

Quarterly Insurance Carrier Meeting

July 29, 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
- Enforcement Update
- Office of Medical Advisor Update
- Q&A
- Closing

WELCOME

Ryan Brannan, Commissioner
Division of Workers' Compensation

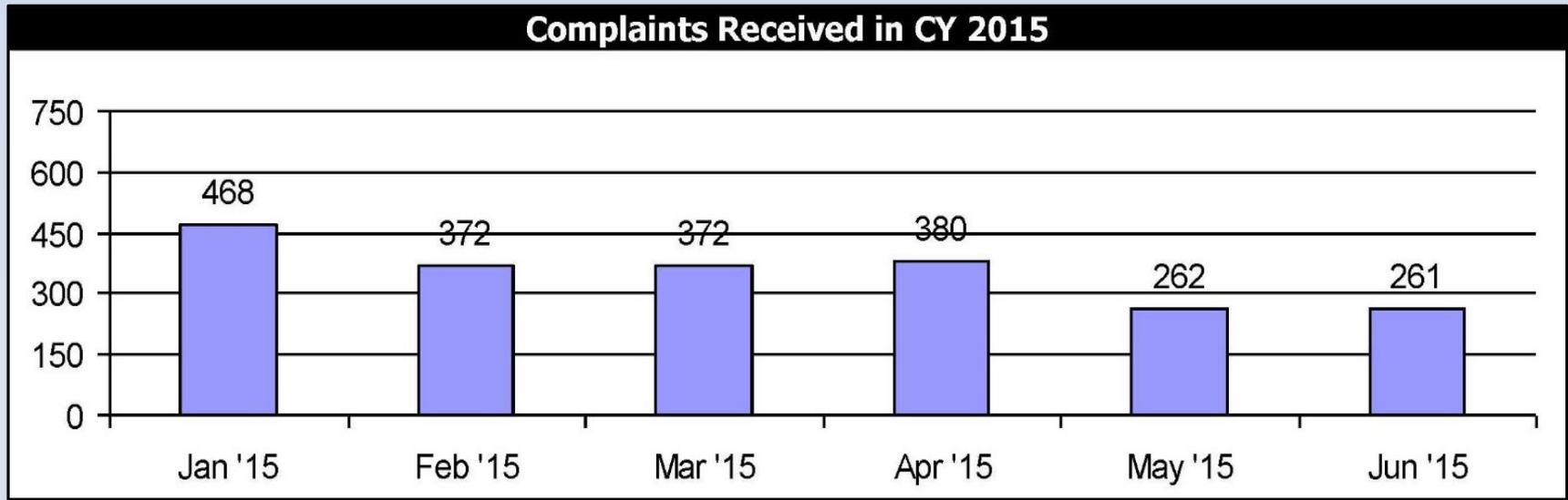
HEALTH CARE MANAGEMENT UPDATE

Matt Zurek, Executive Deputy Commissioner
Healthcare Management & System Monitoring

COMPLAINT DATA UPDATE

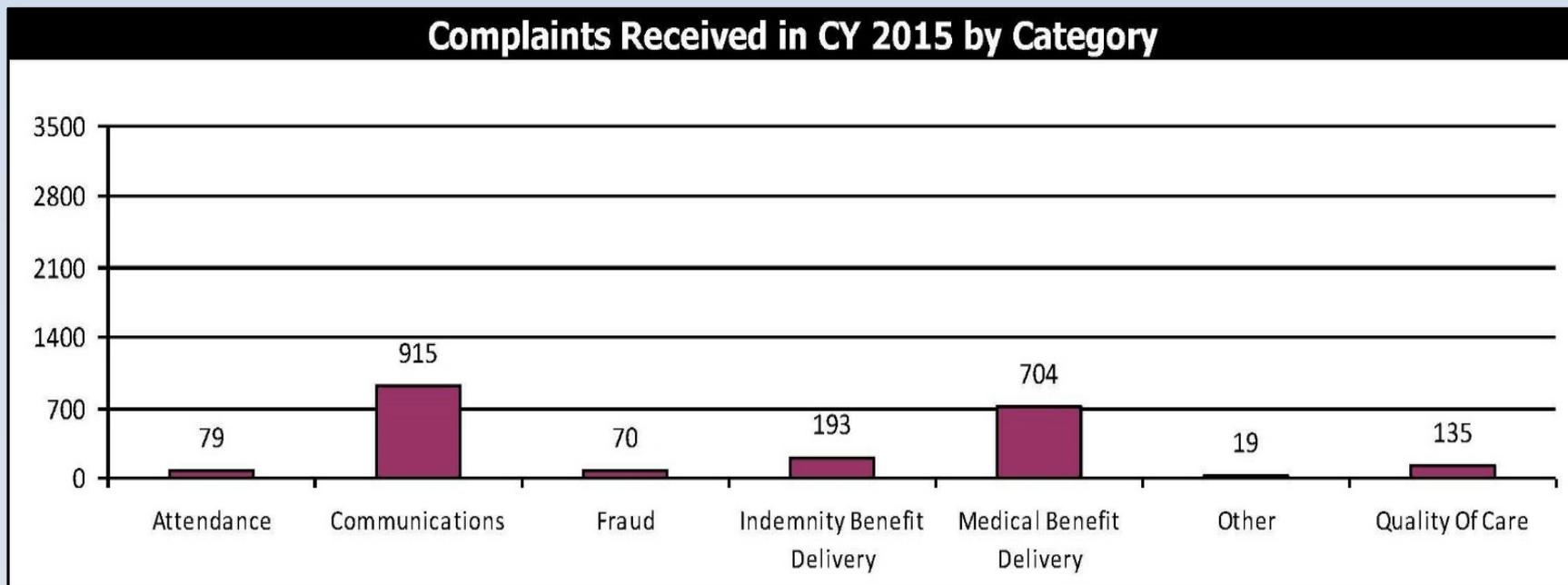
Teresa Carney, Director
System Monitoring & Oversight

Complaints Received CY2015



Jan'15	Feb'15	Mar'15	Apr'15	May'15	Jun'15
468	372	372	380	262	261

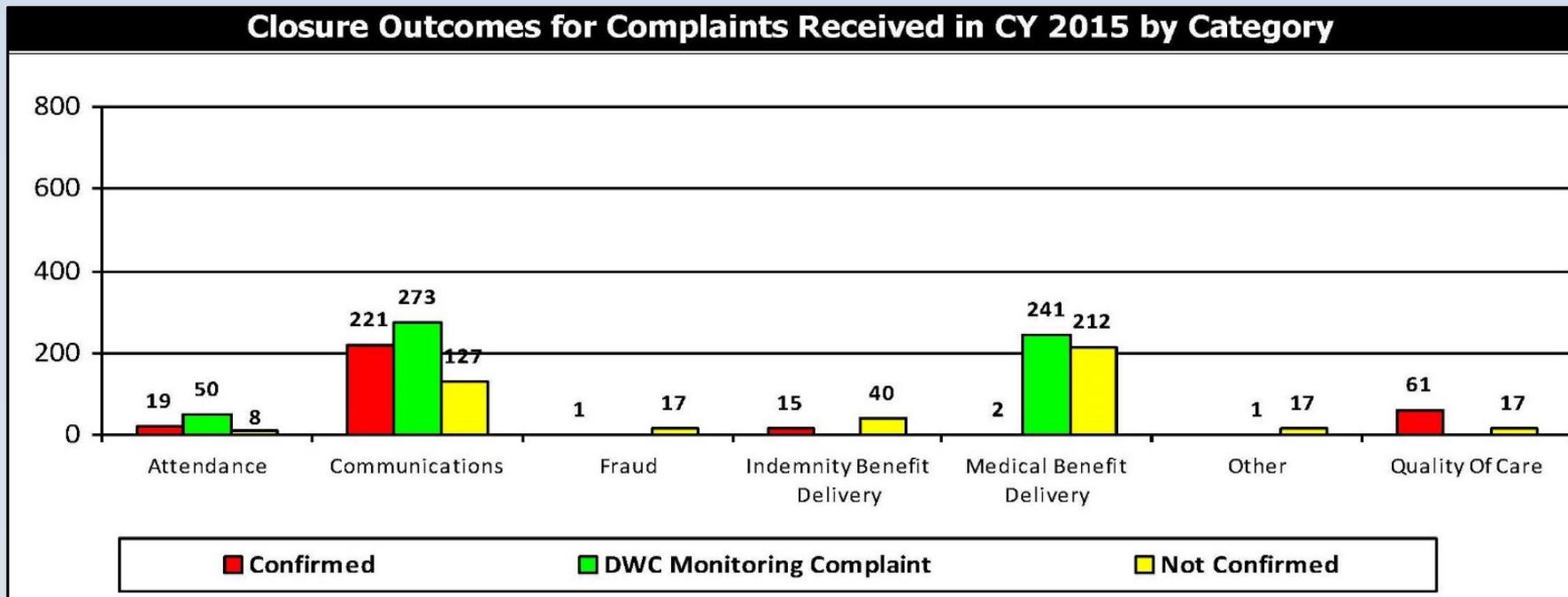
Complaints Received CY2015 by Category



Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality of Care
79	915	70	193	704	19	135

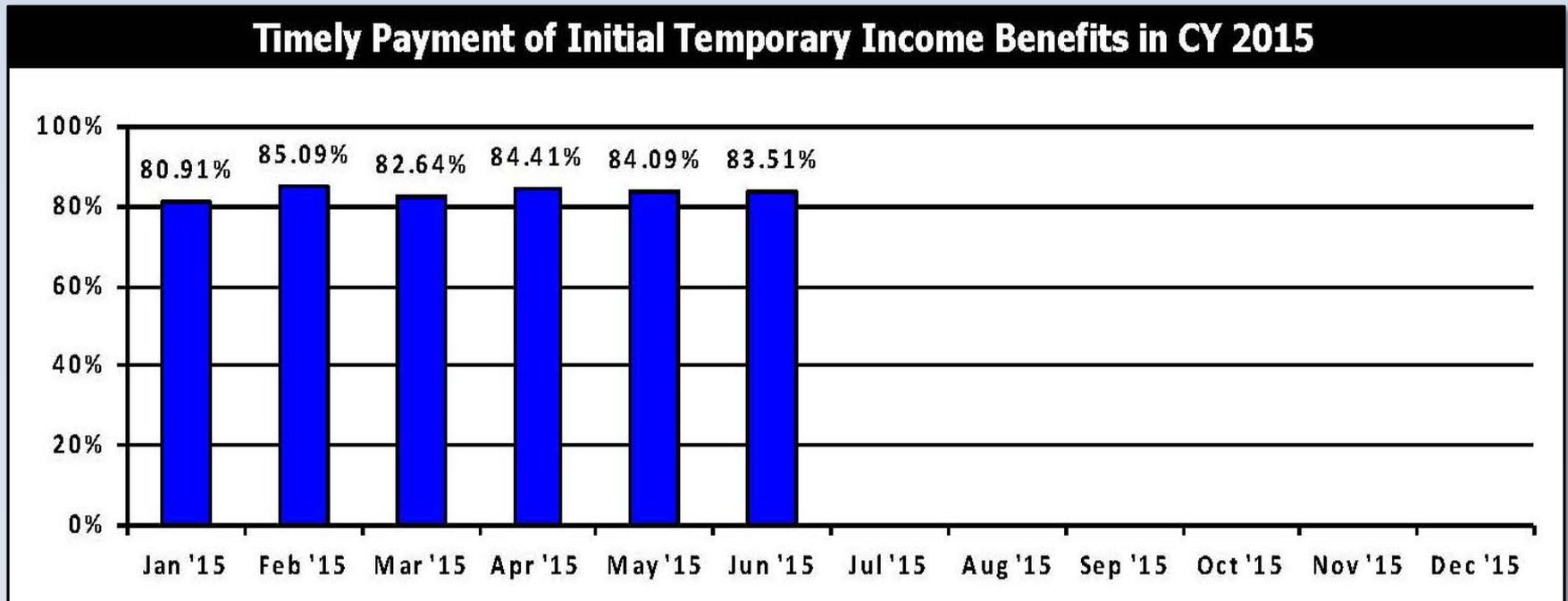
Complaints Received CY2015

“Closed” Status



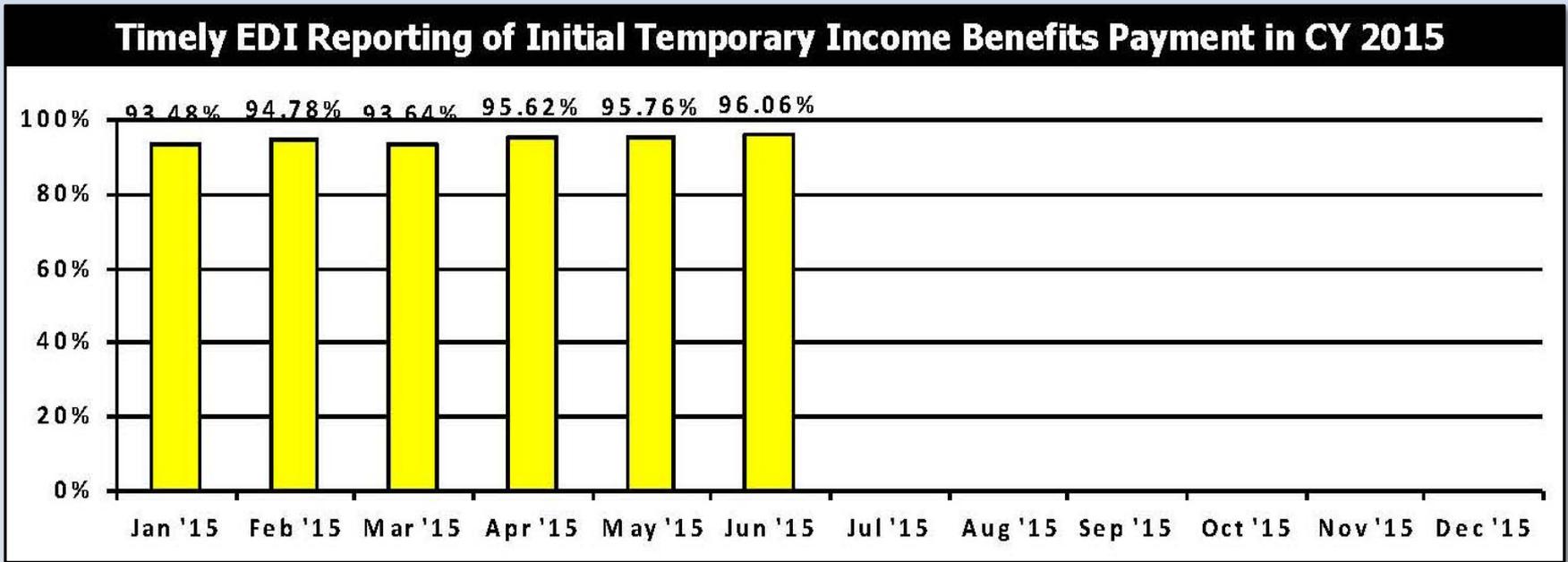
	Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
Confirmed Complaint	19	221	1	15	2	1	61
DWC Monitoring Complaint	50	273	0	0	241	0	0
Not Confirmed	8	127	17	40	212	17	17

Initial TIBs Payment Performance CY2015



Jan'15	Feb'15	Mar'15	Apr'15	May'15	Jun'15
80.91%	85.09%	82.64%	84.41%	84.09%	83.51%

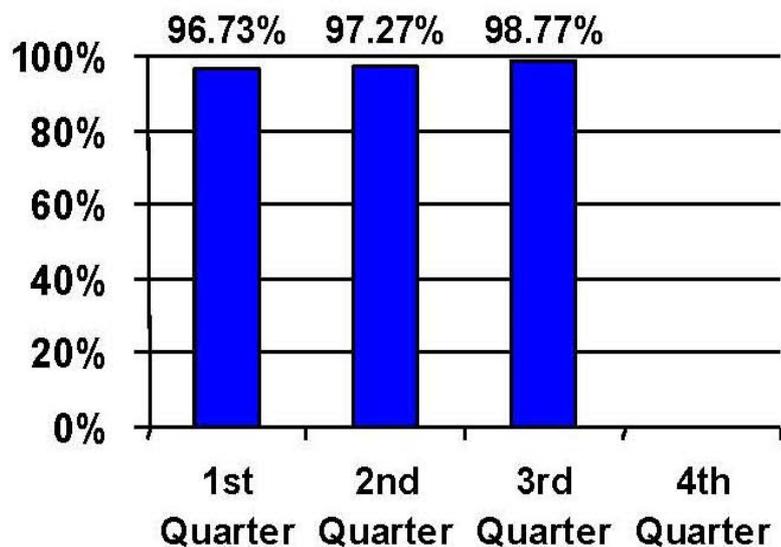
TIBs Initial Payment Reporting Performance CY2015



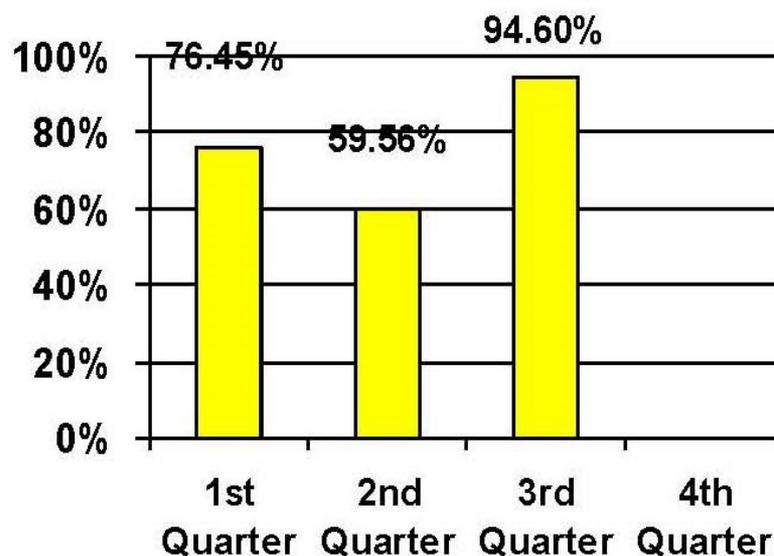
Jan'15	Feb'15	Mar'15	Apr'15	May'15	Jun'15
93.48%	94.78%	93.64%	95.62%	95.76%	96.06%

Medical Bill Processing and Reporting Performance FY2015

Timely Processing of Medical Bills in FY 2015



Timely EDI Reporting of Medical Billing Data in FY 2015



	1st Quarter	2nd Quarter	3rd Quarter
Processing Medical Bills	96.73%	97.27%	98.77%
Reporting of Medical Billing Data	76.45%	59.56%	94.60%

ENFORCEMENT UPDATE

Sandra Nicolas, Associate Commissioner,
Enforcement

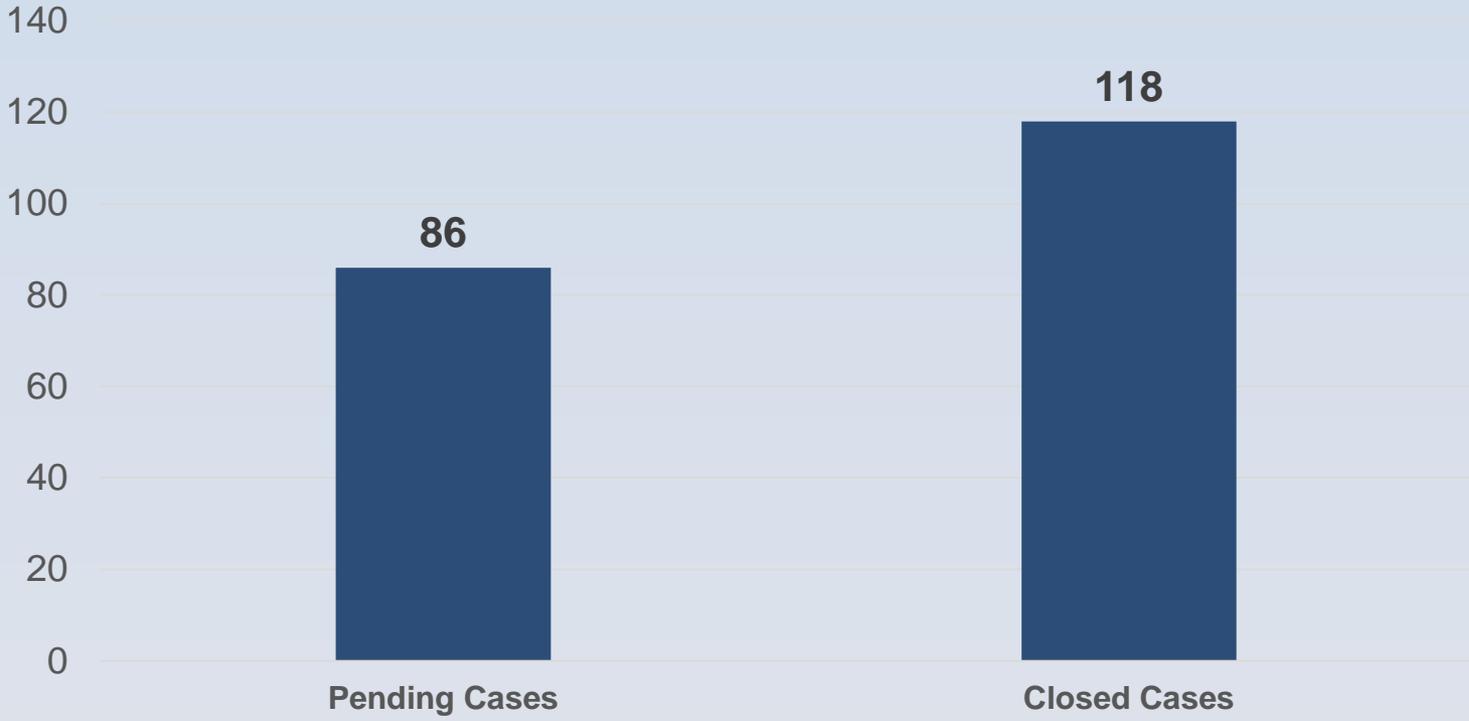
Toya Lutz, Enforcement
Workers' Compensation Litigation Office

Enforcement Key Initiatives

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

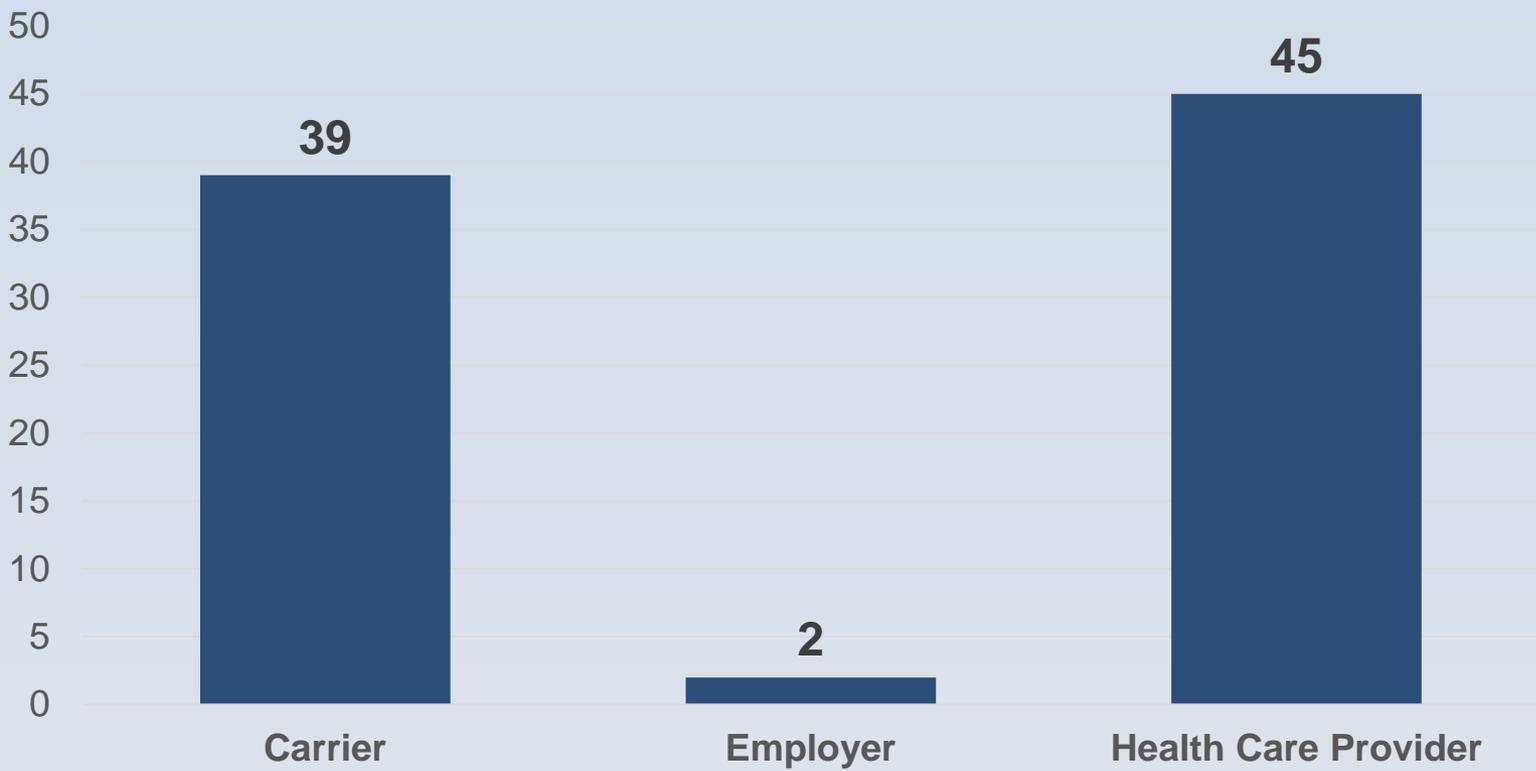
- Use clear, express statutory authority for all enforcement cases
- Inform workers' compensation stakeholders about compliance goals
- Partner with Division of Workers' Compensation program areas to foster compliance
- Assist the Office of the Medical Advisor
- Provide swift, appropriate actions for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

Case Status as of June 30, 2015



	Pending Cases	Closed Cases
Cases	86	118

Cases Pending by Subject Type As of June 30, 2015



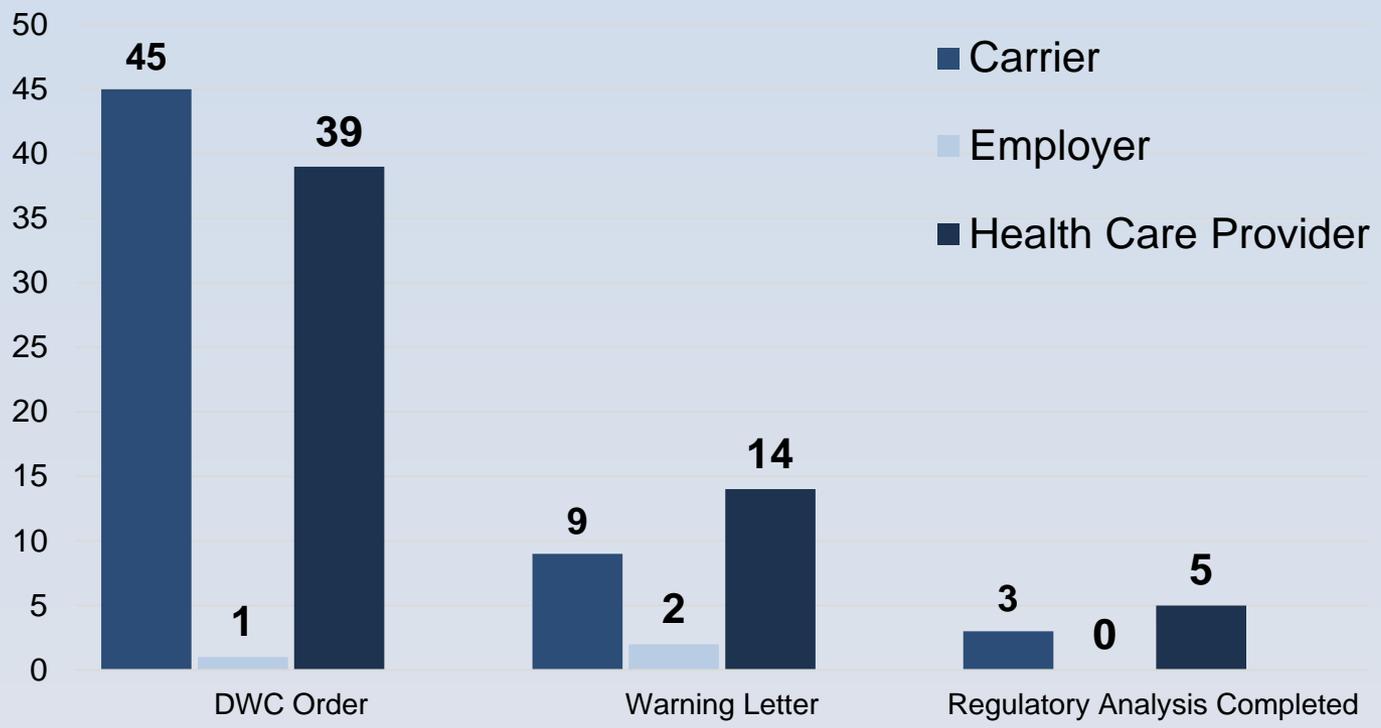
2015	Carrier	Employer	Health Care Provider
Cases	39	2	45

Cases Closed by Subject Type As of June 30, 2015



2015	Carrier	Employer	Health Care Provider
Cases	57	3	58

Cases Closed by Disposition CY 2015



	Carrier	Employer	Health Care Provider
DWC Order	45	1	39
Warning Letter	9	2	14
Regulatory Analysis Completed	3	0	5

OFFICE OF THE MEDICAL ADVISOR UPDATE

Mary Landrum, Director
Health Care Business Management

Quality of Care Complaints

- Calendar Year 2015
 - 147 complaints forwarded to OMA
(includes external complaints & internal referrals)
 - 175 complaints investigated by OMA
 - 26% recommended MQRP review
 - 74% 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 7/21/15

Medical Quality Reviews

Calendar Year 2015

– 13 reviews initiated

- includes complaint, audit, or monitoring based reviews
- assigned to MQRP members for review

– 16 reviews concluded

88% referred to Enforcement

12% 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 07/16/15

OMA Enforcement Cases

- Calendar Year 2015
 - 33 OMA referrals received in Enforcement
 - 39 OMA cases concluded by Enforcement
 - 25 consent orders/final orders
 - 13 warning letters
 - 1 no further action
 - 27 OMA cases pending in Enforcement
 - 6 OMA cases pending at SOAH

Source: Texas Department of Insurance, Division of Workers' Compensation, data as of 7/21/15

Q & A

Teresa Carney

CLOSING

Teresa Carney