

# Quarterly Insurance Carrier Meeting

January 22, 2015  
1:30 p.m. to 2:30 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

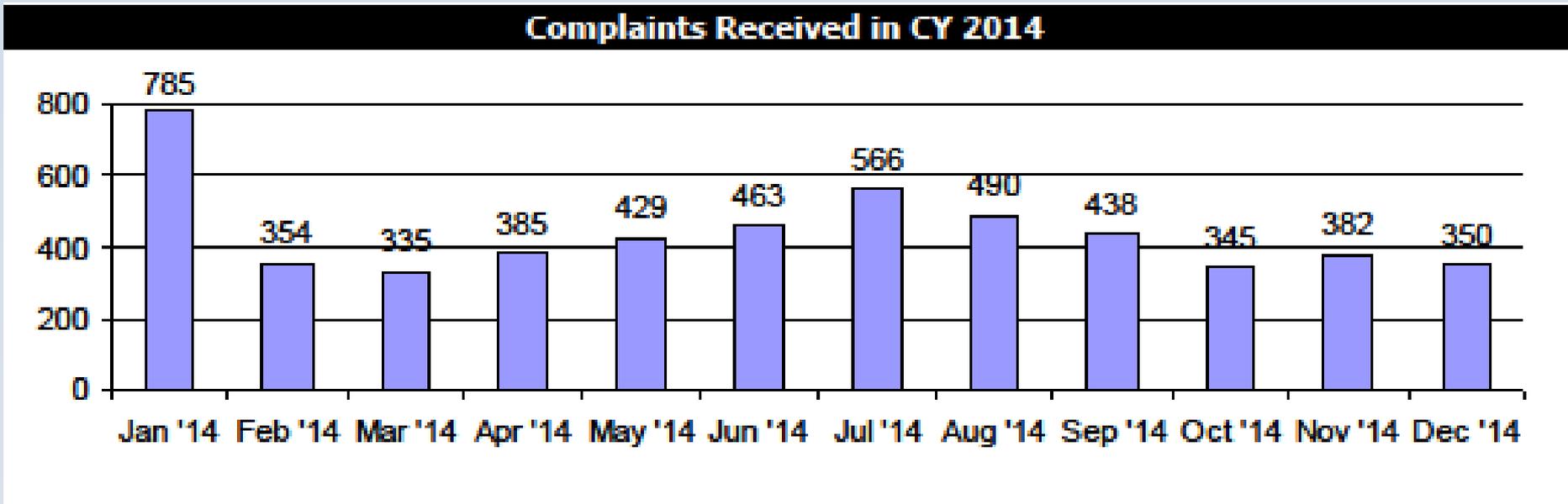
# HEALTH CARE MANAGEMENT UPDATE

Matt Zurek, Executive Deputy Commissioner  
Healthcare Management & System Monitoring

# COMPLAINT DATA UPDATE

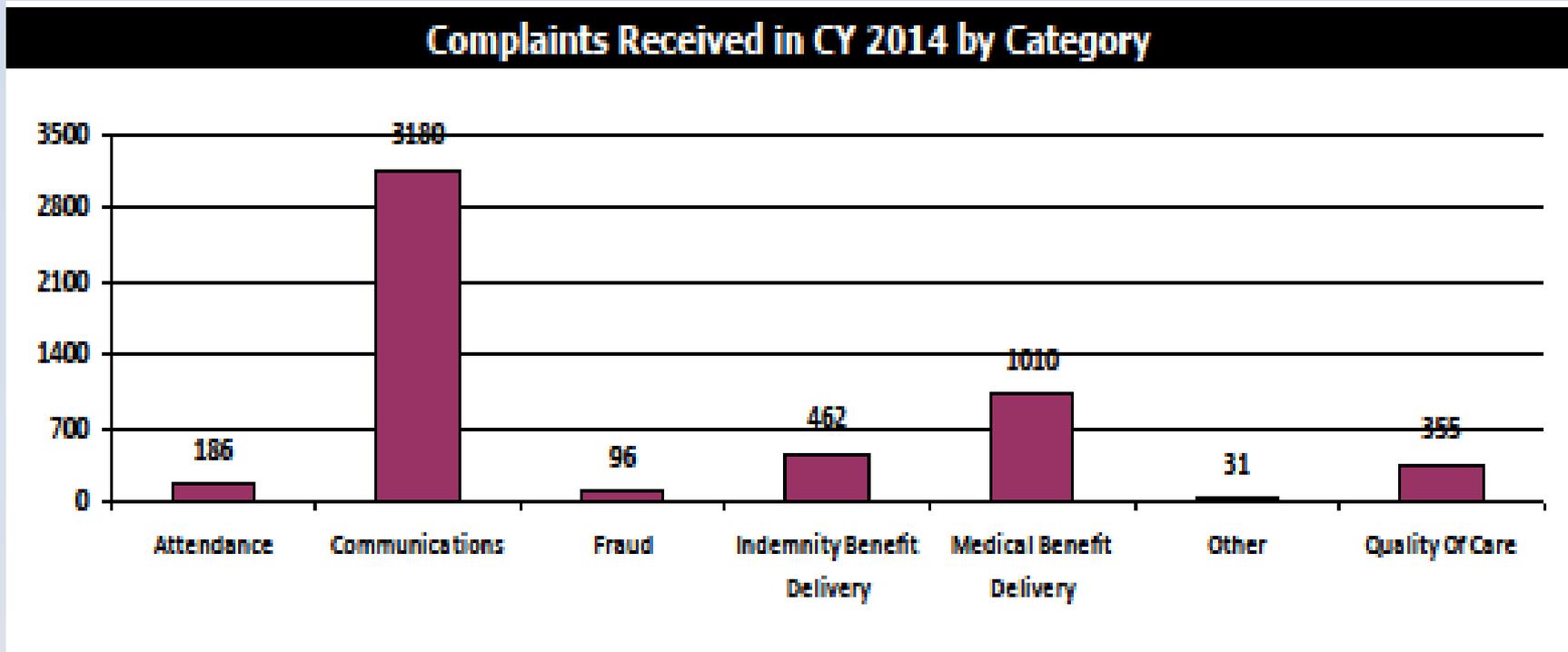
Teresa Carney, Director  
System Monitoring & Oversight

# Complaints Received CY2014



Jan'14	Feb'14	Mar'14	Apr'14	May'14	Jun'14	Jul'14	Aug'14	Sep'14	Oct'14	Nov'14	Dec'14
785	354	335	385	429	463	566	490	438	345	382	350

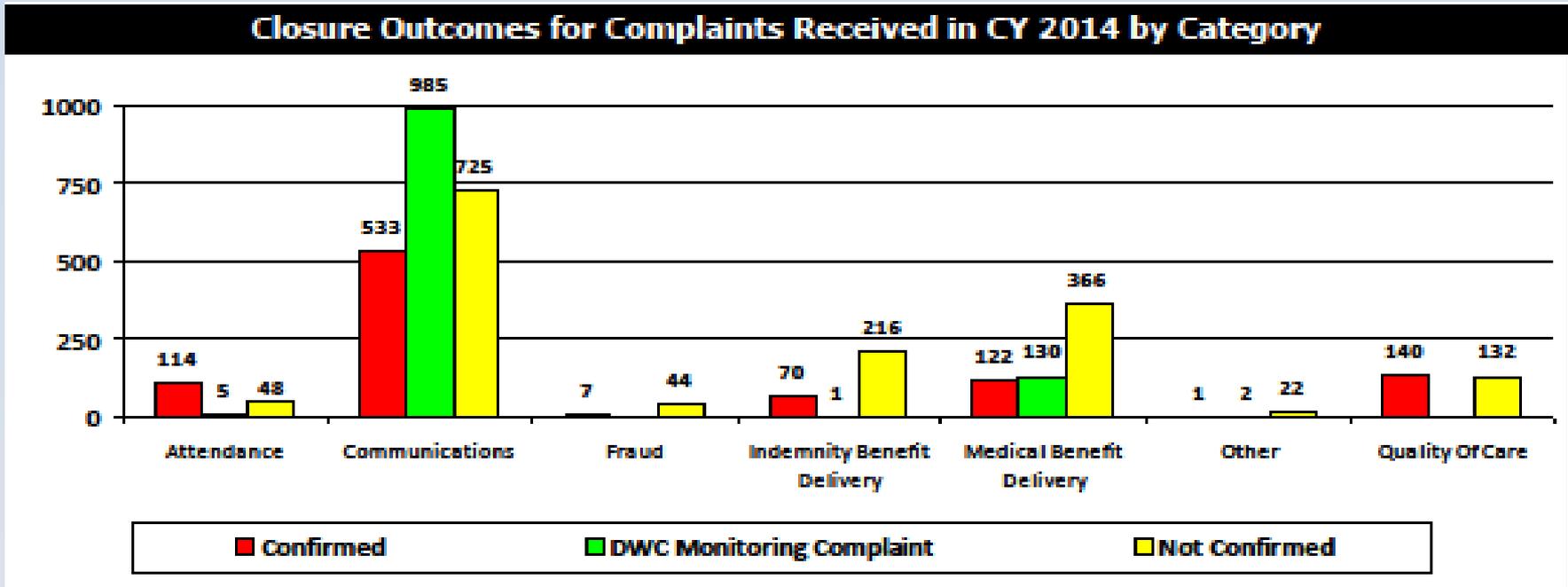
# Complaints Received CY2014 by Category



Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medial Benefit Delivery	Other	Quality of Care
186	3180	96	462	1010	31	355

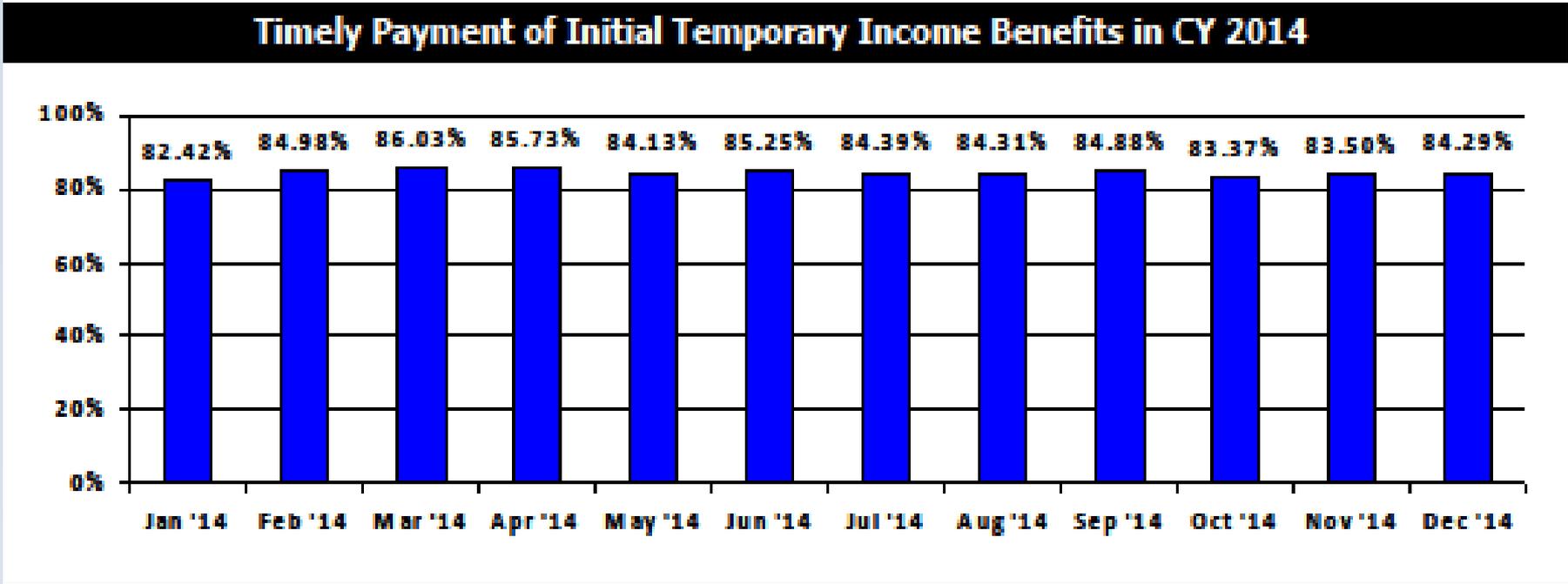
# Complaints Received CY2014

## “Closed” Status



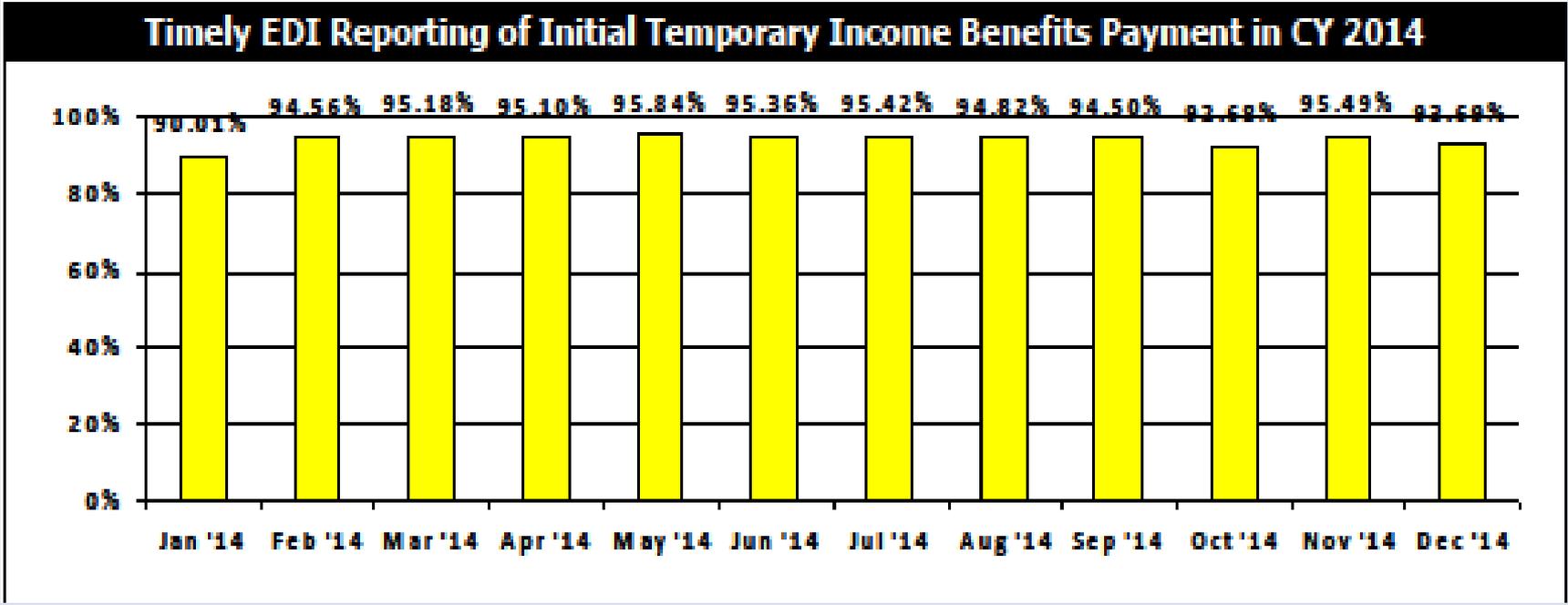
	Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
Confirmed Complaint	114	533	7	70	122	1	140
DWC Monitoring Complaint	5	985	0	1	130	2	0
Not Confirmed	48	725	44	216	366	22	132

# Initial TIBs Payment Performance CY2014



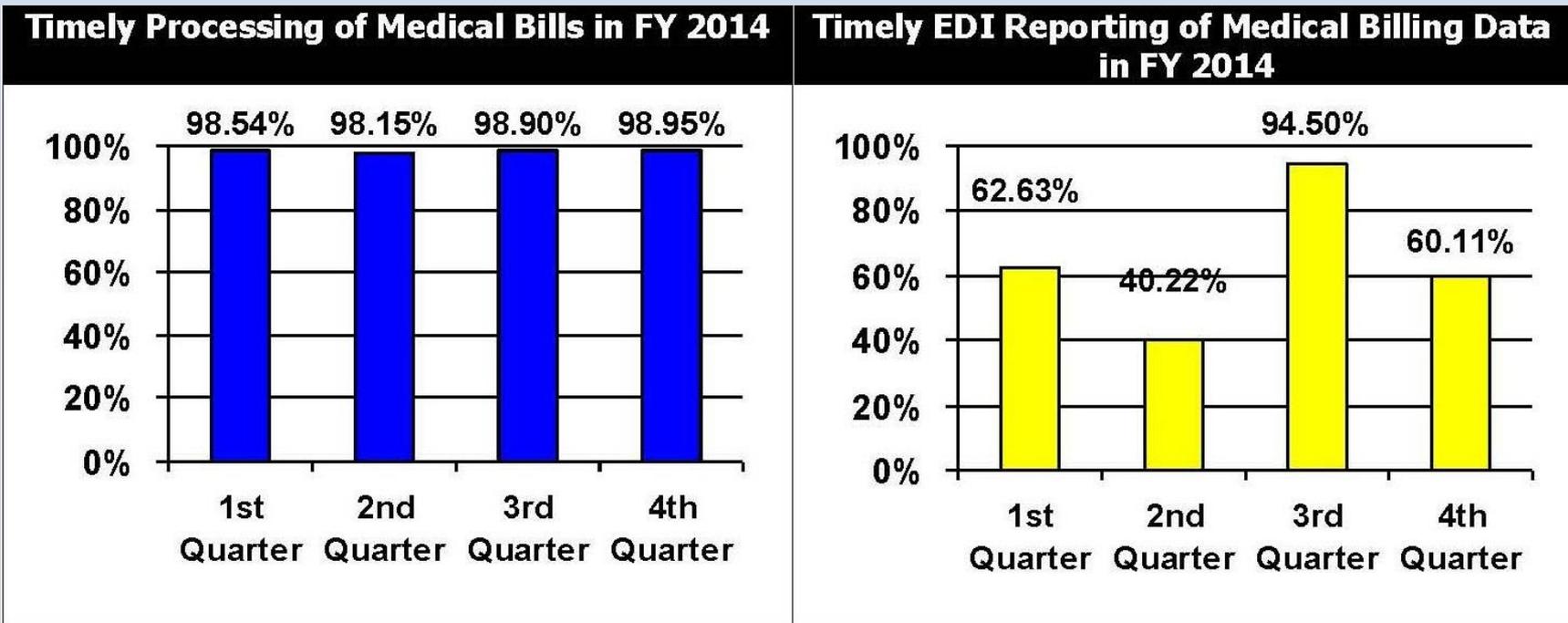
Jan'14	Feb'14	Mar'14	Apr'14	May'14	Jun'14	Jul'14	Aug'14	Sep'14	Oct'14	Nov'14	Dec'14
82.42%	84.98%	86.03%	85.73%	84.13%	85.25%	84.39%	84.31%	84.88%	83.37%	83.50%	84.29%

# TIBs Initial Payment Reporting Performance CY2014



Jan'14	Feb'14	Mar'14	Apr'14	May'14	Jun'14	Jul'14	Aug'14	Sep'14	Oct'14	Nov'14	Dec'14
90.01%	94.56%	95.18%	95.10%	95.84%	95.36%	95.42%	94.82%	94.50%	92.68%	95.49%	93.69%

# Medical Bill Processing and Reporting Performance FY2014



	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

3,881

## Total Active

1,876

## Top 6 Categories

Division-Specific	764
Professional	654
Hospital (2008)	653
Untimely	494
Dismissals	331
Air Ambulance	324

## Total Resolved

4,835

## Top 5 Categories

Air Ambulance	575
Professional	292
Division-Specific	226
Hospital (2008)	194
Untimely	185

## Top 5 Categories

Professional	992
Division-Specific	877
Hospital (2008)	698
Dismissals	529
Untimely	508

# Docketed Disputes

Calendar Year	2010	2011	2012	2013	2014
January	393	364	580	302	348
February	345	424	382	293	357
March	555	517	254	290	440
April	337	324	293	252	303
May	420	378	256	333	322
June	453	505	255	383	285
July	290	603	234	318	241
August	520	641	227	266	262
September	370	352	318	399	440
October	310	322	290	330	368
November	292	369	248	274	203
December	369	293	253	225	312
Yearly Totals	4,654	5,092	3,590	3,665	3,881

# MFDR Contact Information

- Manager, Martha Luevano  
512-804-4858  
[martha.luevano@tdi.texas.gov](mailto:martha.luevano@tdi.texas.gov)
- Team Lead, Greg Arendt  
512-804-4859  
[greg.arendt@tdi.texas.gov](mailto:greg.arendt@tdi.texas.gov)
- Email [MDRInquiry@tdi.texas.gov](mailto: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:

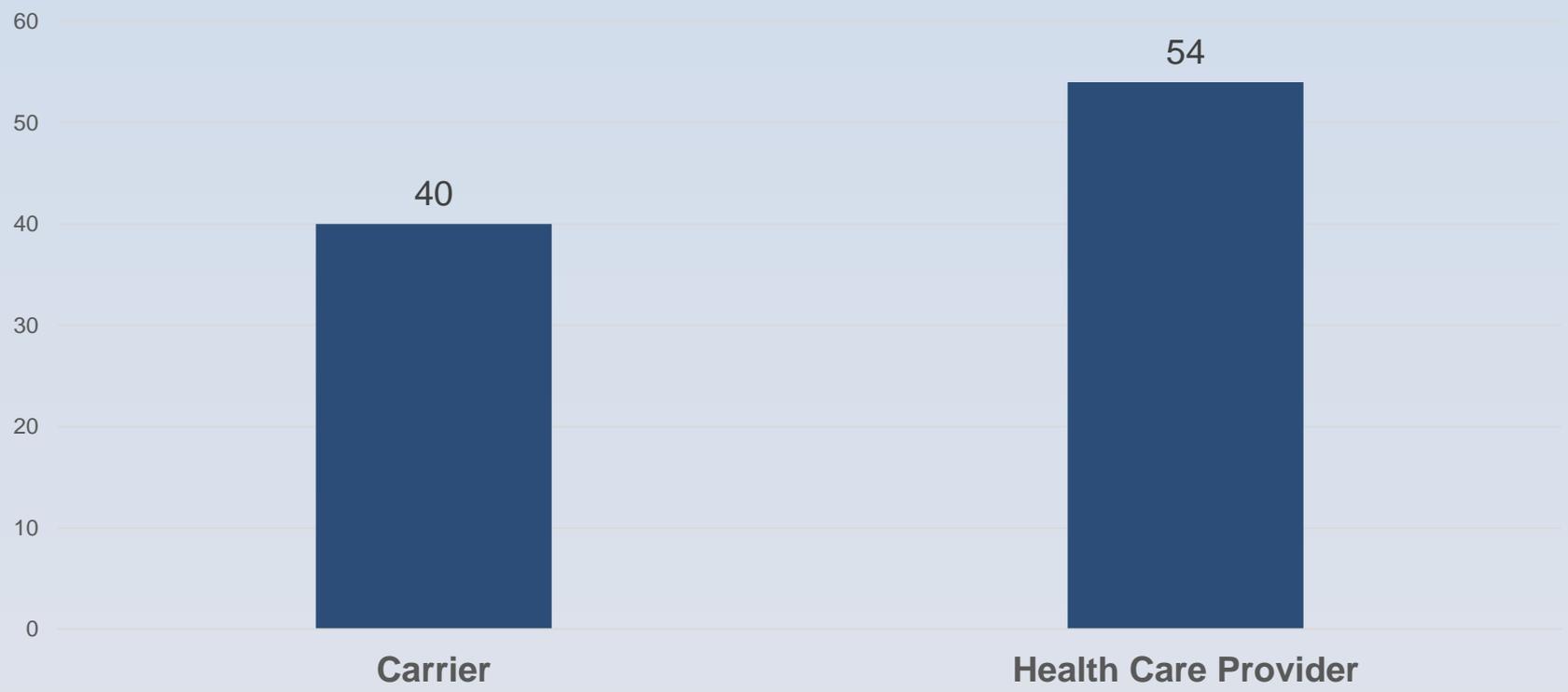
- Use clear, express statutory authority for all enforcement cases
- Inform workers' compensation stakeholders about compliance goals
- Partner with Division of Workers' Compensation program areas to foster compliance
- Assist the Office of the Medical Advisor
- Provide swift, appropriate actions for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

# Case Status as of December 31, 2014



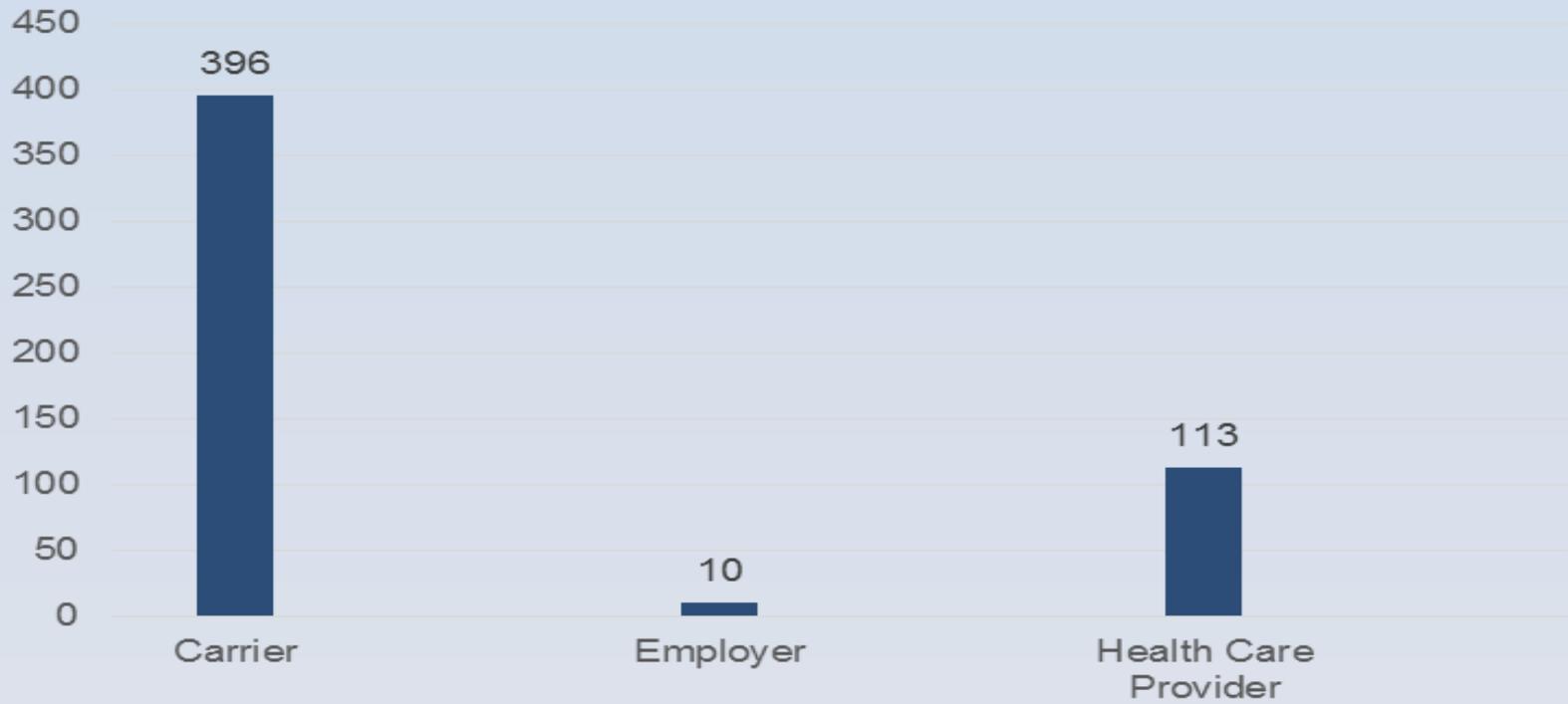
	Pending Cases	Closed Cases
Cases	94	519

# Cases Pending by Subject Type CY 2014



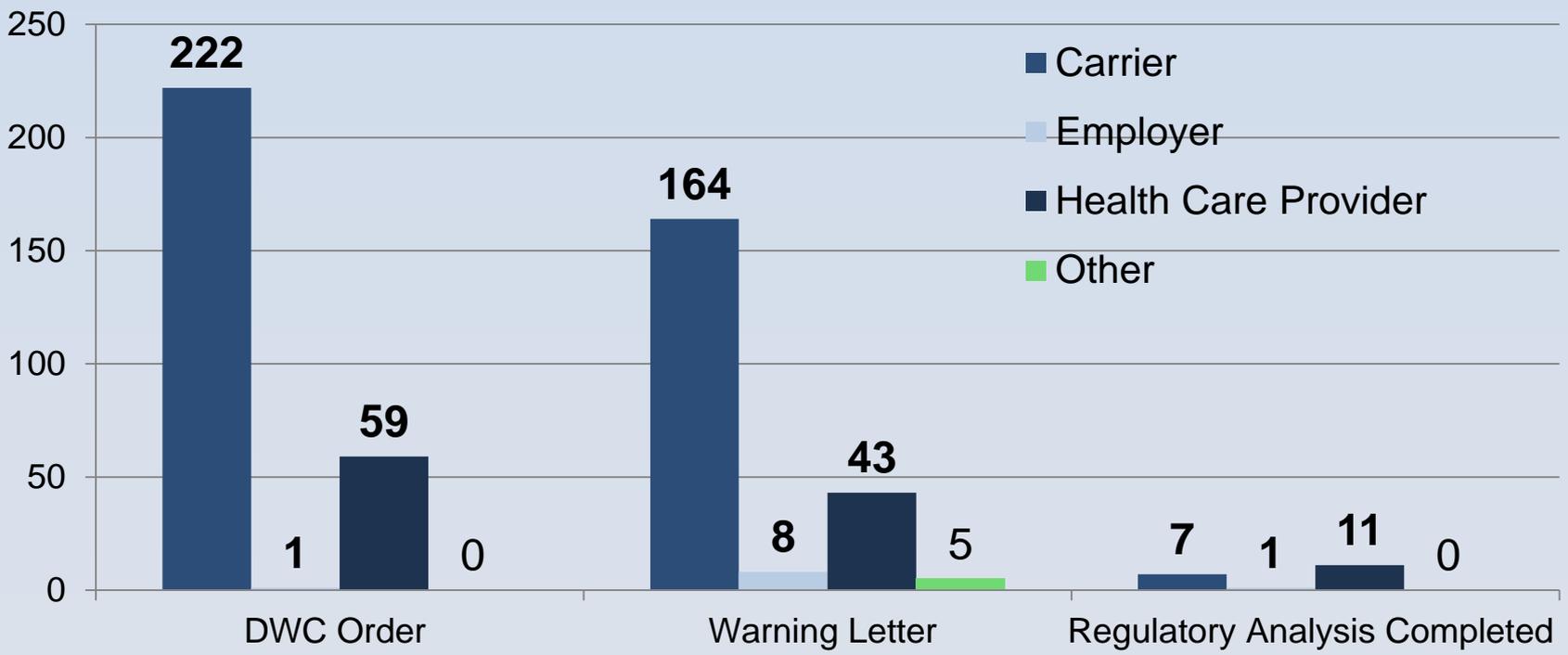
	Carrier	Health Care Provider
Cases	40	54

# Cases Closed by Subject Type CY 2014



	Carrier	Employer	Health Care Provider
2014 Cases	396	10	113

# Cases Closed by Disposition



	Carrier	Employer	Health Care Provider	Other
DWC Order	222	1	59	0
Warning Letter	164	8	43	5
Regulatory Analysis Completed	7	1	11	0

# **OFFICE OF THE MEDICAL ADVISOR UPDATE**

Mary Landrum, Director  
Health Care Business Management

# Quality of Care Complaints

- Calendar Year 2014
  - 317 complaints forwarded to OMA  
(includes external complaints & internal referrals)
  - 364 complaints investigated by OMA
    - 11 % recommended MQRP review
    - 89 % 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 1/14/15*

# Medical Quality Reviews

- Calendar Year 2014
  - 38 reviews initiated
    - includes complaint, audit, or monitoring based reviews
    - assigned to MQRP members for review
  - 100 reviews concluded
    - 40% referred to Enforcement
    - 60% 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 1/12/15*

# OMA Enforcement Cases

- Calendar Year 2014
  - 76 OMA referrals received in Enforcement
  - 77 OMA cases concluded by Enforcement
    - 33 consent orders/final orders
    - 40 warning letters
    - 4 no further action
  - 37 OMA cases pending in Enforcement
  - 0 OMA cases pending at SOAH

*Source: Texas Department of Insurance, Division of Workers' Compensation, data as of 1/14/15*

# **RESEARCH AND POLICY UPDATE**

Amy Lee, Special Deputy Commissioner  
Policy and Research

# Q & A

Teresa Carney

# **CLOSING**

Teresa Carney