

Virginia Workers' Compensation Commission

Q4 2018



Approximately

72,000

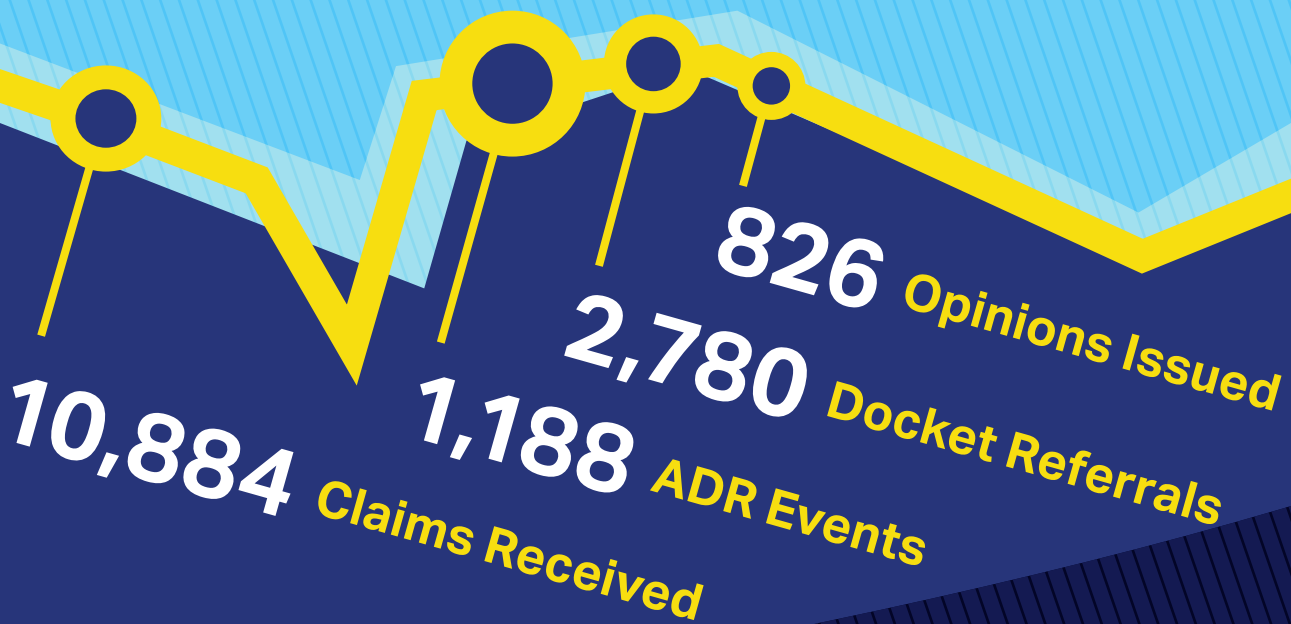
First Report of Injuries received

Approximately

43,000

Second Report of Injuries received

Claims Reported

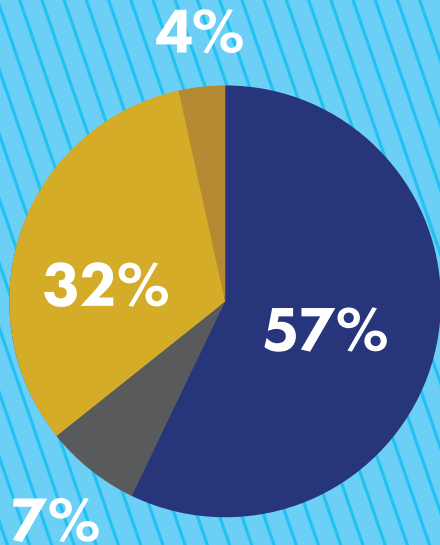


Correspondence Management

505,718 pieces of mail were sent to injured workers and workers' comp stakeholders.







Claim Details



10,884

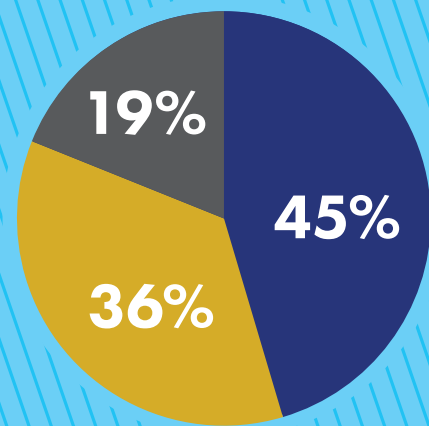
CASPER Claims Received

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

12,715

Completed Tasks

-  Enter Award
-  Request for Hearing
-  Terminate Agreements



9,277

Printed Award Orders

Alternative Dispute Resolution

1,188

ADR Events Held





970 Issue Mediations/Facilitations

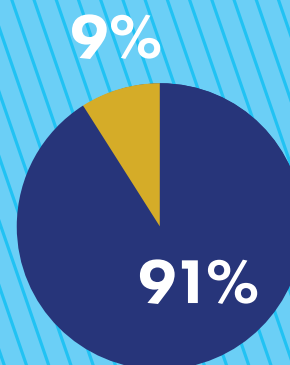
214 Full and Final Mediations

4 Orientation Sessions

2,963

Opened Case Referrals

-  2,696 Issues Case Referrals
-  267 Full and Final Case Referrals



Issue Facilitations

Over 40% resulted in settlement of the issues.

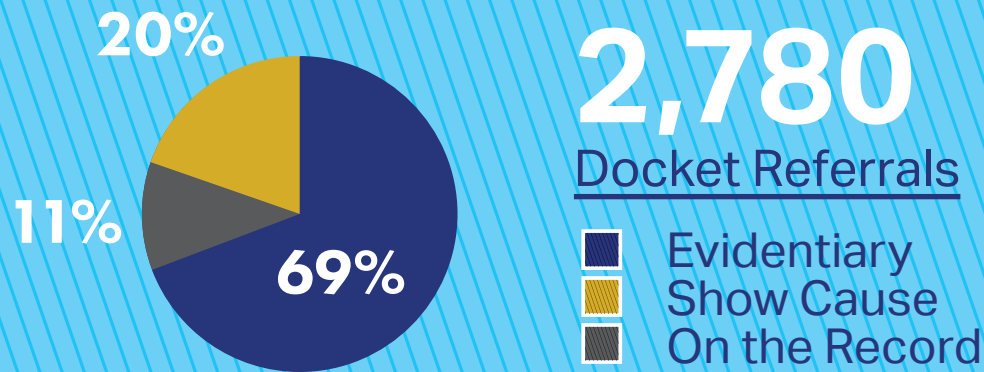
Issue Mediations

Over 56% resulted in settlement of the issues.

Full & Final Mediations

Over 89% Full & Final Mediations resulted in settlement.

Judicial



206 Review Opinions Issued
185 Referrals to Review Docket
30 Appeals to Court of Appeals

1,381
Settlements Approved

\$10,910,161
Aggregate Attorney Fees Awarded in Connection
with Approved Settlements

\$72,634,511
Total Aggregate Value of Settlements



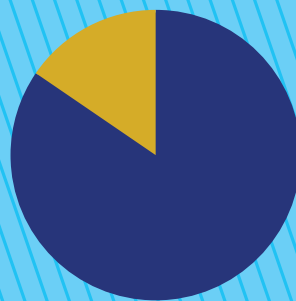
Correspondence Management

OUTBOUND MAIL



505,718

IN VOLUME



 **\$208,629 IN COST**

 **\$37,520 IN PRE-SORT SAVINGS**

41,053

TOTAL INCOMING
DOCUMENTS

17,259 Hard Copy Mail

12,258 Faxes

11,536 Returned Mail

PRODUCTION OUTPUT

1,930,388

Printed Pages

167,471

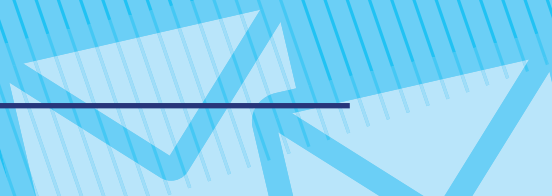
Scanned Pages

95,625

Completed Tasks

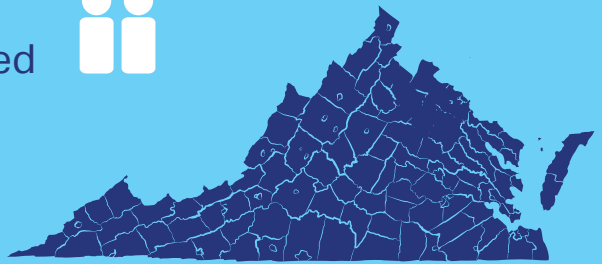
TOP 5 PRINTED DOCUMENTS

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



Insurance Coverage

1,045 late insurance policy filings | \$261,250 fined



367 Investigation Sweeps in Virginia

2,891 Phone Calls



1,337 Email Inquiries



Statewide Employer Compliance

41% RESOLVED WITHOUT ISSUING NOTICE

13,561 Notices Processed | 8,001 Notices Issued
1,200 Subpoenas Issued | 228 Referred to Docket

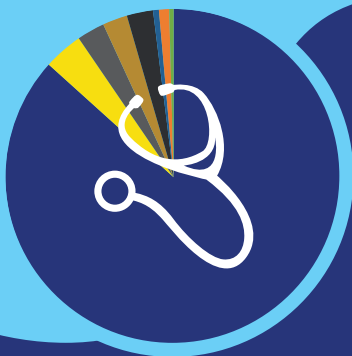
PEO Monitoring

502 New Registrations
149 Terminations
33 Penalty Letters Issued

Appealed Transactions

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

MFS Inquiries



713 Total Inquiries



- 87% Claim Status
- 4% Coding
- 3% MFS Update Status
- 2% Maximum Fee
- 2% Education
- 1% Provider Category
- 1% Medical Bill Dispute
- <1% Region

Educational Events

October 24
Fairfax

MFS DISPUTE RESOLUTION

\$166,540.55 fee scheduled maximum reimbursement amounts reviewed

New MFS Review	58
Resolved Request Withdrawn	29
MFS Work in Progress	10
Pending Information Request	9
Determinations Issued	6
Referrals to Judicial	4

MFS PAGE

3,410 users have accessed the MFS page on the public website

1,859 users have accessed the MFS Reference Tool page

Outreach Initiatives



Most Frequent Customer Contact Center Calls


97%
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?

20,075 Incoming Calls | Average Handle Time: 0:05:19

Communications

14 External Communications | 1 Press Release

2018 Educational Conference

www.vwccconference.workcomp.virginia.gov



596 Attendees
48 Registered Exhibitors
37 Speakers
18 Unique Topics

*Kids' Chance First
Annual Silent Auction*



Stakeholder Engagement

1 educational event on MFS in Fairfax
1 training on awards/agreements with Chafin Law Group



What's happening ...at the Commission

POLICY UPDATES



HR-1.25, Authorized Office Closings and Compensation
approved December 19, 2018

Training sessions held at VWC Headquarters on the following new/updated policies:

- ADM-1, Policy Development, Implementation, & Documentation,
- HR-1.70, Tobacco in the Workplace,
- ADM-2, Crisis Action Plan for Headquarters,
- HR-1.02, Employee Recognition,
- HR-1.06, Teleworking

AGENCY EMPLOYEES

276 Current Full-time Employees
6 Wage Employees



14 Job Postings

5 New Hires
3 Promotions
2 Transfers

RECOGNITION

50 Highly Commendables
44 Above & Beyond Awards

FINANCES AT VWC



Onyx, the new FSD Financial Software system was put into use as of July 1, 2018. The software is handling day to day operations in an acceptable manner. Tax assessments deployed on December 18th.

What's happening ...at the Commission

PROJECT UPDATES & FIXES

CASPER/Wendy System Improvements

- Created one multi-user Financial Services Application (Onyx)
- Created the Medical Fee Services tab to track provider applications/disputes. Medical Providers were created as an entity. Workflows were automated to create tasks
- In response to the 2018 General Assembly legislation, components were added to Wendy to allow VVF to better manage, track and research Unclaimed Restitution



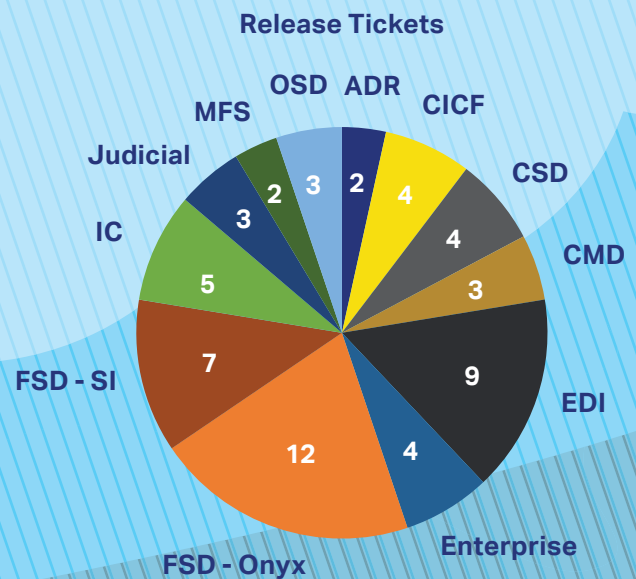
RELEASE 6.7.0

31 IMPROVEMENTS

17 TOTAL BUGS REMOVED

8 NEW FEATURES

3 TASKS COMPLETED



What's happening ...at the Commission

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



Six Recipients of the 2018 IAIABC NextGen Award



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.



THE VIRGINIA HOME



DOING THE MOST GOOD™
SERVING CENTRAL VIRGINIA

The VWC Community Service Committee participated in 4 outreach efforts:

- **Feed More** – A collection drive for the Central Virginia Food Bank.
- **The Virginia Home Aquathon** – A swim fundraiser to raise money for the Gary Sinise Foundation
- **Angel Tree**– VWC sponsored 8 Angels this year throughout the Commonwealth. Two of the Angels came from two of our Regional offices, Roanoke and Manassas.
- **Plarning** – VWC donated hundreds of plastic bags to be turned into plarn (plastic yarn) and later made into mats for the homeless.



VIRGINIA VICTIMS FUND

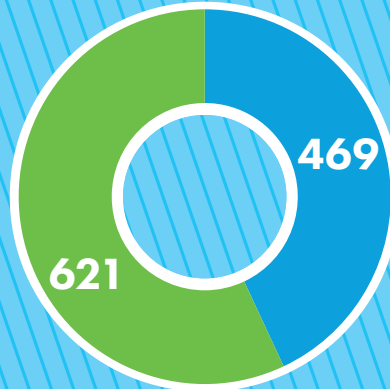
Helping Innocent Victims of Crime

OFFICIALLY CRIMINAL INJURIES COMPENSATION FUND

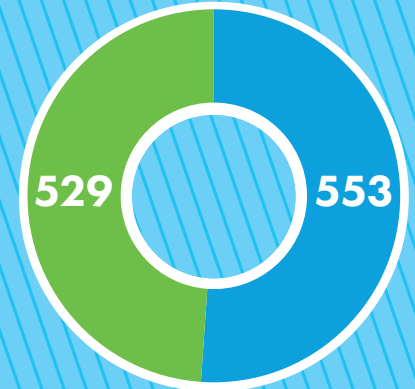
VVF CLAIMS
\$829,880 AWARDED

SAFE CLAIMS
\$575,165 AWARDED

NEW CLAIMS



CLAIMS AWARDED



798 INCOMING PAYMENTS

TOTAL DOLLAR AMOUNT OF INCOMING PAYMENTS: **\$99,431.36**

2,774 UNCLAIMED RESTITUTION PAYMENTS

TOTAL DOLLAR AMOUNT RECEIVED: **\$641,423.79**

15 VICTIMS WERE REPAID A TOTAL OF \$5,150.32

3,593

Incoming VVF Customer
Contact Calls



296

Status request emails from
medical providers

883 E-faxes

- Two Unclaimed Restitution Specialists were hired in November 2018
- VVF hired a new Training and Outreach Coordinator in November 2018
- VVF's Director received the Legislative Advocacy Award from the Virginia Victims Assistance Network in November 2018
- VVF updated Mental Health and Home Security Policies in December 2018

