University of Kentucky medical schools to perform hearing loss and occupational disease evaluations as required by statute. The physicians also provide the ALJ’s with assistance as needed to resolve medical issues. In addition, two other facilities (Commonwealth Respiratory Consultants and Coal Miner’s Respiratory Clinic) are processing black lung evaluations. The chart below identifies the type of medical evaluations assigned during this quarter.

Claims Received for University Evaluation

University of Kentucky	Jan-16	Feb-16	Mar-16
Hearing Loss 072	19	18	
Injury	0	0	1
TOTAL	19	18	1
University of Louisville	Jan-16	Feb-16	Mar-16
Respiratory- 065	0	0	2
All other OD	0	1	2
Hearing Loss 072	19	25	49
Injury	0	2	1
TOTAL	19	28	54
Commonwealth Respiratory Consultants, Lexington -950	Jan-16	Feb-16	Mar-16
Black Lung- 062	8	22	24
Total	8	22	24
Coal Miner’s Respiratory Clinic, Muhlenberg Community Hospital- 955	Jan-16	Feb-16	Mar-16
Black Lung-062	23	23	30
Total	23	23	30
University of Louisville Pulmonary	Jan-16	Feb-16	Mar-16
Black Lung-062	7	3	8
Total	7	3	8

Division of Ombudsman and Workers' Compensation Specialists Services Continued

Vocational Rehabilitation Section

Statute provides retraining benefits for those who are unable, due to the effects of the work-related injury, to perform work for which they have previous training or experience. Most often, injured employees are referred by an Administrative Law Judge for a vocational evaluation. Evaluations are scheduled to determine aptitude, educational level and employment interest. Once the evaluation is complete, this section provides the test results to all parties and offers assistance to the injured worker by providing information on educational opportunities. This section coordinates with the carrier as necessary to seek voluntary pay for retraining. Most injured workers complete the evaluation but do not request or complete the retraining process. During this quarter, 8 claimants were referred for evaluations.



Division of Security & Compliance

Security Branch

The Security Branch regulates companies that have been approved by the DWC to self-insure their workers' compensation liabilities as opposed to purchasing primary coverage. In order to be self-insured, a company is required to post a minimum of \$500,000 in security. This is in the form of a surety bond, letter of credit or deposit contract. This is required in the event a company becomes insolvent and defaults on its workers' compensation liabilities. The DWC currently has approximately \$1.3 billion in security on file from the 112 current and 347 former self-insured employers. These funds, if default occurs, are utilized to ensure the injured workers' benefits are continued.

Only financially sound companies are approved for self-insurance. Annually, the Security Branch reviews audited financial statements in order to determine if the self-insured employer is financially viable enough to maintain self-insured status. This quarter we reviewed 21 financial statements.

One of the main duties of the Branch is establishing the required amount of security. As a result, current self-insured employers submit loss reports on an annual basis. The Branch conducts reviews based on this loss data to determine the amount of security needed to cover workers' compensation liabilities for the self-insured employer in the eventuality they were to default. This quarter, 20 such reviews were completed.

Former self-insured employers may request a reduction in the amount of security the DWC has on file five years after they leave self-insured status. The DWC must hold a minimum of \$250,000 for ten years after a company has left self-insurance and \$100,000 for at least twenty years. The Branch will request updated loss reports and audited financial statements in order to review the security reductions request. During this quarter, three reviews were conducted of former self-insured companies.

In order for the DWC to maintain adequate security, the loss data submitted must report adequate reserves. A reserve is the estimated amount left to be paid on a given injury. There are two types of reserves, indemnity (reimbursement for lost wages) and medical. The Branch conducts reviews on the loss data to ensure that self-insured employers are reporting adequate reserves based on known information. This quarter, the Branch conducted seven such reviews.

This quarter, the Security branch worked on sending out and receiving Simulated Premium's as well as processing all data that came in through the Security branch's email box. We have also been working on sending out recertification letters. The Division of Security & Compliance has been prepping documents to be sent to Imaging as well as aided in the process and planning of the DWC's new Litigation Management System (LMS). During this quarter, Mercy Sacred Heart left the Self-Insurance program.

Division of Security & Compliance

Continued

Compliance Branch

The Compliance Branch consists of two sections. **The Administrative Processing Section** issues certifications of coverage, registers Professional Employer Organizations (PEOs), manually processes mining and mine-related coverage and processes “Split Coverage/Wrap up” proof of coverage (POC) for Owner or Contractor Controlled Insurance Programs (OCIP and CCIP). During this quarter the Section issued 54 certifications of coverage to Administrative Law Judges, private attorneys and in response to open records requests. There were 174 certifications of coverage provided to the Kentucky Office of Mine Safety and Licensing, verifying coal mining and related coverage. This section manually processed and accepted 853 coal POC transactions this quarter and accepted 771 for filing.

The Administrative Processing Section also maintains files on 147 currently registered Professional Employer Organizations (PEOs) who provide employee leasing services to Kentucky businesses. It manually processed 1,624 PEO POC transactions and accepted 1,554 during the quarter. The Section also manually processed 1,199 and accepted 925 transactions involving multiple coverage locations for Split Coverage, Wrap-ups, OCIPs or CCIPs. Additionally, the Section has the responsibility to file and maintain Employee Written Notice of Rejection of the Workers’ Compensation Act (Form 4’s).

This quarter staff received and processed 934 Form 4’s. The proper filing of this form results in the employee waiving the right to protection under the Kentucky Workers’ Compensation Act. Workers’ are required to fully understand the effect of rejecting workers’ compensation benefits.

The other section in the Compliance Branch is **Enforcement**. Its primary function is to ensure employers subject to the Workers’ Compensation Act provide insurance coverage as required by statute. This is achieved primarily through the efforts of its 11 investigators. Investigators cover Kentucky’s 120 counties from field offices located throughout the state. The most frequent contacts with employers by the investigators are through random on-site inspections. Investigators also follow up on leads generated by section personnel, referrals submitted to the DWC (by telephone & web site) and Uninsured Employer Fund (UEF) claims. Timely compliance is encouraged through educational presentations to the public as well. Non-compliant employers are subject to citations and civil penalties issued by the Commissioner.

During this quarter, the Branch’s investigators conducted 2,388 on-site visits to Kentucky businesses. The Commissioner issued 116 citations to non-complying employers. The Branch processed \$381,951.26 in collected penalties, which includes penalties paid in full to the Branch and collections received by our legal division from contested citations. In accordance with the statutes, collected penalties are forwarded to the Kentucky Workers’ Compensation Funding Commission. These funds are held for employees of self-insured employers to cover injuries that occurred before guaranty funds were established and when security funds are insufficient.

Design and Development Section

The Department of Workers' Claims Design and Development Section actively develops and maintains in-house programs using C# and .NET. Staff maintains and provides updates to SIMBA. Design and Development also maintains the EDI/POC programs ensuring these in-house programs meet the IAIABC standards concerning submitting FROI/SROI and POC data electronically from approved Trading Partners/Vendors. This section researches, analyzes and tracks user requests for new programs. Staff meets with management and additional staff for discussion of ways of improving current programs. The Section supplies statistical information to management. Staff develops database scripts to enhance productivity for Department of Workers' Claims programs. Staff is responsible for SQL database backups, disaster recovery and optimizing performance of SQL servers and develops in-house user reports, form letters and on-line forms. Staff enters and/or deletes user SIMBA security permissions for SQL server security and creates, compiles and runs queries for the Department's monthly, quarterly and annual reports and any additional reports requested. Staff develops scripts for new program designs and assists with the KRONOS/KHRIS timekeeping systems. The Section imports WC Board opinions to the web application monthly to ensure up-to-date reference material is available and assists management with deadlines and special projects.

During this quarter, Design and Development staff implemented modifications to EDI/POC, SIMBA programs, SIMBA reports and SQL databases. Section activity also included the following:

- Completed 0 Test Track Issues
- Received 11 new Test Track Issues
- Completed 76 SharePoint Issues
- Received 219 SharePoint Issues
- Installed monthly CompLaw Board Opinions into NXT4
- Submitted requests for addition and removal of SIMBA and FileNet accounts
- Answered questions from Trading Partners/Vendors and assisted them in answering questions concerning FROI/SROI & POC electronic filings
- Met with users to discuss issues for upcoming builds, patches and new development
- Attended meetings with DWC sections for Litigation Management System
- Staff received Live Release 1 for Litigation Management System for regression testing
- Completed 1st Interim Review Evaluations
- Ran queries for specific data as requested by in-house management
- Monitored log files for LMS/SharePoint submissions
- Ran query on 15th and 30th to create flat file to drop on Child Support's FTP, per our Child Support Data Share Exchange Agreement
- Ran queries for specific data as requested by in-house management