

Quarterly Insurance Carrier Meeting

October 23, 2014
1:30 p.m. to 3:00 p.m.

Texas Department of Insurance
Division of Workers' Compensation

Agenda Items

- Welcome
- Health Care Management Update
- Complaint Data Update
- Medical Fee Dispute Resolution Update
- Enforcement Update
- Office of Medical Advisor Update
- Research and Policy Update
- Q&A
- Closing

WELCOME

Ryan Brannan, Commissioner
Division of Workers' Compensation

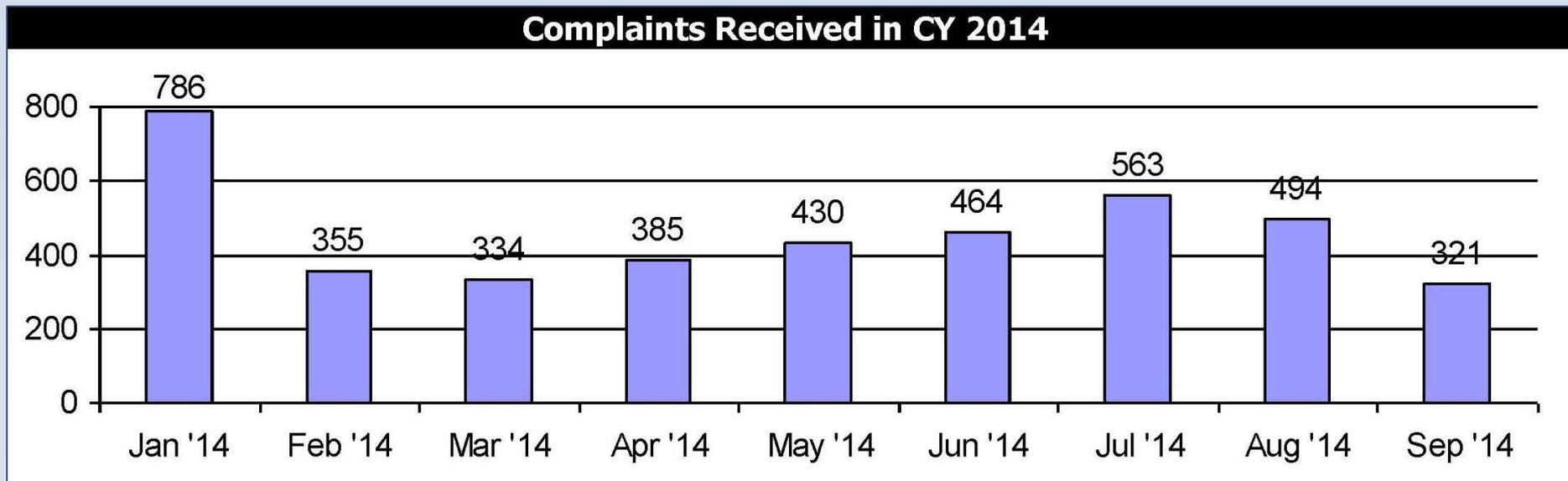
HEALTH CARE MANAGEMENT UPDATE

Matt Zurek, Executive Deputy Commissioner
Healthcare Management & System Monitoring

COMPLAINT DATA UPDATE

Teresa Carney, Director
System Monitoring & Oversight

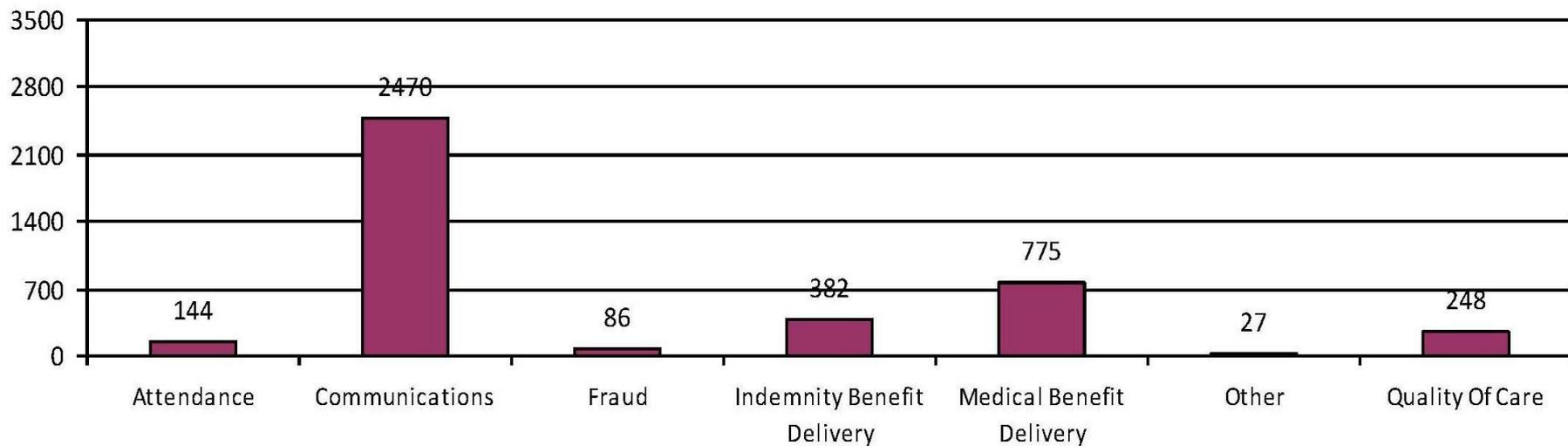
Complaints Received CY2014



Jan'14	Feb'14	Mar'14	Apr'14	May'14	Jun'14	Jul'14	Aug'14	Sep'14
786	355	334	385	430	464	563	494	321

Complaints Received CY2014 by Category

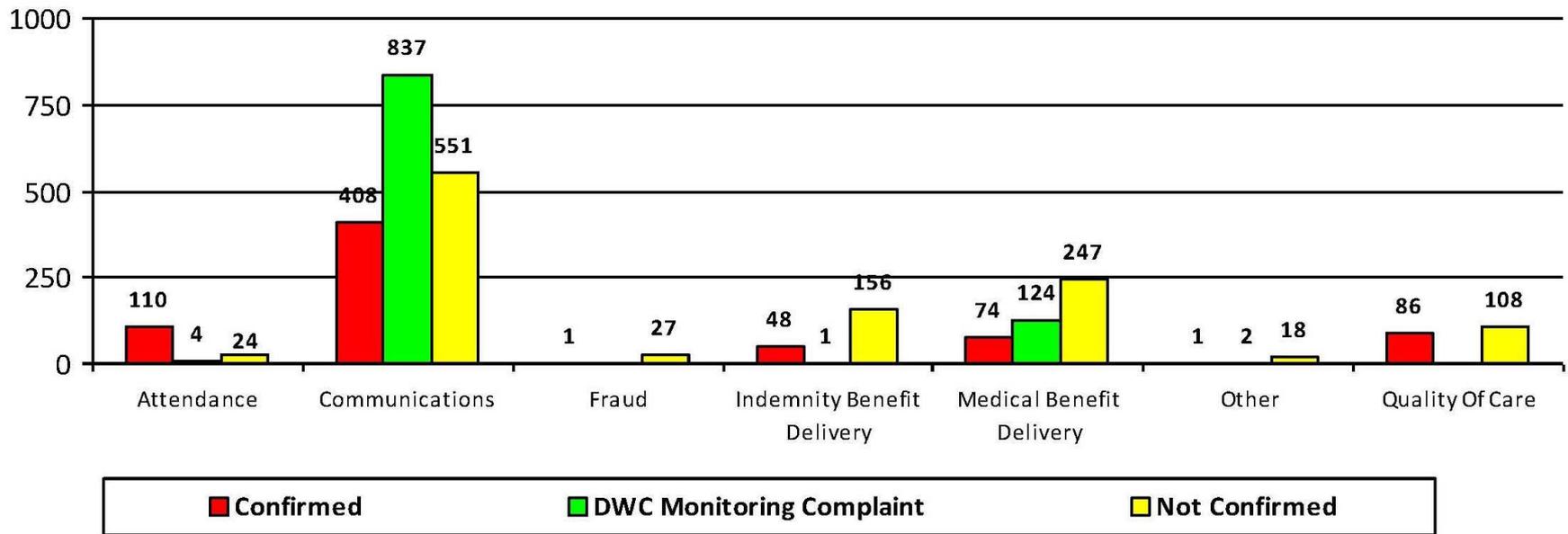
Complaints Received in CY 2014 by Category



Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medial Benefit Delivery	Other	Quality of Care
144	2470	86	322	775	27	248

Complaints Received CY2014 "Closed" Status

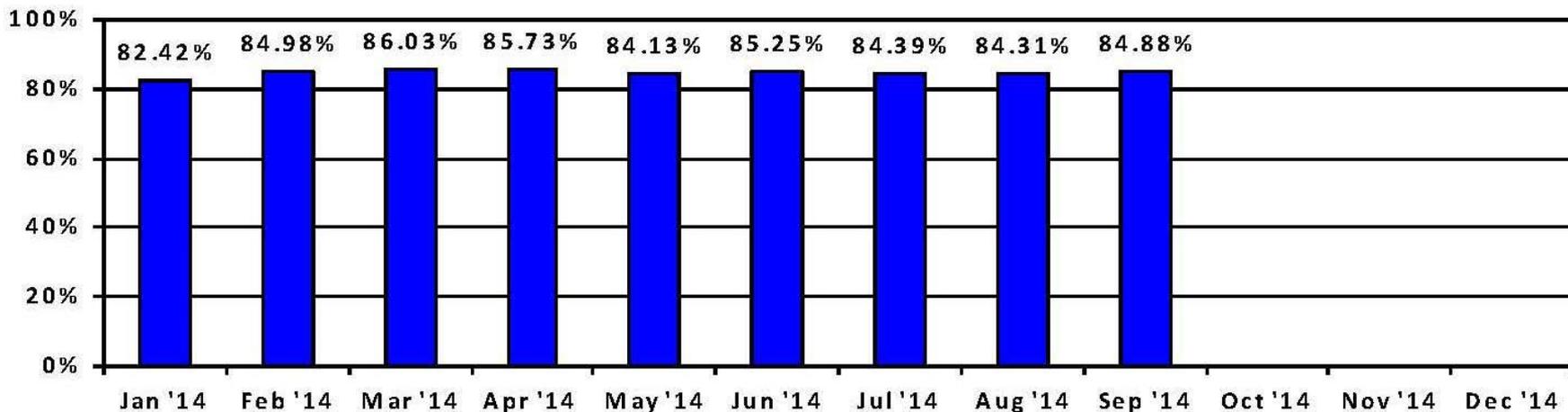
Closure Outcomes for Complaints Received in CY 2014 by Category



	Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
Confirmed Complaint	110	408	1	48	74	1	86
DWC Monitoring Complaint	4	837	0	1	124	2	0
Not Confirmed	24	551	27	156	247	18	108

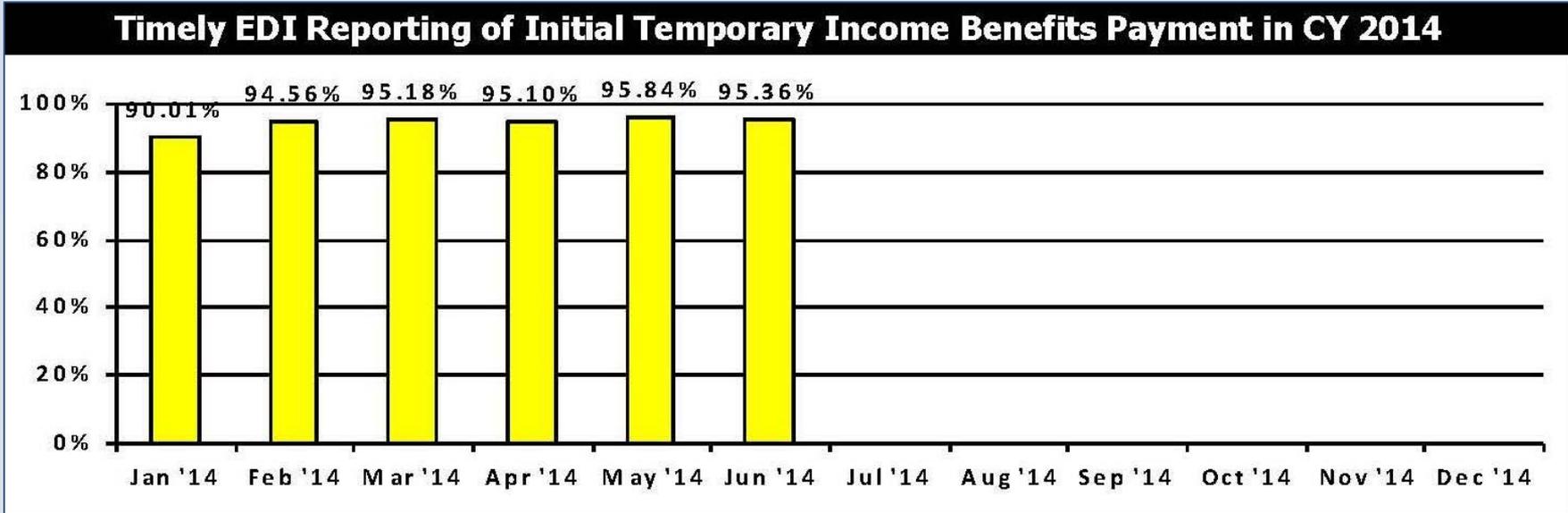
Initial TIBs Payment Performance CY2014

Timely Payment of Initial Temporary Income Benefits in CY 2014



Jan'14	Feb'14	Mar'14	Apr'14	May'14	Jun'14	Jul'14	Aug'14	Sep'14
82.42%	84.98%	86.03%	85.73%	84.13%	85.25%	84.39%	84.31%	84.88%

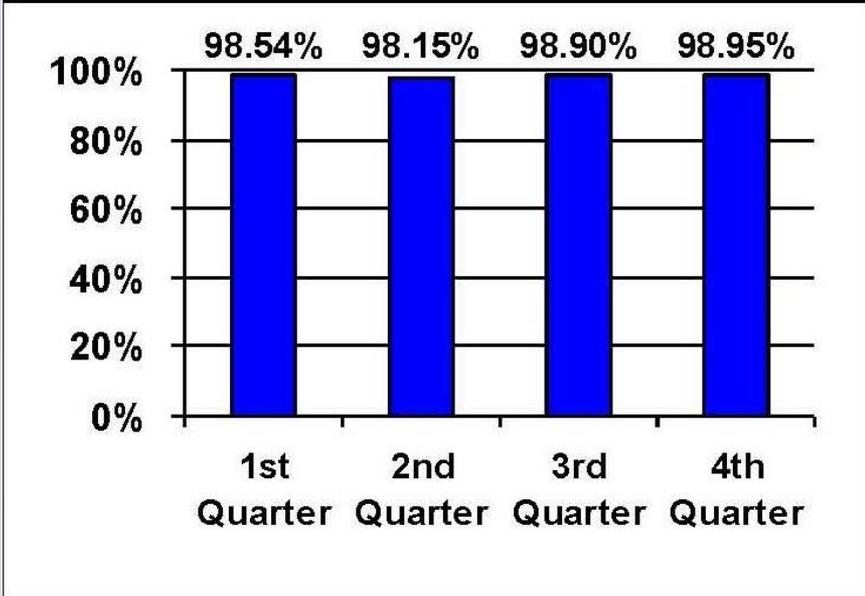
TIBs Initial Payment Reporting Performance CY2014



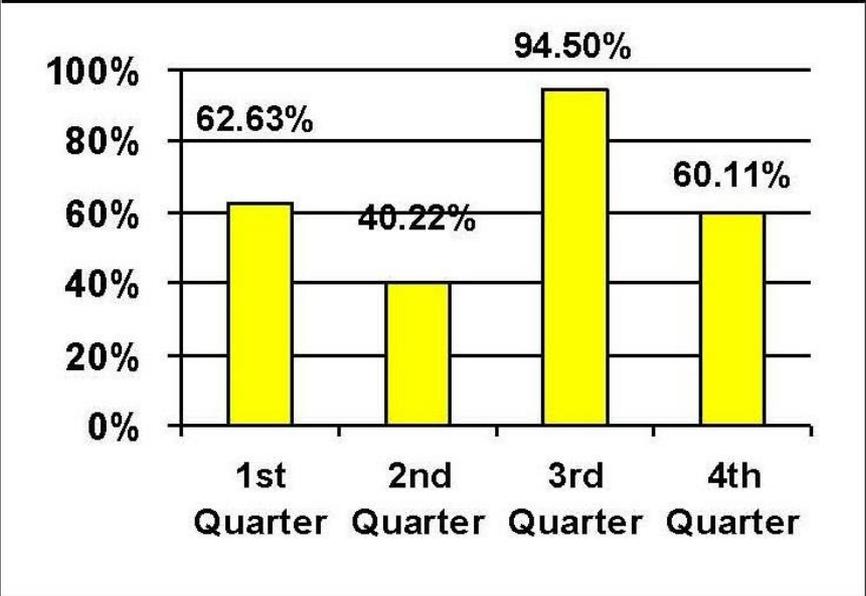
Jan'14	Feb'14	Mar'14	Apr'14	May'14	Jun'14
90.01%	94.56%	95.18%	95.10%	95.84%	95.36%

Medical Bill Processing and Reporting Performance FY2014

Timely Processing of Medical Bills in FY 2014



Timely EDI Reporting of Medical Billing Data in FY 2014



	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Processing Medical Bills	98.54%	98.15%	98.90%	98.95%
Reporting of Medical Billing Data	62.63%	40.22%	94.50%	60.11%

MEDICAL FEE DISPUTE RESOLUTION UPDATE

Martha Luevano
Greg Arendt
Medical Fee Dispute Resolution

Medical Fee Disputes CY2014

Total Dockets	
3,225	

Top 6 Categories	
Division-Specific	604
Professional	593
Hospital (2008)	534
Dismissals	285
Untimely	265
Air Ambulance	257

Total Resolved	
3,549	

Top 5 Categories	
Professional	718
Division-Specific	553
Hospital (2008)	512
Dismissals	460
Untimely	333

Total Active	
2,468	

Top 5 Categories	
Air Ambulance	500
Professional	441
Division-Specific	428
Untimely	276
Hospital (2008)	239

Docketed Disputes

Calendar Year	2010	2011	2012	2013	2014
January	393	364	580	302	339
February	345	424	382	293	354
March	555	517	254	290	436
April	337	324	293	252	310
May	420	378	256	333	327
June	453	505	255	383	283
July	290	603	234	318	243
August	520	641	227	266	270
September	370	352	318	399	441
October	310	322	290	330	222
November	292	369	248	274	
December	369	293	253	225	
Yearly Totals	4654	5092	3590	3665	3225*

* 2014 Numbers are through October 17th 2014

MFDR Contact Information

- Manager, Martha Luevano
512-804-4858
martha.luevano@tdi.texas.gov
- Team Lead, Greg Arendt
512-804-4859
greg.arendt@tdi.texas.gov
- Email MDRInquiry@tdi.texas.gov
- MFDR Phone 512-804-4812
- MFDR Fax 512-804-4811

ENFORCEMENT UPDATE

Sandra Nicolas, Associate Commissioner,
Enforcement

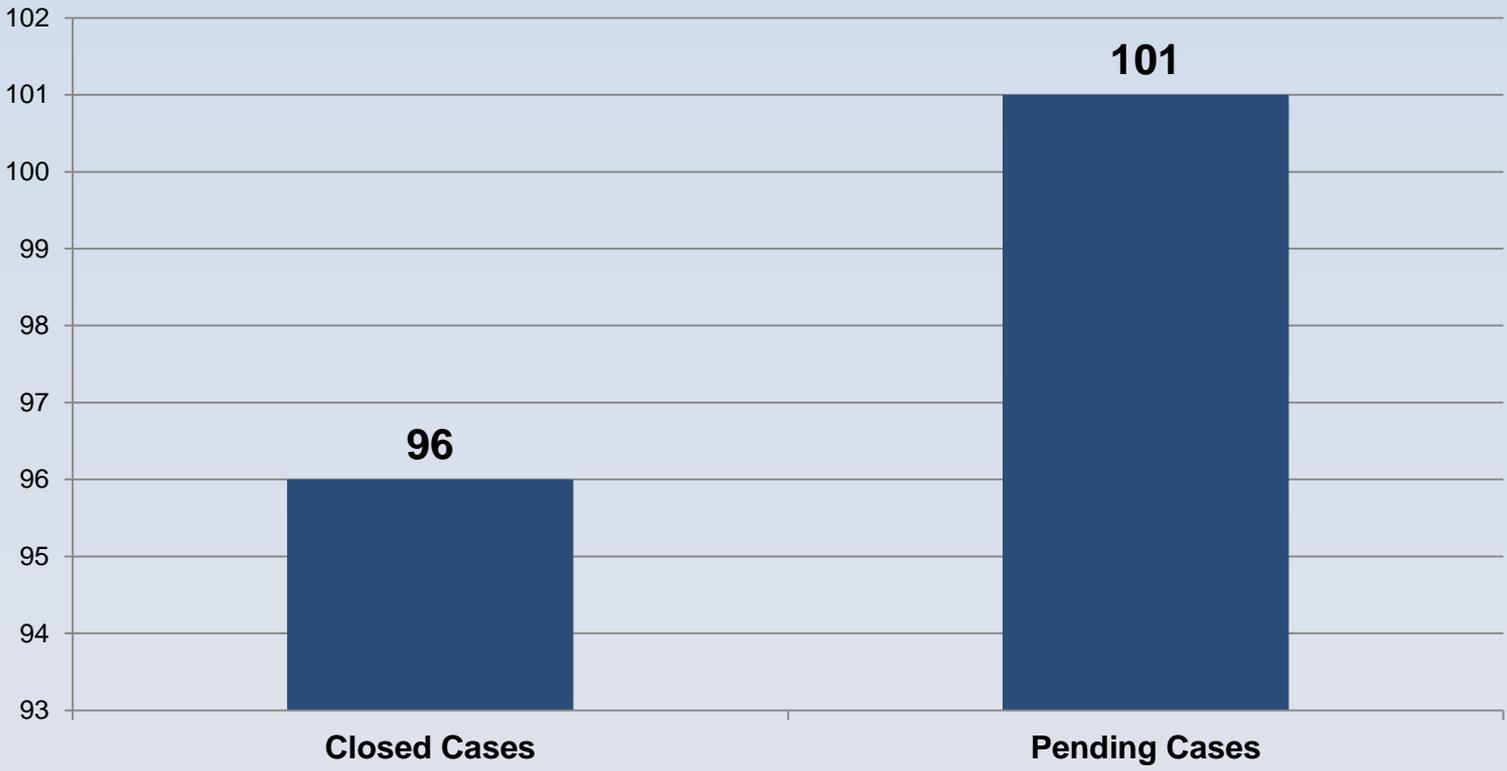
Toya Lutz, Acting Director,
Workers' Compensation Litigation Office, Enforcement

Enforcement Key Initiatives

The Compliance Division pursues strategies to improve efficiencies in market compliance and case processing. We:

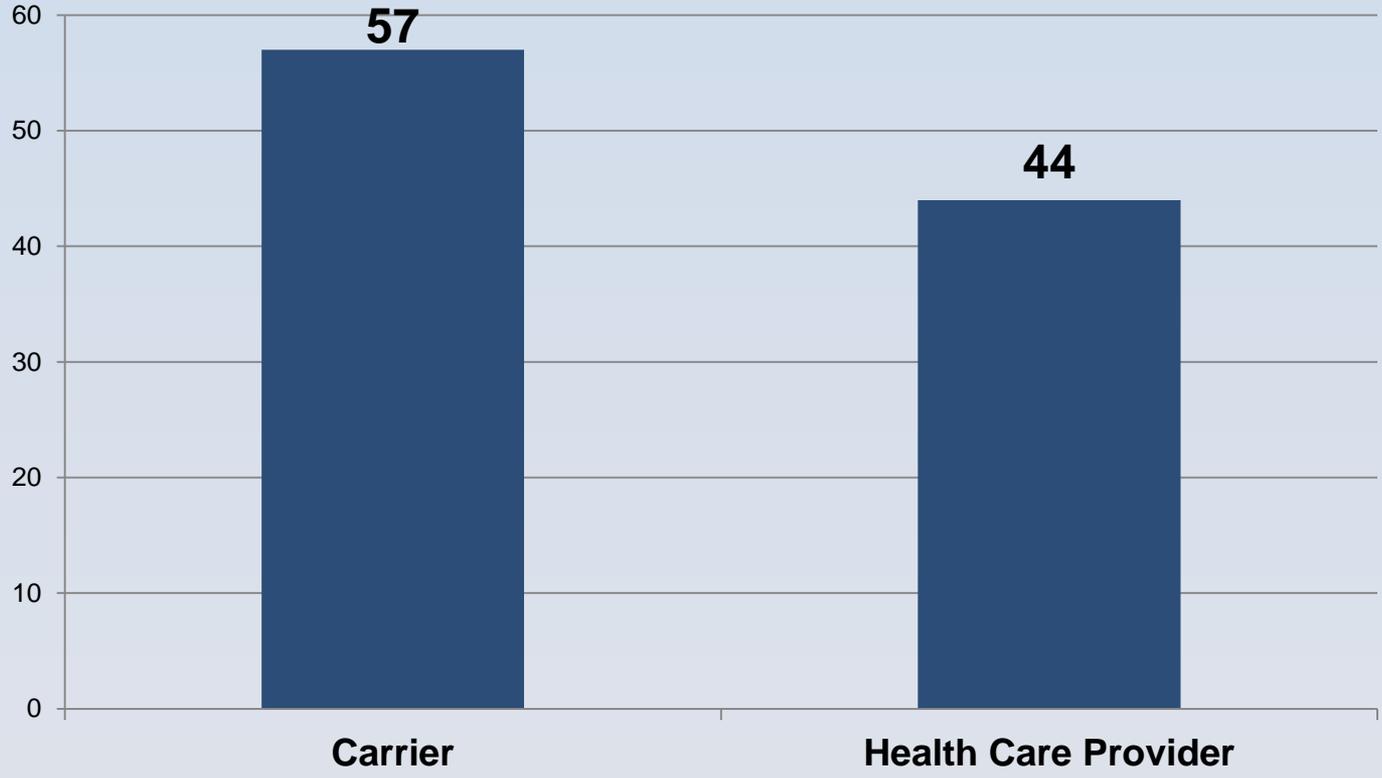
- Use clear, express statutory authority for all enforcement cases
- Inform workers' compensation stakeholders about compliance goals
- Partner with Division of Workers' Compensation program areas to foster compliance
- Assist the Office of the Medical Advisor
- Provide swift, appropriate actions for statutory and rule violations

Case Status as of September 30, 2014



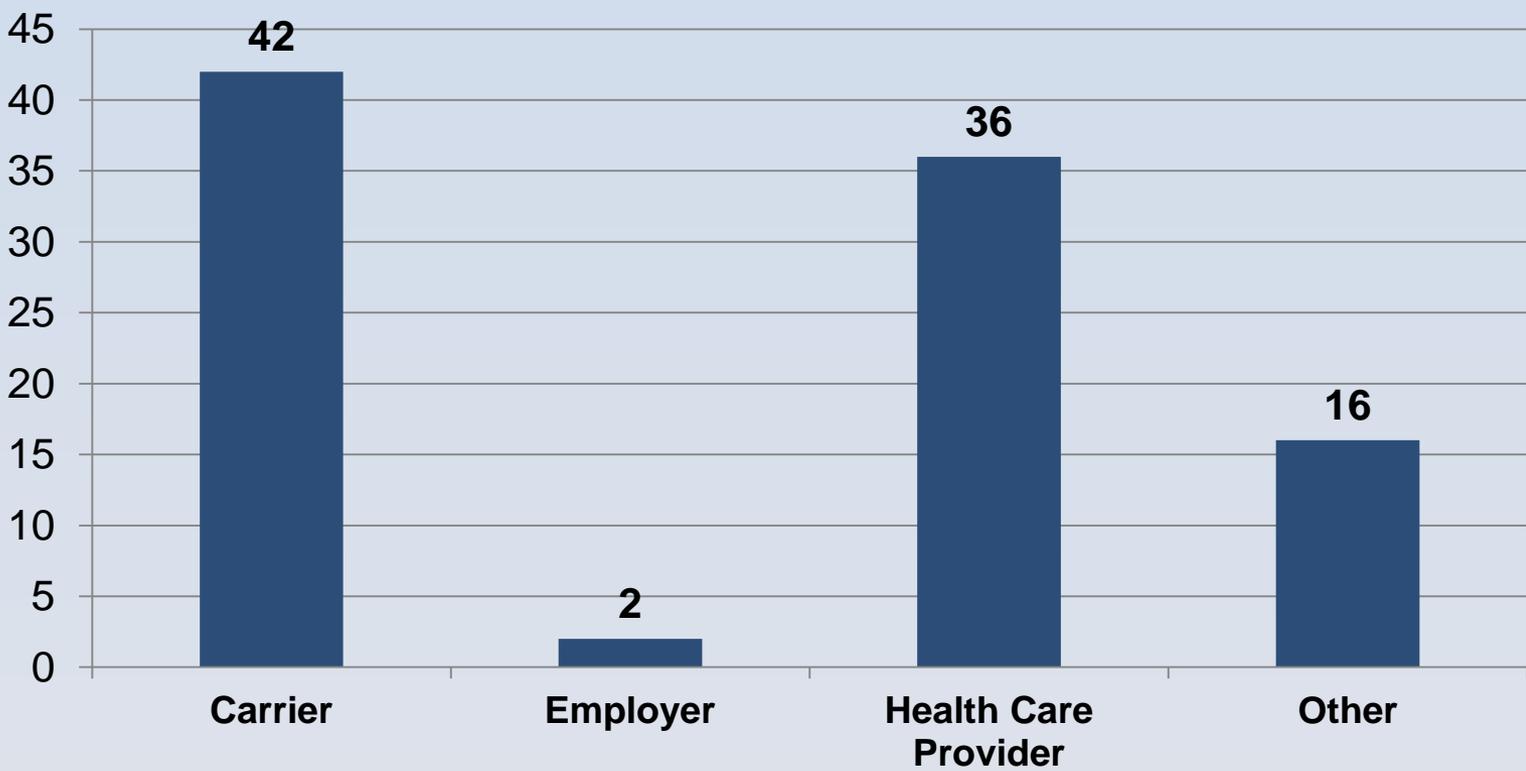
	Closed Cases	Pending Cases
Cases	96	101

Cases Pending by Subject Type as of September 30, 2014



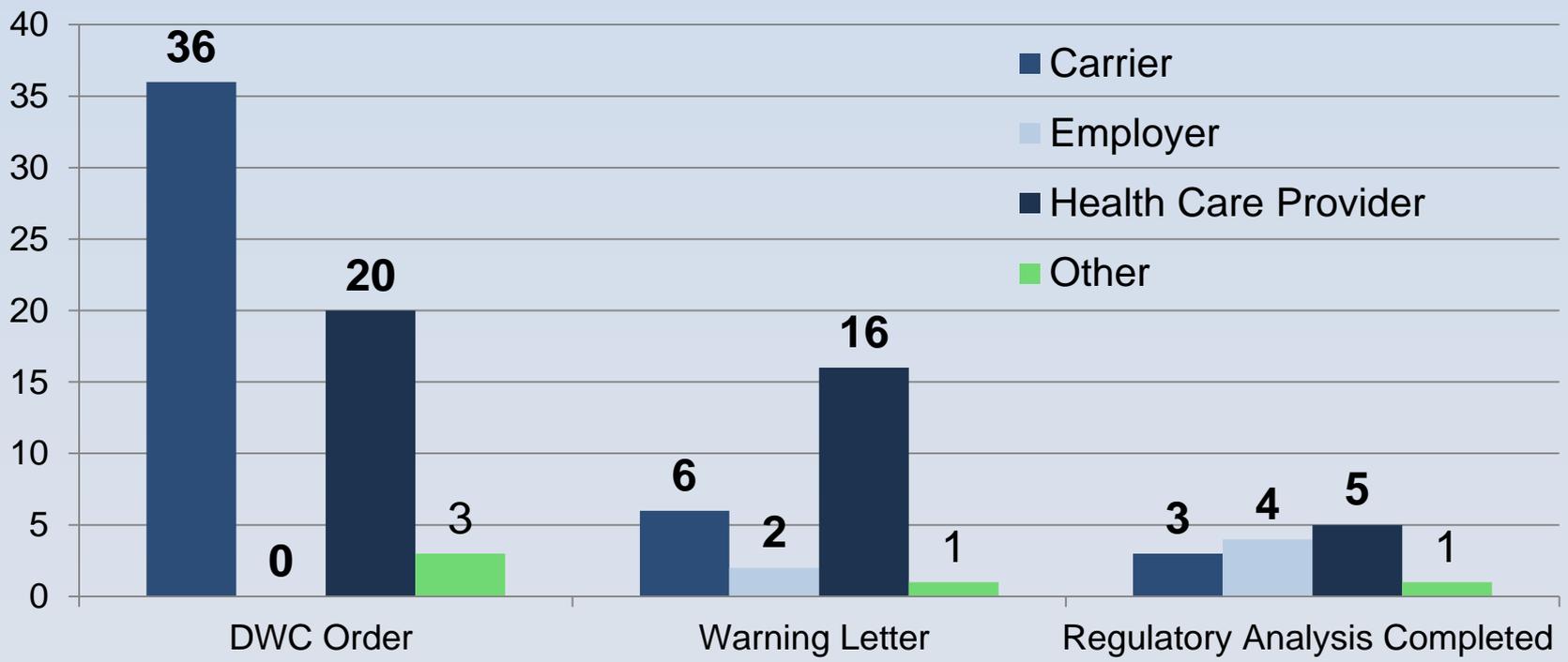
	Carrier	Health Care Provider
Cases	57	44

Cases Closed by Subject Type



	Carrier	Employer	Health Care Provider	Other
2014 Cases	42	2	36	16

Cases Closed by Disposition



	Carrier	Employer	Health Care Provider	Other
DWC Order	36	0	20	3
Warning Letter	6	2	16	1
Regulatory Analysis Completed	3	4	5	1

OFFICE OF THE MEDICAL ADVISOR UPDATE

Mary Landrum, Director
Health Care Business Management

Quality of Care Complaints

- Calendar Year 2014
 - 237 complaints forwarded to OMA
(includes external complaints & internal referrals)
 - 297 complaints investigated by OMA
 - 8% recommended MQRP review
 - 92% recommended other actions
(includes letters of education, referrals to medical licensing boards, and closures with no action)

Source: Texas Department of Insurance, Division of Workers' Compensation, data as of 10/07/14

Medical Quality Reviews

- Calendar Year 2014
 - 34 reviews initiated
 - includes complaint, audit, or monitoring based reviews
 - assigned to MQRP members for review
 - 80 reviews concluded
 - 39% referred to Enforcement
 - 61% recommended other actions
 - (includes letters of education, referrals to medical licensing boards, and closures with no action)

Source: Texas Department of Insurance, Division of Workers' Compensation, data as of 10/07/14

OMA Enforcement Cases

- Calendar Year 2014
 - 49 OMA referrals received in Enforcement
 - 58 OMA cases concluded by Enforcement
 - 28 consent orders/final orders
 - 28 warning letters
 - 2 no further action
 - 35 OMA cases pending in Enforcement
 - 0 OMA cases pending at SOAH

Source: Texas Department of Insurance, Division of Workers' Compensation, data as of 10/07/14

RESEARCH AND POLICY UPDATE

Amy Lee, Special Deputy Commissioner
Policy and Research

Q & A

Teresa Carney

CLOSING

Teresa Carney