



Virtual Insurance Carrier Quarterly Meeting
 Thursday, April 25, 2024
 1:30 p.m. to 3 p.m.

Agenda

Item	Presenters
Welcome	Jeff Nelson Commissioner of Workers' Compensation
Compliance and Investigations Update Lifecycle of an Administrative Complaint Case	Dan LaBruyere, Deputy Commissioner Compliance & Investigations
Business Process Update Claim EDI Reporting Updates: Scorecards, Detailed Reports, and Outreach Efforts PBO Update: Assessment Plan Highlights	Martha Luevano, Director of Enterprise Automation Services Business Process
Health and Safety Update	Mary Landrum, Deputy Commissioner Health and Safety
Designated Doctor Billing and Reimbursement Implementation	Santiago Calderon, Director of Designated Doctor Operations Health and Safety
Operations and External Relations Update	Matthew Posey, Deputy Commissioner Operations and External Relations
Hearings Update	Allen Craddock, Deputy Commissioner Hearings
What's New in Customer Service	Erica De La Cruz, Deputy Commissioner Teresa Johnson, Director of Outreach & Claims Services Claims and Customer Services
Q&A	
Closing Remarks	Jeff Nelson Commissioner of Workers' Compensation

