

Quarterly Insurance Carrier Meeting

October 14, 2015
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
- Enforcement Update
- Medical Fee Dispute Resolution Update
- Q&A
- Closing

WELCOME

Ryan Brannan, Commissioner
Division of Workers' Compensation

HEALTH CARE MANAGEMENT UPDATE

Matt Zurek, Deputy Commissioner
Healthcare Management & System Monitoring

Compounds in the Texas workers' compensation system

How are compounds currently identified?

- Identify any billing line in the pharmacy billing data that is a
 - Bulk powder
 - Pharmaceutical adjuvant
- Identify the unique bill id's for these items
- Identify any other billing lines with these unique bill ids
- Create a unified data set

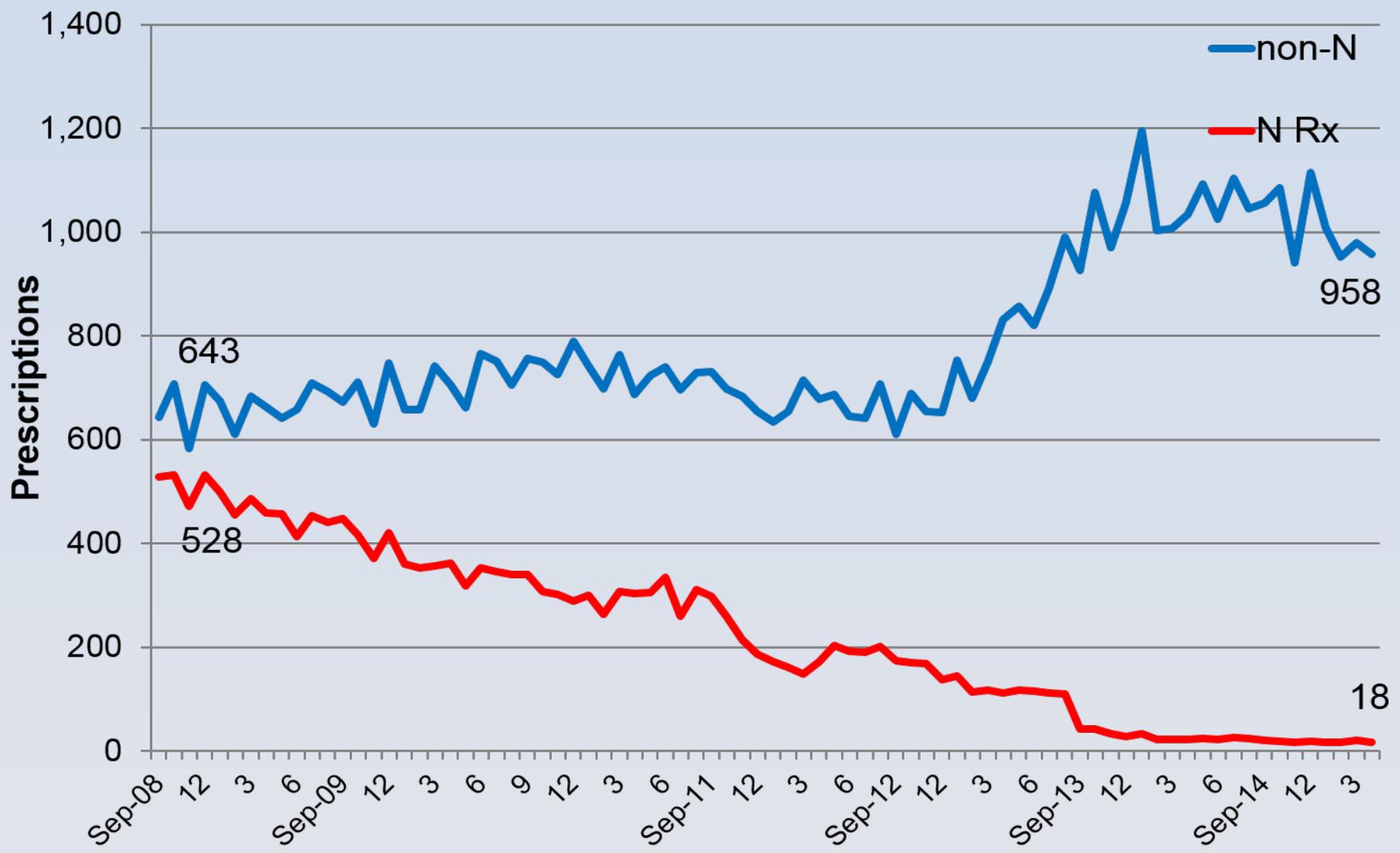
With this information we are able analyze metrics related to the estimated compounding activity

Commonly billed bulk powders in the Texas workers' compensation system

- Gabapentin
- Cyclobenzaprine HCl
- Flurbiprofen
- Ketoprofen
- Baclofen
- Ketamine HCl
- Lidocaine HCl
- Bupivacaine HCl
- Lidocaine
- Ibuprofen

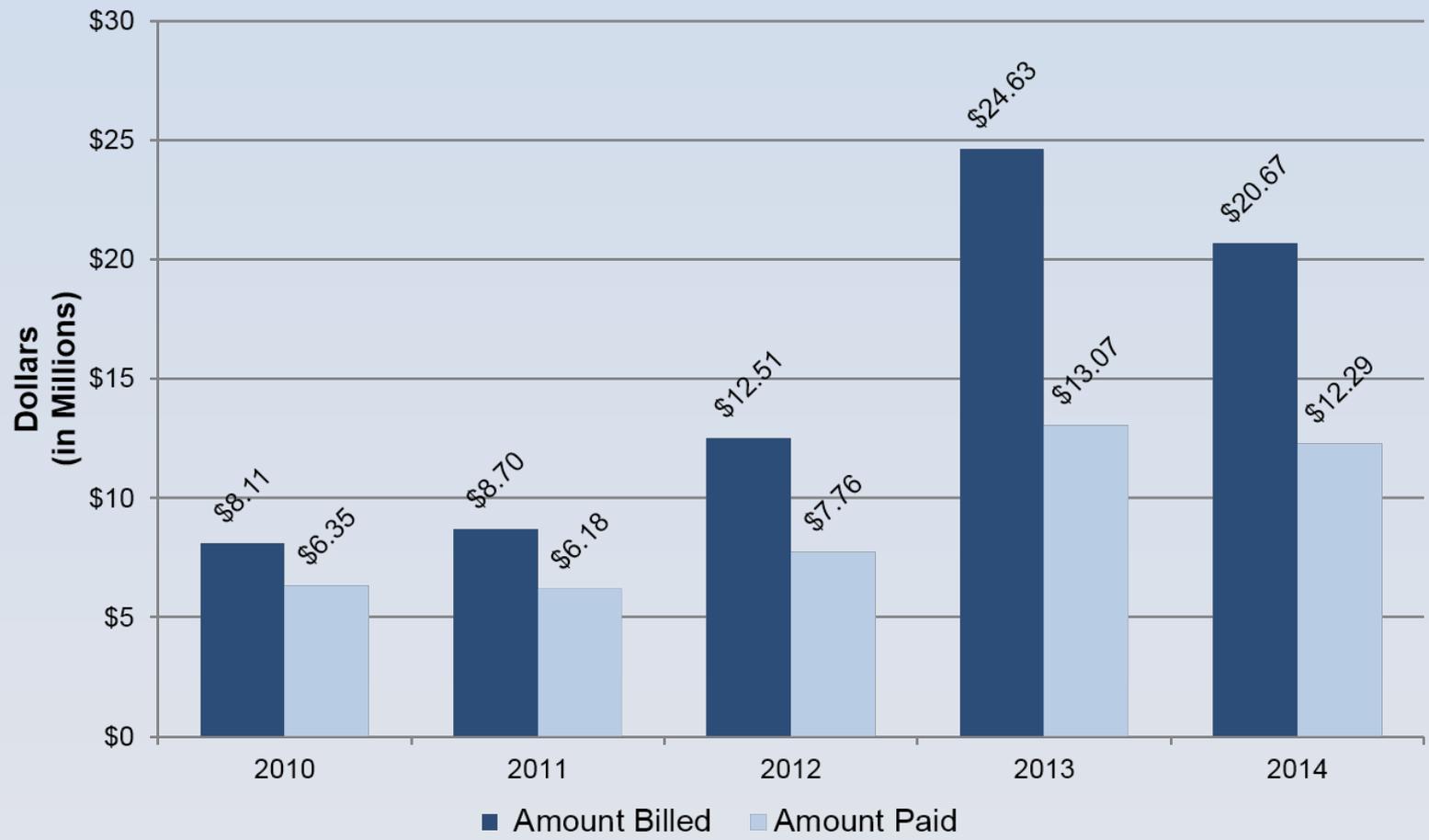
Morphine Sulfate Rx

9/08 - 4/15



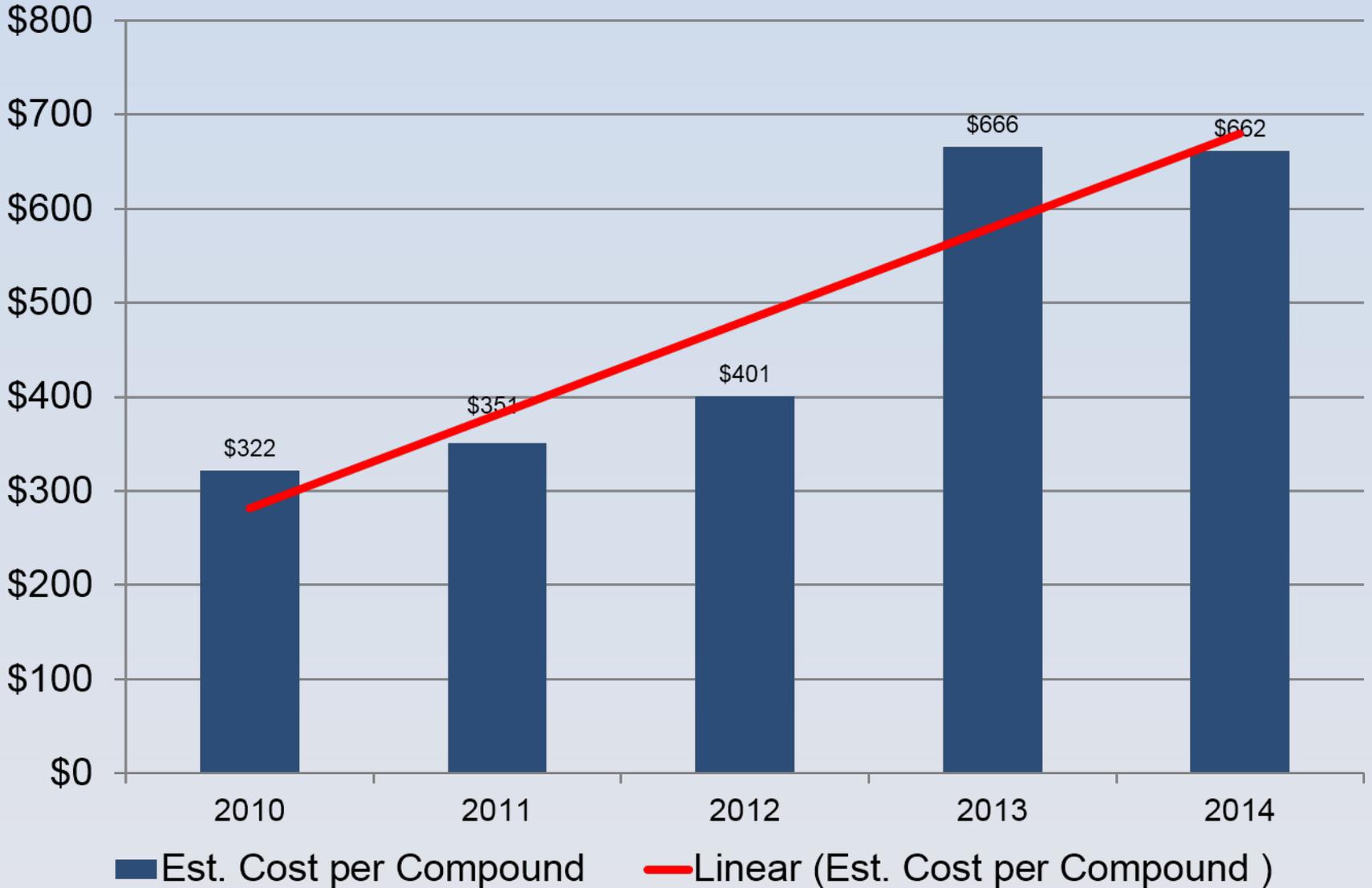
Estimated Compound Billings and Payments

September 2009 - August 2014



Source: Health Care Policy and Implementation, Medical Billing Database

Estimated Cost per Compound

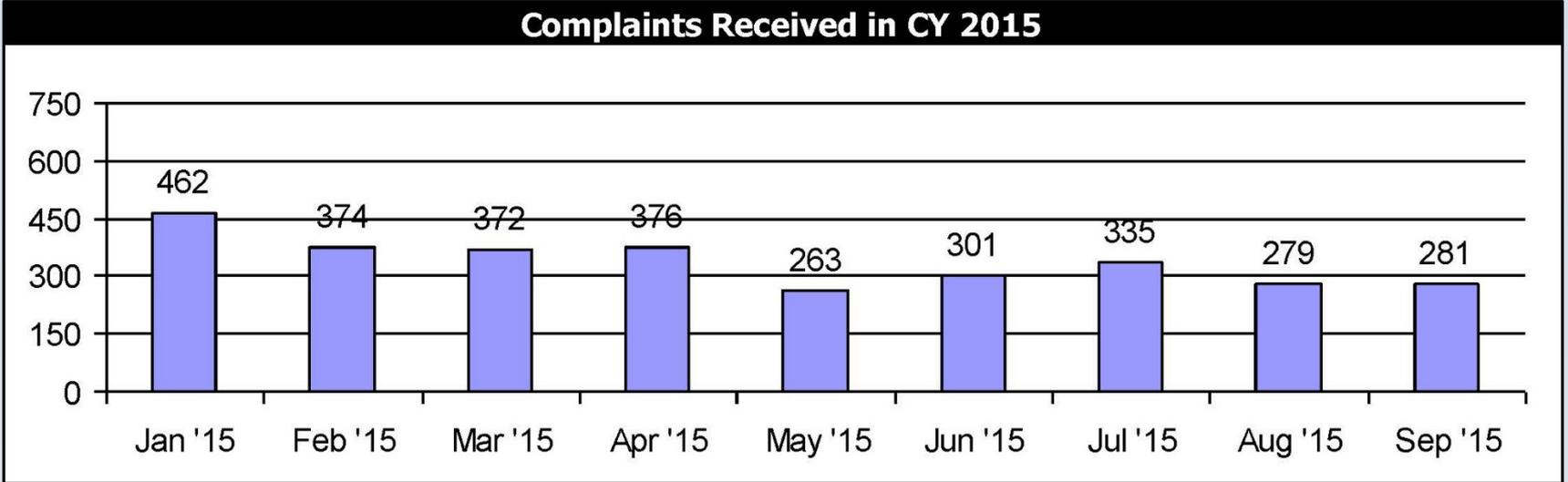


Source: Health Care Policy and Implementation, Medical Billing Database

COMPLAINT DATA UPDATE

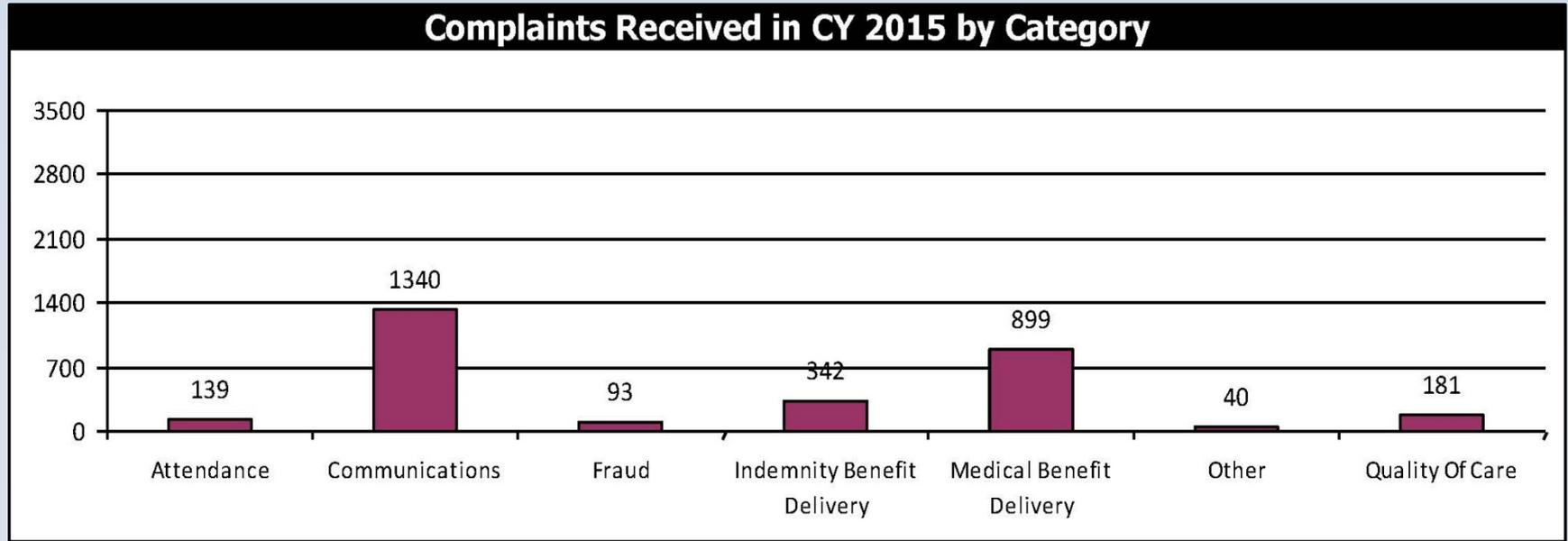
Teresa Carney, Director
System Monitoring & Oversight

Complaints Received CY2015



Jan'15	Feb'15	Mar'15	Apr'15	May'15	Jun'15	Jul'15	Aug'15	Sep'15
462	374	372	376	263	301	335	279	281

Complaints Received CY2015 by Category

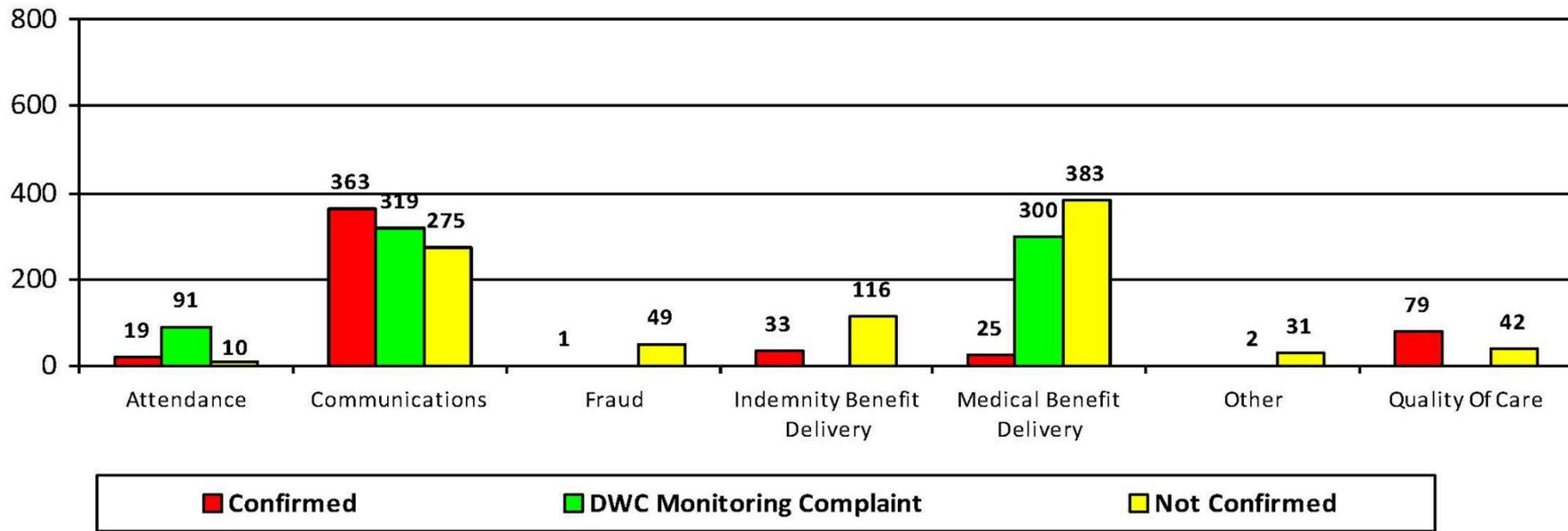


Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality of Care
139	1340	93	342	899	40	181

Complaints Received CY2015

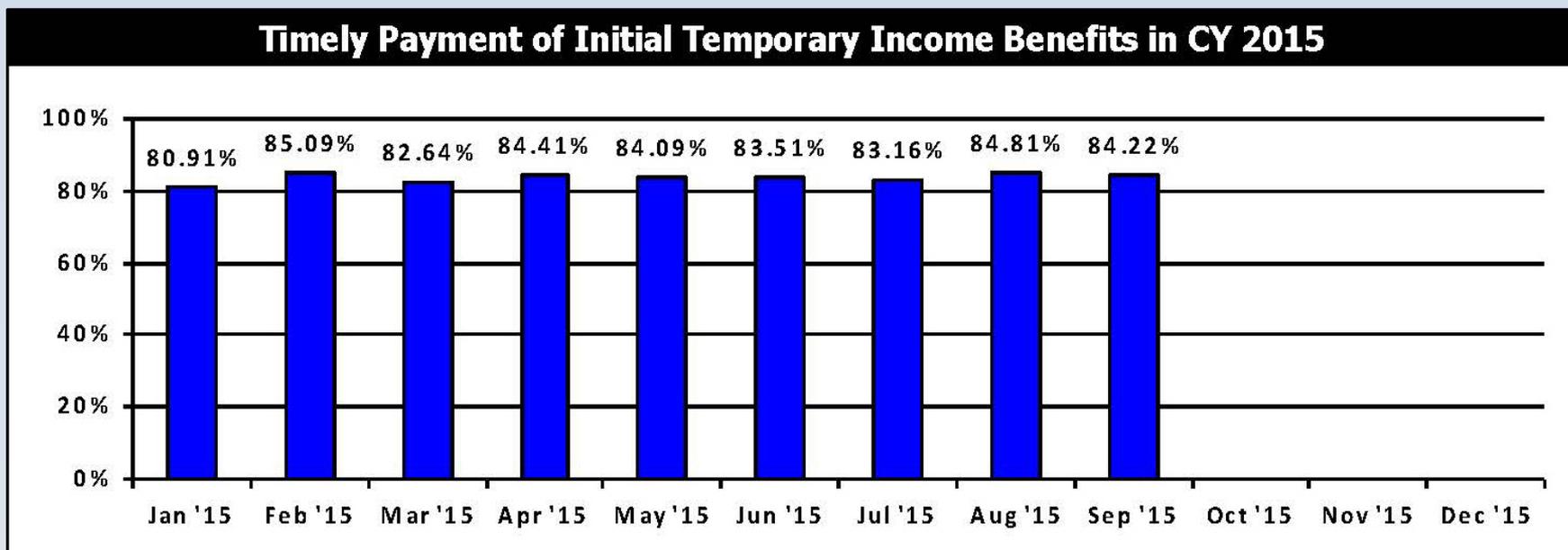
“Closed” Status

Closure Outcomes for Complaints Received in CY 2015 by Category



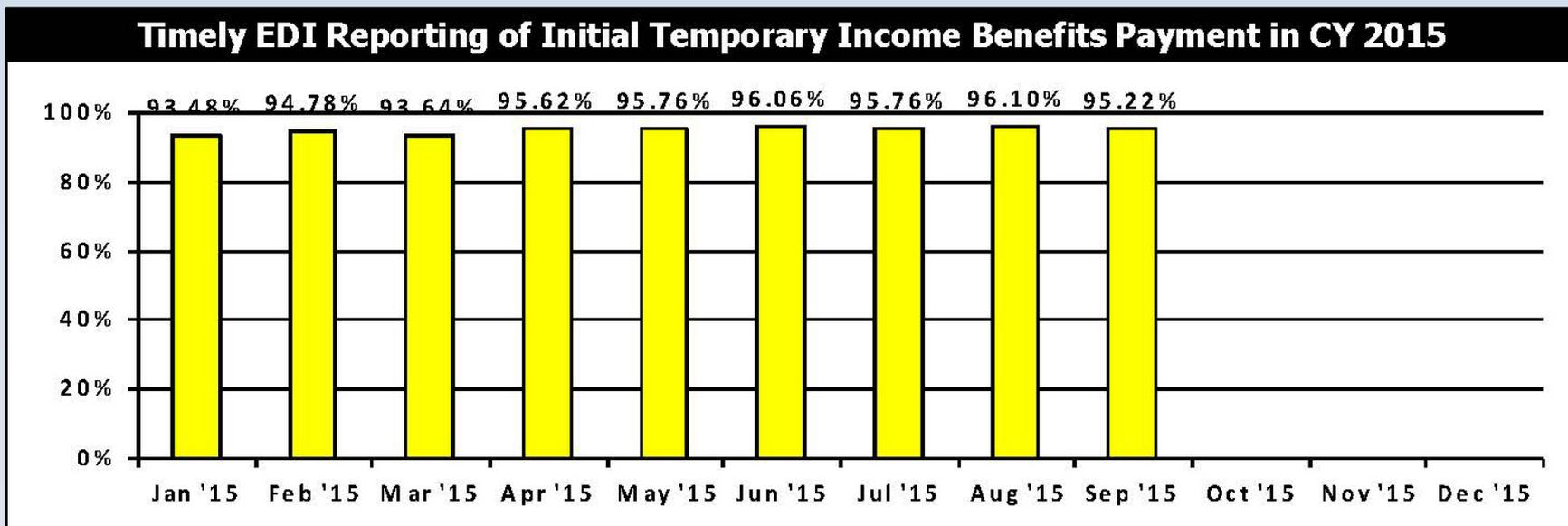
	Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
Confirmed Complaint	19	363	1	33	25	0	79
DWC Monitoring Complaint	91	319	0	0	300	2	0
Not Confirmed	10	275	49	116	383	31	42

Initial TIBs Payment Performance CY2015



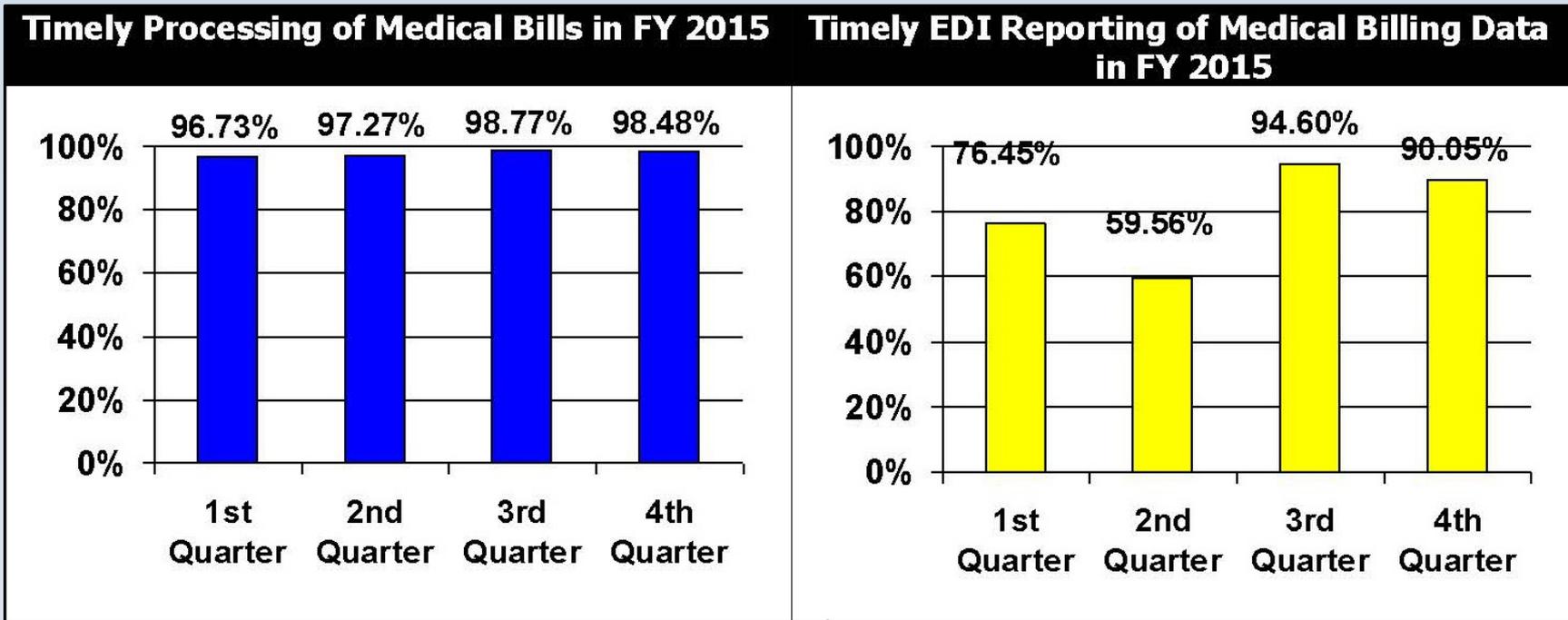
Jan'15	Feb'15	Mar'15	Apr'15	May'15	Jun'15	Jul'15	Aug'15	Sep'15
80.91%	85.09%	82.64%	84.41%	84.09%	83.51%	83.16%	84.81%	84.22%

TIBs Initial Payment Reporting Performance CY2015



Jan'15	Feb'15	Mar'15	Apr'15	May'15	Jun'15	Jul'15	Aug'15	Sep'15
93.48%	94.78%	93.64%	95.62%	95.76%	96.06%	95.76%	96.10%	95.22%

Medical Bill Processing and Reporting Performance FY2015



	1st Quarter	2nd Quarter	3rd Quarter	4th 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

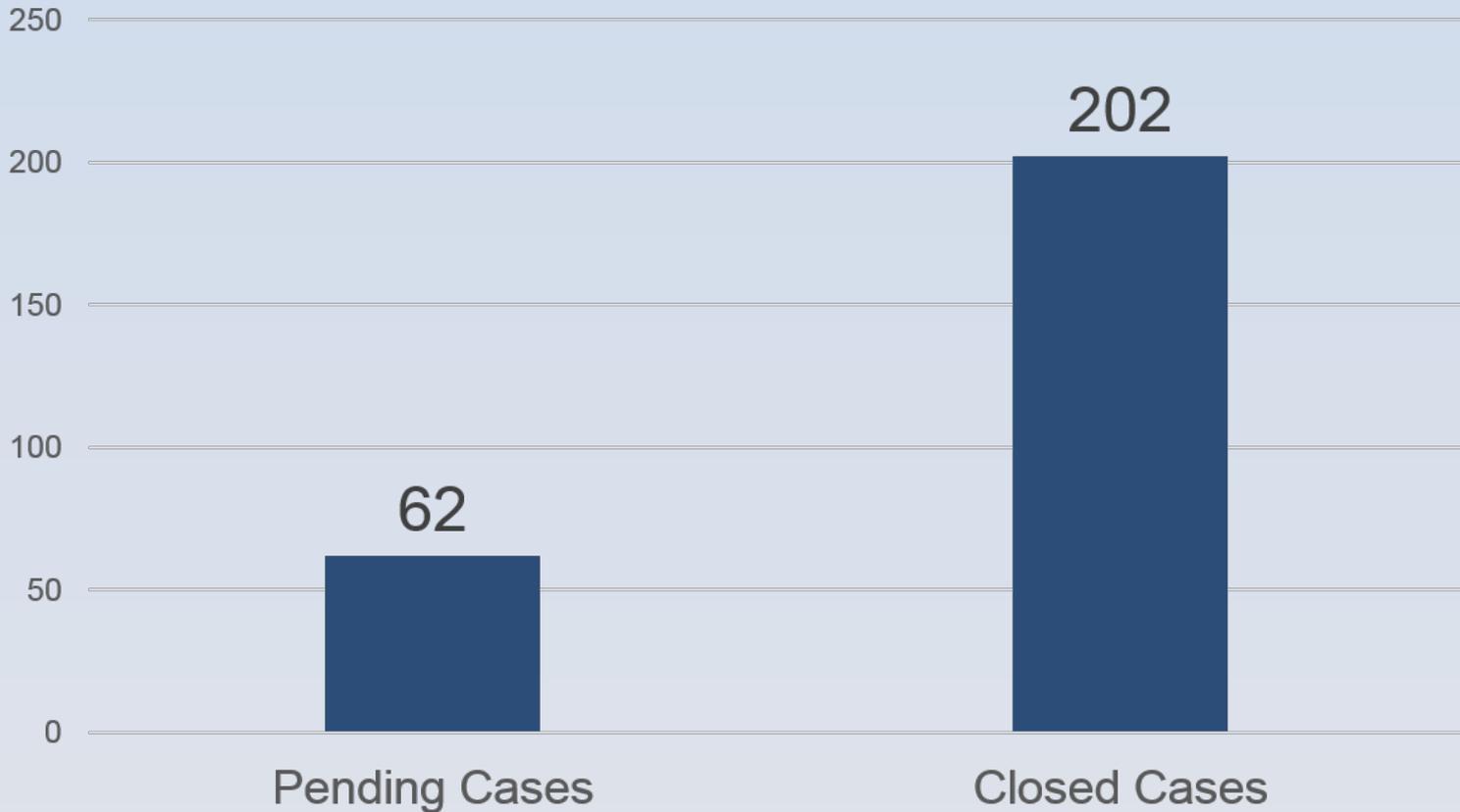
Toya Lutz, Enforcement
Workers' Compensation Litigation Office

Enforcement Key Initiatives

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

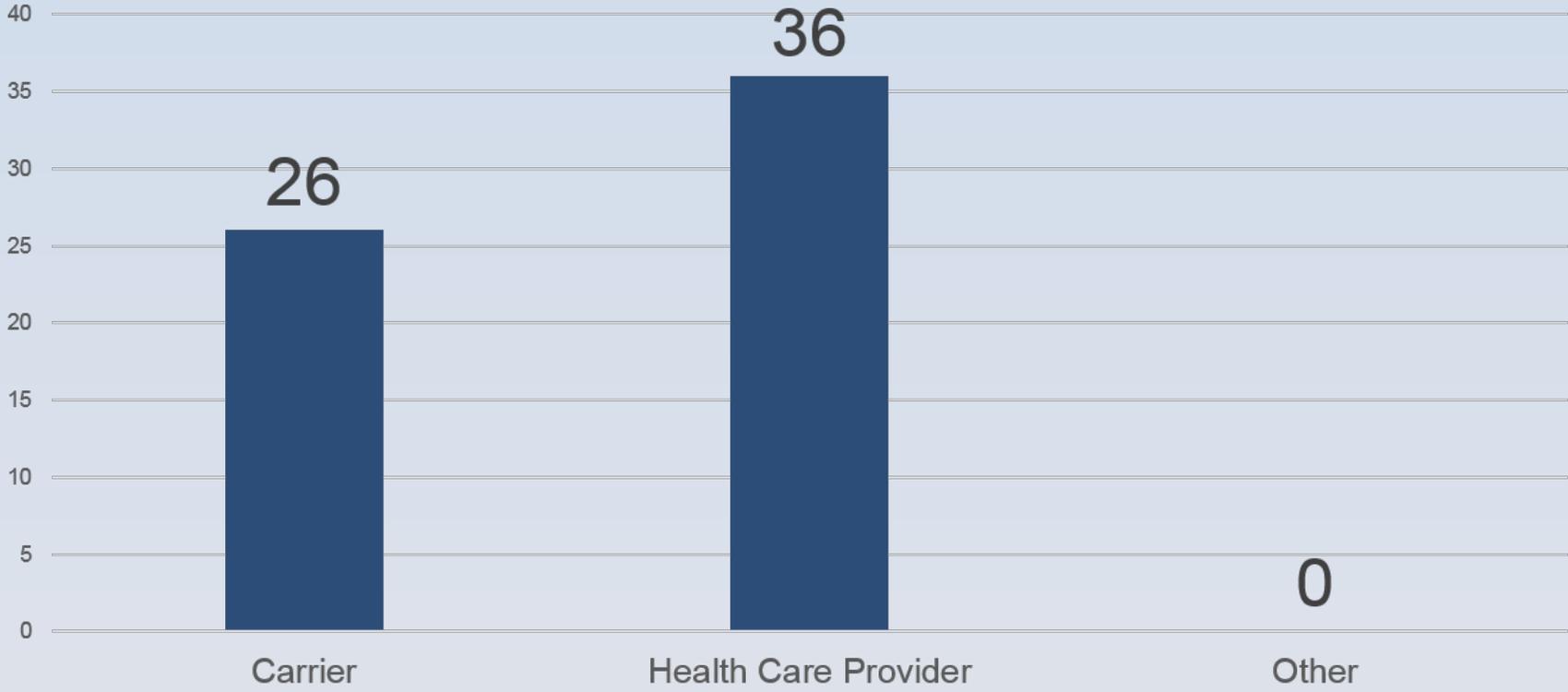
- Use clear, express statutory authority for all enforcement cases
- Inform workers' compensation stakeholders about compliance goals
- Partner with Division of Workers' Compensation program areas to foster compliance
- Assist the Office of the Medical Advisor
- Provide swift, appropriate actions for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

Case Status as of September 30, 2015



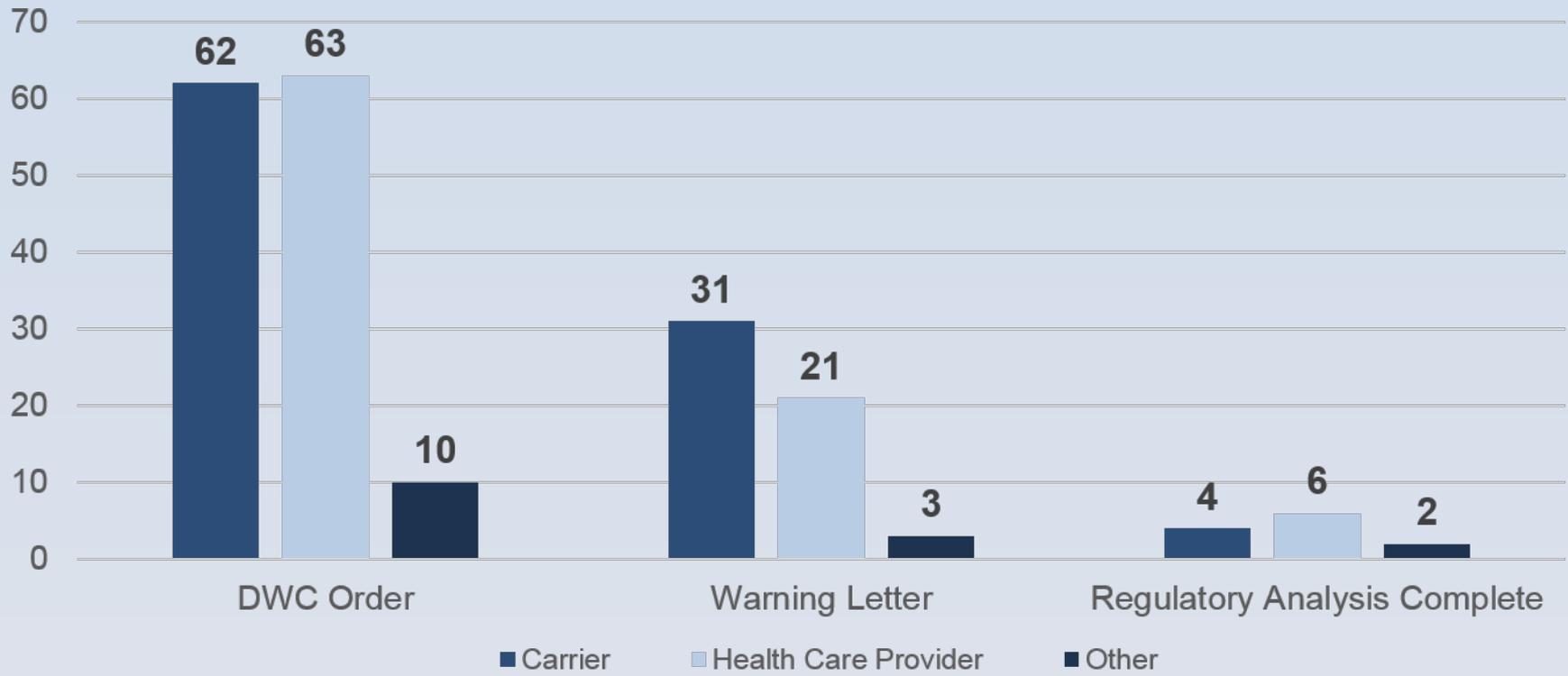
	Pending Cases	Closed Cases
Cases	62	202

Cases Pending by Subject Type as of September 30, 2015



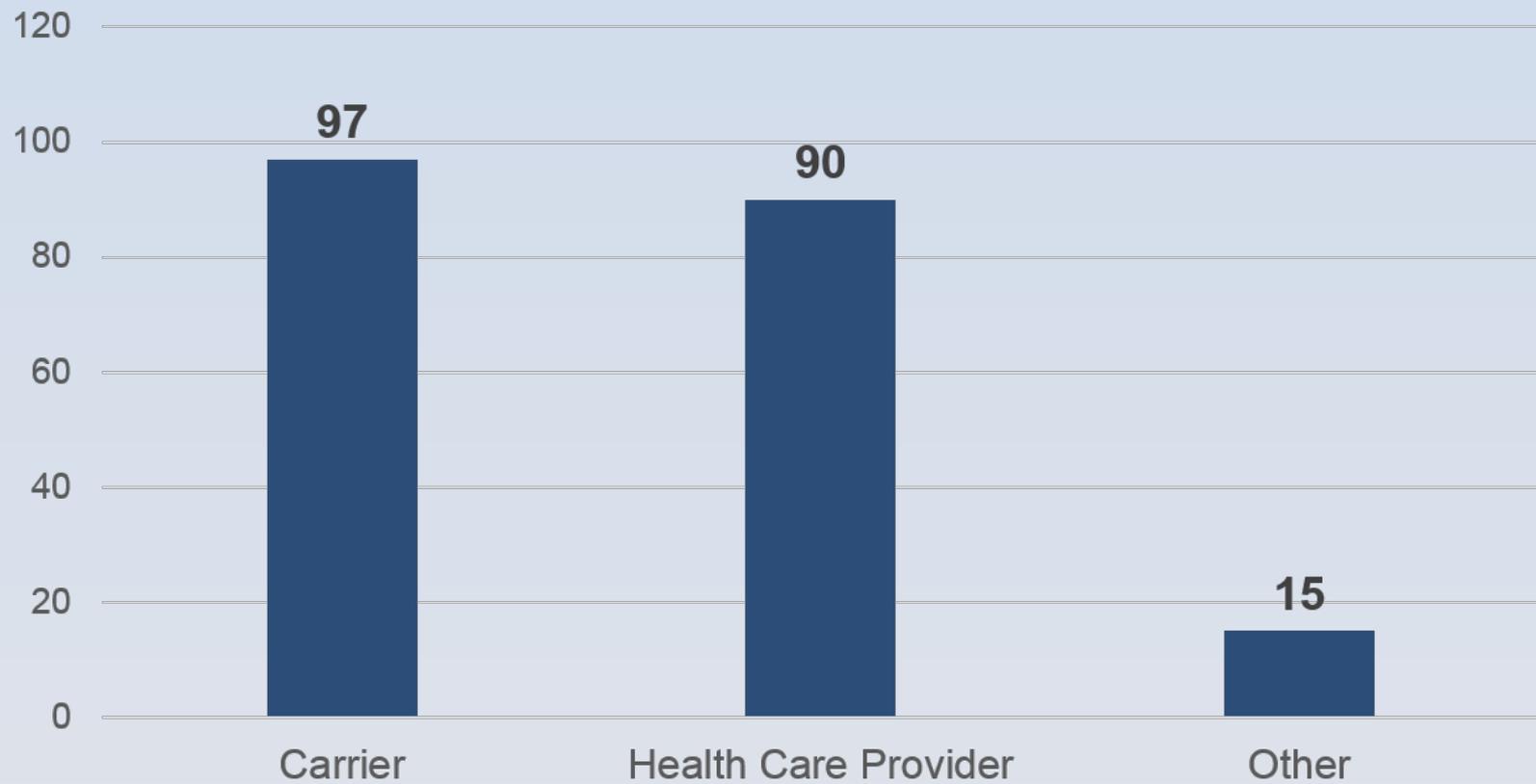
2015	Carrier	Health Care Provider	Other
Cases	26	36	0

Cases Closed by Disposition Type CY 2015



	Carrier	Health Care Provider	Employer
DWC Order	62	63	10
Warning Letter	31	21	3
Regulatory Analysis Completed	4	6	2

Cases Closed by Subject Type As of September 30, 2015



2015	Carrier	Health Care Provider	Other
Cases	97	90	15

MEDICAL FEE DISPUTE RESOLUTION UPDATE

Martha Luevano, Manager
Greg Arendt, Team Leader
Medical Fee Dispute Resolution

Medical Fee Disputes CY2015

Total Dockets	
3,282	

Top 6 Categories	
Division-Specific	747
Professional	590
Hospital	417
Dismissals	339
Untimely 95 Day	295
Air Ambulance	217

Total Resolved	
4,485	

Top 5 Categories	
Division-Specific	879
Dismissals	739
Professional	553
Hospital	497
Untimely 95 Day	340

Total Active	
1,157	

Top 5 Categories	
Air Ambulance	462
Professional	137
Division-Specific	129
409.0091 Subclaim	79
Hospital	68

Program Notes

- 80% of disputes received in 2015 were closed within 90 days from docket
- Program will be under 1,000 total active disputes by the end of 2015
- Reminders for Carriers

MFDR Contact Information

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- Email MDRInquiry@tdi.texas.gov
- MFDR Fax 512-804-4811

Q & A

Teresa Carney

CLOSING

Teresa Carney