

# Virginia Workers' Compensation Commission

# Q3 2018



Approximately

**74,000**

First Report of Injuries received

Approximately

**45,000**

Second Report of Injuries received

Claims Reported

51%  
Male



49%  
Female

**11,376**

Claims Received

**1,271**

ADR Events

**3,071**

Docket Referrals

**986**

Opinions Issued

## Correspondence Management

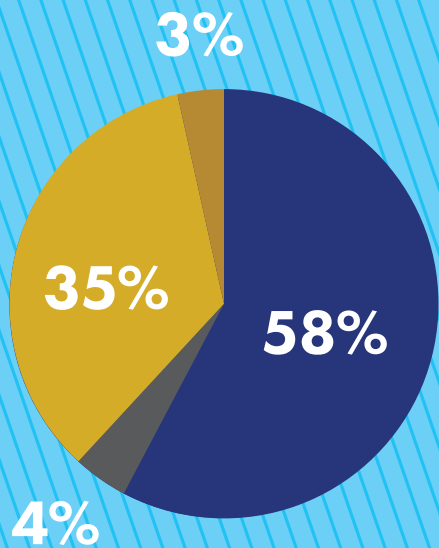


528,759 pieces of mail were sent to injured workers and workers' comp stakeholders.







# Claim Details

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**11,376**

CASPER Claims Received

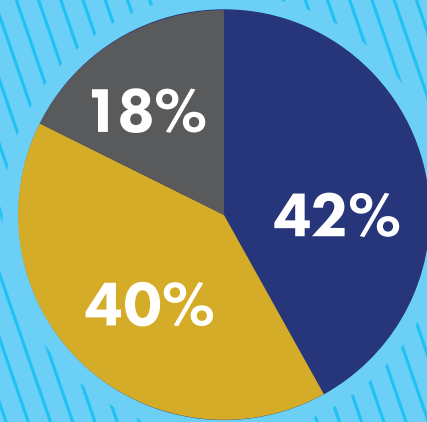
-  Request for Hearing
-  Assertion of Rights
-  Medical Provider
-  Employer

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**12,551**

Completed Tasks

-  Enter Award
-  Request for Hearing
-  Terminate Agreements



**8,887**

Printed Award Orders

# Alternative Dispute Resolution

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**1,271**

ADR Events Held



**1,081** Issue Mediations/Facilitations



**176** Full and Final Mediations

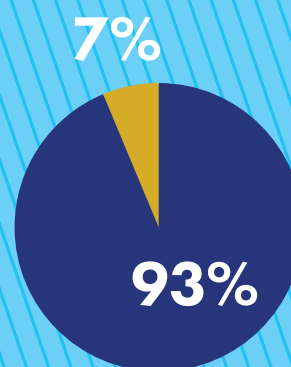
**14** Orientation Sessions

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**3,520**

Opened Case Referrals

-  3,267 Issues Case Referrals
-  253 Full and Final Case Referrals



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## Issue Facilitations

Over 43% resulted in settlement of the issues.

## Issue Mediations

Over 63% resulted in settlement of the issues.

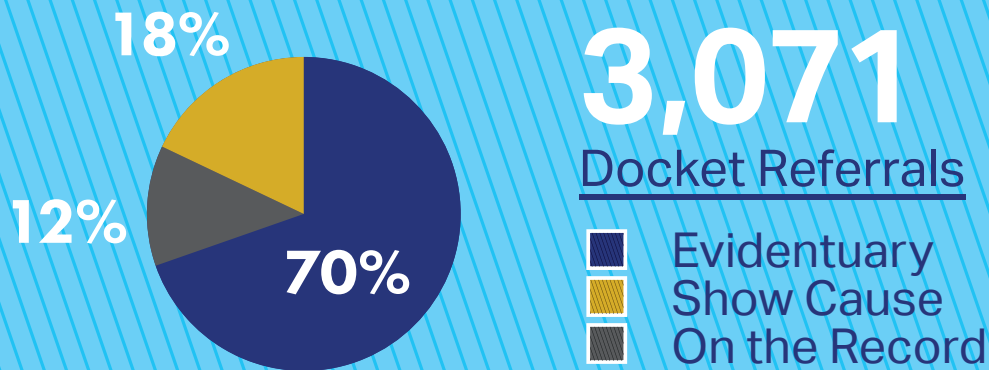
## Full & Final Mediations

Over 81% Full & Final Mediations resulted in settlement.



# Judicial

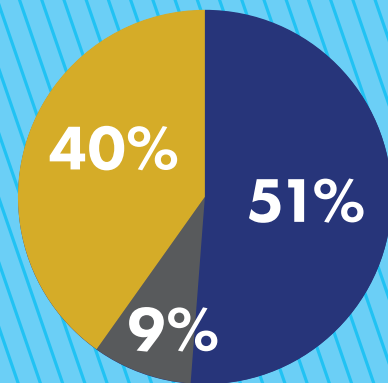
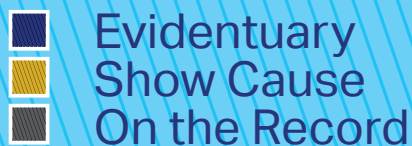
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**986**

Opinions Issued



198 Referrals to Review Docket  
248 Review Opinions Issued  
34 Appeals to Court of Appeals

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**1,314**

Settlements Approved

**\$9,702,137**

Aggregate Attorney Fees Awarded in Connection  
with Approved Settlements

**\$62,211,073**

Total Aggregate Value of Settlements



# Correspondence Management

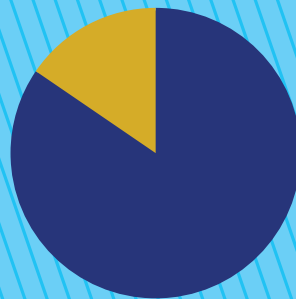
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OUTBOUND MAIL



**528,759**

IN VOLUME



 **\$220,514 IN COST**

 **\$39,826 IN PRE-SORT SAVINGS**

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**44,958**

TOTAL INCOMING  
DOCUMENTS

**19,045** Hard Copy Mail

**13,832** Faxes

**12,081** Returned Mail

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PRODUCTION OUTPUT

**2,058,386**

Printed Pages

**211,117**

Scanned Pages

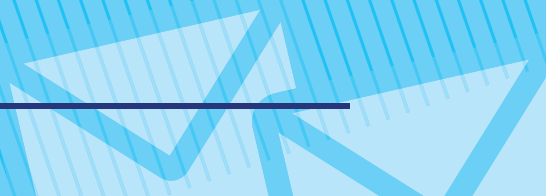
**90,941**

Completed Tasks

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## TOP 5 PRINTED DOCUMENTS

1. Notification of Injury to All Parties
  2. WebFile Claimant PIN Notification
  3. Notification of Clt Address Change
  4. Second Notification of Rights
  5. Judicial Order
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# Insurance Coverage

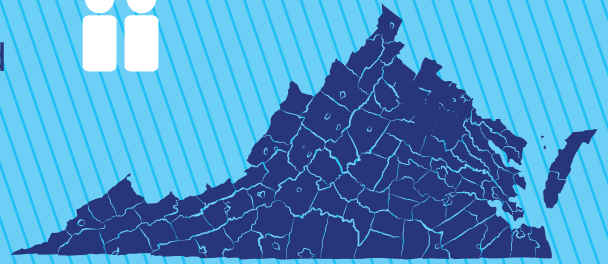
841 late insurance policy filings | \$210,250 fined



3,340 Phone Calls



1,700 Email Inquiries



482 Investigation Sweeps in Virginia

## Statewide Employer Compliance

**58%** RESOLVED WITHOUT ISSUING NOTICE

13,280 Notices Processed | 7,734 Notices Issued  
1,195 Subpoenas Issued | 275 Referred to Docket

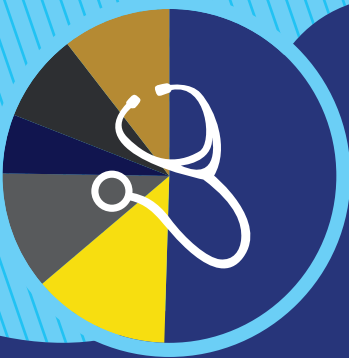
## PEO Monitoring

454 New Registrations  
282 Terminations  
32 Penalty Letters Issued

## Appealed Transactions

TYPE	VACATED	DENIED	GRANTED
CARRIER	8	86	2
PEO	1	9	0

# MFS Inquiries



105 Total Inquiries



- 50% Coding
- 13% Education
- 11% Maximum Fee
- 11% Region
- 9% Provider Category
- 6% Medical Bill Dispute

## Educational Events

July 20  
Bristol Town Hall

September 20  
VA Ambulatory Surgery  
Association Conference

## MFS DISPUTE RESOLUTION

\$157,634.92 fee scheduled maximum reimbursement amounts reviewed

New MFS Review	76
Determinations Issued	31
Pending Information Request	25
Referrals to Judicial	12
Resolved Request Withdrawn	4
MFS Work in Progress	4

## MFS PAGE

3,800 users have accessed the MFS page on the public website

748 users have accessed the MFS Reference Tool page

# Outreach Initiatives



Most Frequent Customer Contact Center Calls

  
**96%**  
Customer Contact Center  
Quality Score

What are my  
Rights?

What is  
the JCN?

WebFile?

WebFile is the  
Commission's  
online portal to  
electronic records.

What are  
VWC's Hours?

What's my  
Claim Status?

22,064 Incoming Calls | Average Handle Time: 0:05:11

## Communications

20 External Communications | 5 Press Releases

## 2018 Educational Conference

[www.vwccconference.workcomp.virginia.gov](http://www.vwccconference.workcomp.virginia.gov)



**596** Attendees  
**48** Registered Exhibitors  
**37** Speakers  
**18** Unique Topics

*Kids' Chance First  
Annual Silent Auction*



## Stakeholder Engagement

2 trainings on MFS in Bristol and at VASA  
1 Insurance training at the VEC Conference in Norfolk  
1 training on EDI at Liberty Mutual



# What's happening ...at the Commission

## POLICY UPDATES



ADM 3, Freedom of Information Act (FOIA)  
*effective August 7, 2018*

## 5 NEW HIRES



## PROJECT UPDATES & FIXES

Release 6.7 scheduled for Thursday, December 13

### CASPER/WebFile Improvements

- Improvements to updating claimant's address
- "Recently Accessed Claims" quicklist feature added
- SROI kick-off task for EDI QA
- FROI 02 - Date of Injury updates on EDI Change Transaction
- Any process that generates a blank Claim Form will use the new Claim Form
- New MFS tab
- CICF claims and Unclaimed Restitution data integrated
- Updated WebFile Captcha
- Average Weekly Wage "," 1.00 bug corrected

## FINANCES AT VWC



ONYX, the new Finance system which was developed internally, went live on July 2 and is now operational.

The 2019 Budget Calendar is under development; budget meetings with each department began on September 19. The Commission will review the proposed budget during November.



# Chief Deputy Commissioner James J. Szablewicz Named President of the NAWCJ

Chief Deputy Commissioner **James J. Szablewicz** was named President of the National Association of Workers' Compensation Judiciary, Inc. (NAWCJ) at its annual meeting in Orlando, Florida.



## IAIABC 2018 Convention NextGen Award

The International Association of Industrial Accident Boards and Commissions (IAIABC) awarded its 2018 NextGen Award to two Commission employees – **Aubrey Chigwada** and **Colby Painter**.



**Aubrey Chigwada**  
Insurance Manager



**Jennifer Wolf Horejsh**, IAIABC Executive Director (far left),  
Six Recipients of the 2018 IAIABC NextGen Award, and  
**Matt Carey**, IAIABC President (far right)



**Colby Painter**  
Systems Analyst

The IAIABC NextGen Award recognizes individuals under the age of 40 who are having a positive impact on workers' compensation and their organizations.

## IAIABC September Member Spotlight

The IAIABC featured the Virginia Workers' Compensation Commission for its September 2018 member spotlight.

[Click Here](#) to read about Virginia's work on fee schedules, e-billing, and automation efforts in the spotlight.

Virginia also hosted the IAIABC 104th Convention this year in Williamsburg at the Williamsburg Lodge.



## VIRGINIA VICTIMS FUND

*Helping Innocent Victims of Crime*

OFFICIALLY CRIMINAL INJURIES COMPENSATION FUND

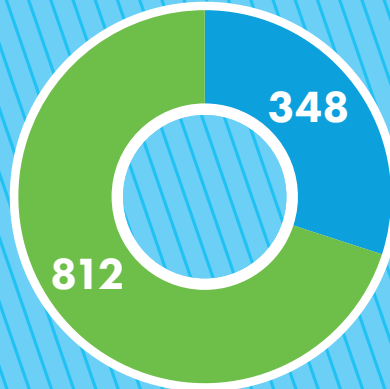
### VVF CLAIMS

\$687,064 AWARDED

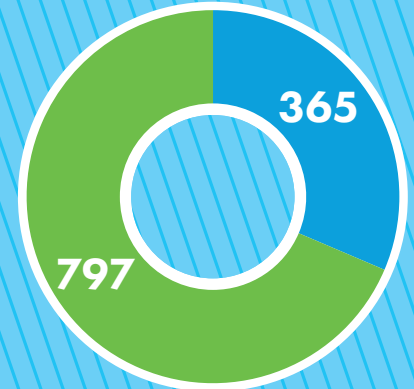
### SAFE CLAIMS

\$1,055,194 AWARDED

### NEW CLAIMS



### CLAIMS AWARDED



## 826 INCOMING PAYMENTS

TOTAL DOLLAR AMOUNT OF INCOMING PAYMENTS: **\$103,659.85**

## 533 UNCLAIMED RESTITUTION PAYMENTS

TOTAL DOLLAR AMOUNT RECEIVED: **\$100,351.44**

12 VICTIMS WERE REPAID A TOTAL OF \$11,223.66

# 3,085

Incoming VVF Customer  
Contact Calls



# 346

Status request emails from  
medical providers

## 957 E-faxes

- VVF organized and hosted an Unclaimed Restitution workgroup to develop policies and procedures to comply with new legislation for Unclaimed Restitution.
- VVF received an Enhanced Programmatic Desk Review of the Victims of Crime Act (VOCA) Compensation funds by the Department of Justice Office for Victims of Crime
- VVF FY18 Annual Report was completed. The full report can be found at:  
<http://www.cicf.state.va.us/content/fy-2018-annual-report>