

# **The Link**

**Department of Workers' Claims**

**Quarterly Report**

**July-September 2016**



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# Update to the DWC's Litigation Management System

This quarter, the DWC began a series of in person trainings around the Commonwealth of Kentucky. The attorney community and staff (paralegals and secretaries) were the primary focus group. The DWC held trainings in Paducah, Madisonville, Owensboro, Somerset, Bowling Green, Lexington, Louisville, Pikeville, Florence and Hazard. In addition, the request for training was large enough that several trainings were held at the DWC offices in Frankfort. These trainings included: Basic Registration, a Technical Overview of the system (such as what constitutes a technical failure, and hours of operation), Dashboard and Claim Detail Screen Functionality, How to File a Claim and Other Pleadings, Filing a Notice of Representation and Claim Denial and much more.

These trainings provided useful feedback to the DWC to allow us to better understand the business flows of the external users. The LMS team email that was established previously continues to provide a very useful communication tool between the team and the external stakeholders. This allows for easy tracking and documentation of issues and suggestions made to enhance system functionality as well as prompt response to the external users.

The DWC completed the contract with CAPTECH for its vendor services during this time period. The builds consisted of bug fixes– primarily minor tweaks to system functions. The DWC continued working with the Commonwealth Office of Technology (COT) to work on finalizing guidelines and expectations for the system, such as maintaining 24/7 access/uptime, maintenance windows and system security.

The DWC continued communicating with Kentucky Stakeholders via the communication network, the DWC web site, webinars and public presentations to keep everyone up to date on LMS progression.

To enable the use of electronic signatures modifications to 803 KAR 25:010 were considered by a legislative subcommittee. All these efforts were in anticipation of the DWC Litigation Management System being fully available for filing litigation documents on Monday, October 10.

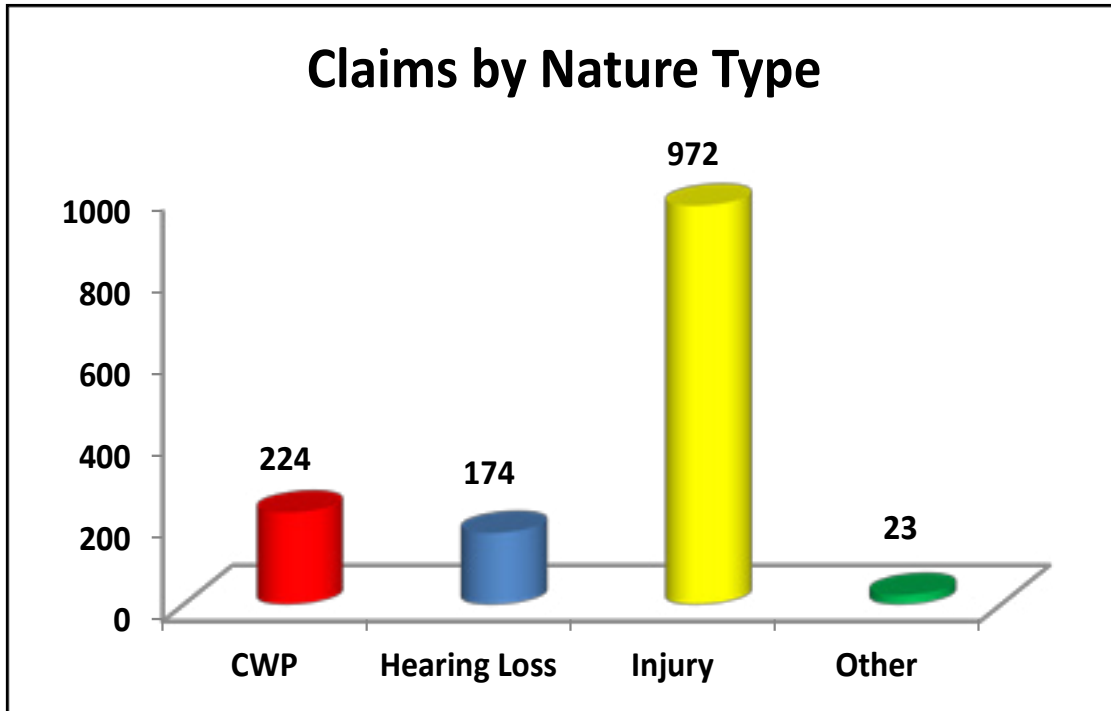


# DWC Quarterly Statistics

## Distribution of FROI's by Industry

	First *	Claims
	Reports	
Accommodation and Food Services	471	28
Admin. & Support & Waste Mgmt and Remediation Services	875	65
Agriculture, Forestry, Fishing & Hunting	159	5
Arts, Entertainment & Recreation	86	0
Construction	499	57
Educational Services	532	36
Finance and Insurance	76	5
Health Care and Social Assistance	817	61
Information	90	7
Mgmt. of Companies & Enterprises	11	0
Manufacturing	1,616	120
Mining	356	80
Other Services Except Public Admin.	194	11
Professional, Scientific & Technical Services	158	10
Public Administration	758	66
Real Estate and Rental & Leasing	63	9
Retail Trade	710	50
Services	0	0
Transportation and Warehousing	848	42
Transportation/Public Utilities	0	0
Wholesale Trade	263	23
Unclassified	4	714
Utilities	56	3

\*This only includes First Report of Injury (FROIs) submitted via Electronic Data Interchange (EDI) to the DWC.



Claims figures are based on date of filing.

### Top Ten Causes Of Injury Claims

Fall or Slip	203
Absorption, Ingestion and Inhalation	180
Continual Noise	129
Lifting	126
Cumulative	122
Struck or Injured by	102
Repetitive Motion	98
Motor Vehicle	94
Strain of Injury by	76
Other Injury (NOC)	51

## QUARTERLY ACTIVITY\*

Lost Time First Reports (FROI)	8,642	Re-openings (overruled)	11
Claims Assigned	1,392	Re-openings (sustained)	6
Re-openings (motion docket)	39		

### MEDICAL DISPUTE PROGRAM

F112-Post Award Medical Dispute Filed	372
PL112-Pre-Lit Medical Dispute Filed	4
ROMD-Motion to Reopen Medical Dispute	317

\*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	286
Lungs	237
Ears	175
Low Back	149
Shoulders	86
Knee	74
Hand	27
Wrist	24
Ankle	22
Elbow	18



### FROIs

Lower Back	998
Multiple Body Parts	845
Knee	676
Finger(s)	645
Shoulder(s)	613
Hand	503
Ankle	392
Foot	392
Wrist	317
Lower Arm	301

# 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.



# 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 all hard-copy claims and documentation into the agency's Sharepoint Imaging System, the DWC's storage medium and official record of the DWC.

During this quarter, the Imaging Section scanned 449,920 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 2,583 written requests, 1,582 pre-employment requests and 4 Fish and Wildlife request.



# 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 paper documents, such as motions for extension of time, to file late briefs, to place in/or remove from abeyance; depositions of plaintiffs and physicians; notice of filings of medical reports, wage records, Claim Denials; as well as responses to motions filed in active claims with the Department of Workers' Claims. With the inception of the new Litigation Management System (LMS), Data Entry will receive the documents listed above both electronically and on paper. The Data Entry section has different categories in LMS from which the staff will index the motions, notices, responses, depositions, briefs, etc. into the new system. The section also codes the Administrative Law Judge's (ALJ) number on the paper documents for routing the paper document to the appropriate ALJ.

The Data Entry section is charged with the responsibility of interpreting and coding the documents filed by claimants, attorneys, employers and carriers, and also orders, opinions and awards submitted by the Department's ALJ's.

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. External users are also able, through LMS, to view any documents filed into the system in any claim with which they are associated.

During this quarter, the Data Entry Section indexed 29,272 pieces of mail, 6,830 orders, 449 opinions/awards and 61 docket orders. In the medical dispute process, 1,029 orders and decisions were indexed.

### **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 10,427 records.

# Division of Information & Research Continued

## **EDI Proof of Coverage (POC) Section**

Every insurance carrier is required by statute to report coverage and cancellation of coverage of Workers' Compensation Insurance issued to the employers in Kentucky. 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, 141,576 proof of coverage transactions were received and processed, 93% of which were accepted.

### NCCI

Transactions Processed: 76,390

Acceptance Rate: 92%

### CLAIMPORT

Transactions Processed: 43,800

Acceptance Rate: 97%

### KESA

Transactions Processed: 18,984

Acceptance Rate: 87%

### WORKERS COMPLINK

Transactions Processed: 1,332

Acceptance Rate: 71%

### KAGC

Transactions Processed: 1,070

Acceptance Rate: 97%



# Division of Information & Research

## Continued

### Research Section

The Research Section coordinates 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 296 pieces of mail and 72 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:

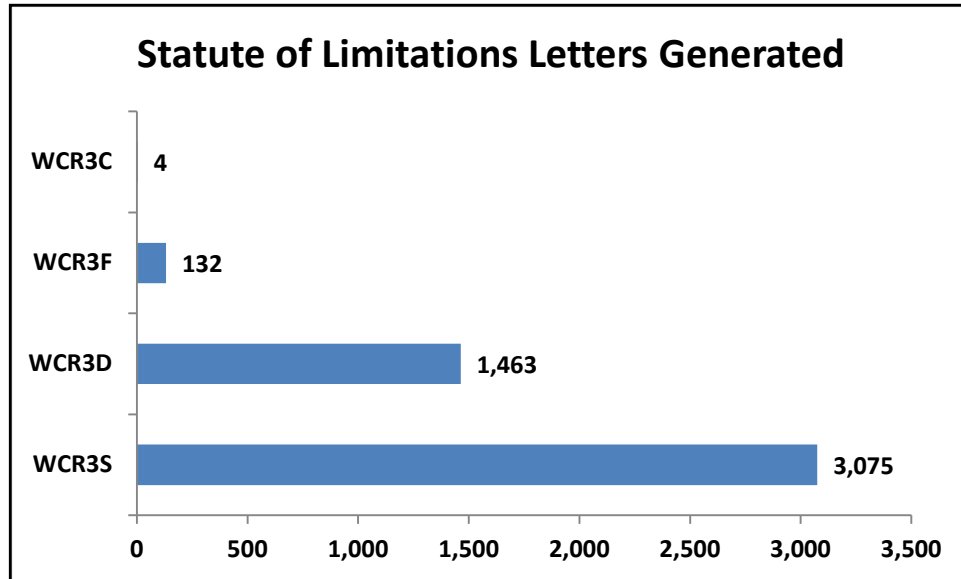
MTC S1-9 (excluding S7) and SD, suspension of benefits (WCR3S)

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 198 enforcement citation cases. A total of \$241,800.53 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 7 UCP claims conducted. A total of \$5,500.00 in fines and penalties was collected.

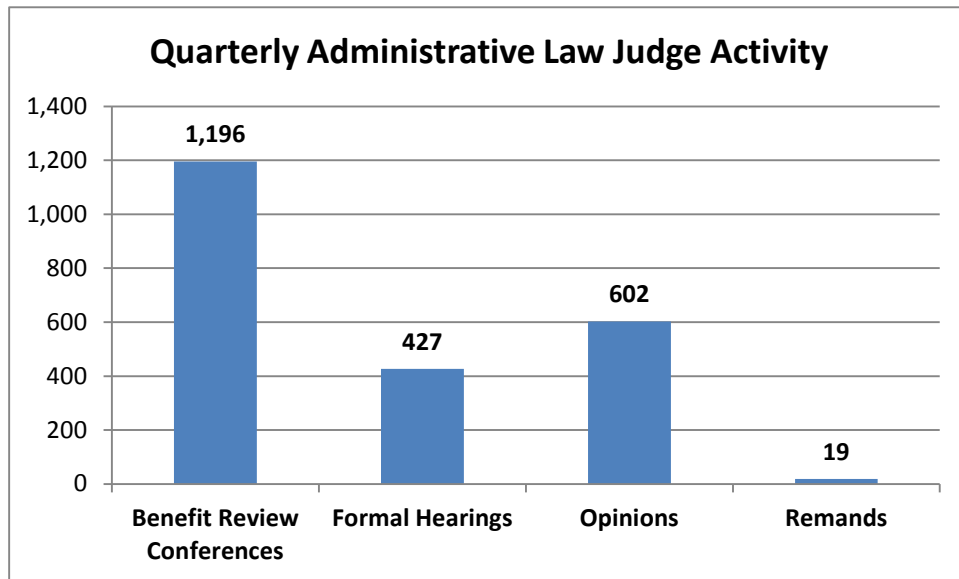
Finally, the Office of General Counsel litigates any claims brought by or against the Department, reviews and drafts potential legislation or regulations and answers questions on workers' compensation issues for claimants, insurance companies, legislators and the general public.



# Administrative Law Judges

The Department of Workers' Claims has 19 Administrative Law Judge (ALJ) positions allocated, 11 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 13 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, 1,464 agreements were received by the Agreements Section. Of those, 822 settlement agreements were approved by the CALJ; 546 were forwarded to the assigned ALJ; and 134 were returned to the parties for correction. Section staff also received 23 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 litigated claims 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 1,395 new claims were filed this quarter including 971 injury claims, 18 occupational disease claims (other than CWP), 175 hearing loss claims and 231 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 1,197 new and reopened claims were assigned by the Claims Assignment Section to ALJ's and scheduled for Benefit Review Conferences. Claims Assignment processed 287 reopened claims (that were routed to motion docket). In addition, this section contacted and scheduled court reporter services to attend and transcribe 714 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 1,624 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 and prepares file for transmittal to the Court of Appeals if appeal progresses beyond 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 66 appeals were filed. When the appeal is final, it is returned to be audited before the hardcopy is purged.

Opinions rendered by Board Members:

Stivers:	20
Alvey:	19
Rechter:	17

Total opinions rendered:	<hr/> 56
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Appeals to Court of Appeals:	20
Court of Appeals Opinions:	19
Appeals to Supreme Court:	10
Supreme Court Opinions:	3





# Division of Ombudsman and Workers' Compensation Specialists Services

Services provided by the Division of ombudsman, Workers' Compensation Specialists and Medical Services personnel are a vital component to the delivery of quality, timely medical service and assistance to workers injured in the workplace and their families.

The **Medical Services Branch** has 7 main tasks that relate to the mission of the department of Workers' Claims (DWC). Those tasks are: (1) **Certification of Managed Care Organization's Plans** which encompasses physician certification (AMA licensed); proper documentation for the managed care provider (contracts, fiduciary responsibility, etc.); compliance with Kentucky Revised Statutes (KRS) regarding grievance rights and procedures for claimants and their employees; (2) **Utilization Review (UR) Certification** which assists in determining necessary and appropriate medical care for claimants; (3) **Medical Bill Audit (MBA)** which is to assure compliance with adopted fee schedules; (4) **Hospital Fee Schedule (cost-to-charge)** pursuant to 803 KAR 25:091 and the latest cost report (HCFA-2552) which is supplied by the Kentucky Cabinet for Health and Family Services. This certification also extends to out-of-state hospitals and Ambulatory Care Centers using their particular state's HCFA report as a guide; (5) **Pharmacy Fee Schedule** pursuant to 803 KAR 25:092 which mandates using the average wholesale price for formularies; (6) **Physician Fee Schedule** pursuant to 803 KAR 25:089 and related medical data supplied by Fair Health Inc. which is an independent nonprofit organization that supplies medical billing data; (7) **University Evaluations** whereby medical appointments are scheduled for claimants with Pneumoconiosis (Black Lung) Hearing Loss and Occupational Diseases.

## Medical Services 3rd Quarter Report

### Plans under Review and Certifications

Managed Care Plans: 4  
UR/MBA: 9

### University Evaluations-Hearing Loss

University of Kentucky: 98  
University of Louisville: 137

### Coal Workers' Pneumoconiosis(CWP/Black Lung)

Commonwealth Respiratory Consultants  
Claims Referred for Evaluation: 48

Coal Miners Respiratory Clinic  
Claims Referred for Evaluation: 54

University of Louisville Pulmonary Clinic  
Claims Referred for Evaluation: 2

Occupational Disease Reports: 3  
(e.g. exposure to chemicals, asbestos, smoke, etc.)

### Hospital Cost-to-Charge Reports

In-State: Each year NLT April 1, correspondence is sent to all hospitals in the Commonwealth of Kentucky advising them of their Cost-to-Charge reimbursement rate. All calculations are done over a month's time. There are one hundred twenty two (122) hospitals in the Commonwealth of Kentucky.

Out-of-State Reports:

Hospitals: 20

Ambulatory Care Centers: 10

Correspondence is sent NLT November 1, each year, to approximately 140 hospitals (number varies depending on previous years reimbursement requests) requesting their financials in order to calculate their reimbursement rate.

# Division of Ombudsman and Workers’ Compensation Specialists Services Continued

**The Workers’ Compensation (WC) Specialists Branch** is tasked with providing assistance to claimants, attorneys, medical providers, employers, family members of claimants and Administrative Law Judges (ALJ).

WC Specialists provide intervention service (i.e. assist with resolving issues between claimants, insurance adjusters and medical provider) on issue(s) that might otherwise have to be resolved by an Administrative Law Judge. The specialists are supervised by two (2) attorneys, the Chief Specialist and a Staff Attorney.

The other entities within the WC Specialists Branch are: **Drug Free Workplace Certification Program (803 KAR 25:280)**; **Retraining Incentive Benefits (RIB) Program (803 KAR 25:120)**; and **Workplace Fatality Reporting**.

New Request: 2,166 (includes all categories (71)

Services Provided for Claimants: 1,317

Requests from Attorneys: 420

Requests from Employer: 198

Requests from Carrier: 91

Requests from Government Official: 90

Requests from Medical Provider: 185

Requests from Family Member: 180

## **Assistance Type**

Claim Status Inquiries: 1104

Rights and Procedures: 975

Coverage: 139

Medical Dispute: 71

First Report of Injury: 60

## **Request in Mediation**

New Mediations: 406

Successful Mediation: 312

Pending: 33

Referred to ALJ: 61

## **Drug Free Workplace**

New Applications: 6

New Applications Approved: 2

Renewal Applications: 61

Renewals Approved: 48

# Division of Ombudsman and Workers' Compensation Specialists Services Continued

## Workplace Fatalities

Fatalities: 29

Pursuant to KRS 342.750(6), death benefits are paid to the workers' estate.

## **Retraining Incentive Benefits (RIB)**

This program is for individuals who contract Pneumoconiosis (Black Lung) and is designed to provide, if the worker chooses, an alternative work environment. The program provides for attainment of GED and other bona fide training and education programs for those who do not desire to or cannot re-enter the coal mining profession.

**Program Participants: 20**



# 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 109 current and 352 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 29 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, 40 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, two 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 nine such reviews.

This quarter the self-insurance branch was engaged in the process of completing recertification and processing applications as they come in on our current 108 self-insured employers. Self-Insurance had one company, (The C W Zumbiel Company) leave this quarter. The Division of Security & Compliance has also been working on prepping documents to be sent down for imaging as well as indexing those documents into our new LMS system. Some have also been assisting the Claims Branch with reviewing of ALJ files.

# 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 65 certifications of coverage to Administrative Law Judges, private attorneys and in response to open records requests. There were 52 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 1,128 coal POC transactions this quarter and accepted 1,053 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 1,826 PEO POC transactions and accepted 1,626 during the quarter. The Section also manually processed 562 and accepted 406 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 944 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 3,281 on-site visits to Kentucky businesses. The Commissioner issued 223 citations to non-complying employers. The Branch processed \$287,300.43 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. Maintains the SIMBA/LMS, EDI/POC programs and ensures these in-house programs meet the IAIABC standards concerning submitting FROI/SROI and POC data electronically from approved Trading Partners/Vendors. Researches, analyzes, and tracks user request for new programs. Meets with management and additional staff for ways of improving current programs. Supplies statistical information to management. Develops database scripts to enhance productivity for Department of Workers' Claims programs. Responsible for SQL database backups, disaster recovery, and optimizing performance of SQL servers. Develops in-house user reports, form letters, and on-line forms. Enters and/or deletes user SIMBA/LMS security permissions for SQL server security. Creates, compiles, and runs queries for the department's monthly, quarterly, annual reports and any additional reports requested. Develops scripts for new program designs. Assists with the KRONOS/KHRIS timekeeping systems. Imports WC Board opinions to the web application monthly to ensure up-to-date reference material is available. Staff 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 63 SharePoint Issues/Test Track Issues.
- Received 56 SharePoint Issues/Test Track 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 2nd Interim Review Evaluations
- Monitored log files for LMS/SharePoint submissions
- Ran queries for specific data as requested by in-house management

