

VWVC

Quarterly Report

JUL, AUG, SEP **2017**



Q3

January

February

March

April

May

June

July

August

September

October

November

December

Disclaimer:

This report portrays metrics for the 3rd quarter of 2017
(July, August, September).

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#WEWORKASONE

Mission, Vision, Core Values

Mission

To serve injured workers, victims of crimes, employers and related industries by providing exceptional services, resolving disputes and faithfully executing the duties entrusted to us by the Commonwealth of Virginia.

Vision

Lead the nation as the most effective and innovative state agency.

Core Values



Accountable

Required to explain actions or decisions.



Effective

Successful in producing a desired or intended result.



Impartial

Treating all people and groups equally.



Innovative

Introducing or using new ideas or methods, in order to better serve our customers.



Integrity

The quality of being honest and objective; conduct that is of the highest moral character.



Reliable

Consistently able to be trusted to do or provide what is needed.



Respectful

Marked by or showing respect or reverence at all times.

Executive Director Update

Administration

The Leadership Team was trained by the VCU School of Business's Director of Executive Education and Coaching on Navigating Change in the VWC, given the planned new Headquarters relocation. Leadership training was also provided to all supervisors as part of the Leadership & Career Development Council's training initiative.

Claims Services

New Claim for Benefits form proposals have been developed for review and approval by the Commission later this year. Awards training continues with various partners, with very positive feedback on the impact of this initiative.

Correspondence Management

The official new headquarters move date of December 13 is being communicated to various partners; postcard notifications to the public have been developed.

EDI - Quality Assurance

Backlog of tasks has been cleared through a strong partnership with CSD Team Members.

Financial Services

The Auditor of Public Accounts (APA) audit of the payroll system concluded and VWC's payroll function was recognized as one of the best in the Commonwealth of Virginia.

Human Resources

Expanded telework (2 days/week) continues to be piloted. A 3% salary adjustment was approved and implemented for all eligible employees.

Information Systems

The infrastructure requirements for the new Virginia Beach Regional Office were completed and implemented. New HQ requirements are being planned for the relocation to the Media General Building.

Executive Director Update

Insurance

Insurance investigations statewide continue to be planned and implemented. Compliance efforts have resulted in increased coverage for uninsured employers and/or penalties being assessed.

Judicial

An Open House for the new Virginia Beach and Bristol Regional Offices was held, with the Commission and various VWC Team Members present. The Commission also completed regional office visits to the other locations in Manassas, Roanoke, Harrisonburg and Fairfax Regional Offices, exchanging information with the Teams there.

Medical Fee Services

The medical fee schedule has been approved by the Commission. Ground rules and the schedule are on our public website. FAQs are under final development as well. The MFS Team is being trained on medical coding and billing requirements and will be certified by year-end. An Open House on this new department will occur on October 18.

Outreach Services

Marketing/branding initiatives were highlighted at the 2017 SAWCA Convention in Pinehurst, NC. The 2017 Educational Conference, scheduled for October 24-25, has over 550 registrants thus far and over 40 exhibitors.

Project Management

VWC's new Richmond Headquarters will be located at 333 E. Franklin Street. A moving schedule has been developed, commencing on November 10. A new HQ FAQ document has been posted to our intranet. Notifications on the move are being disseminated to various partners. Various efficiency studies are underway for departments by the System Analysts to assess and enhance operations.

Virginia Victims Fund/Criminal Injuries Compensation Fund

The 2016-2017 Annual Report was finalized and forwarded to the General Assembly and the Governor's Office for review. A federal audit is underway of the federal grant allocated to CICF.



Evelyn V. McGill
Executive Director

VWC Management Philosophy

VWC's management philosophy is the set of shared beliefs and attitudes used in daily operations, strategic planning, and all the activities at the Commission. Management's philosophy is reflected in the VWC core values, policy, oral and written communications, and decision making. Management makes a huge statement to employees with their everyday actions. Often, these actions are taken to heart more so than words.

Exhibiting VWC's Management Philosophy

JULY

- Jean George began her Commission employment on October 16, 1984, as a Clerk B in the file room. Jean was promoted to Deputy Clerk and served in the Clerks Office until retiring as Deputy Clerk II. Jean was quite respectful, accountable, reliable and effective, exhibiting VWC's core values during her 33-year tenure in the Commission.
- Teresa Laster began her Commission employment in the fall of 2012 and at that time, VWC's information security system was nonexistent. Since her arrival, Teresa's strong leadership, skills and abilities are conducive to securing the Commission's systems and the Commission being highlighted in the Commonwealth of Virginia's Information Security Annual Report, as one of few agencies in full compliance with the myriad of rules and regulations for COVA information security. Teresa Laster, a strong example of exhibiting the Commission's core values, i.e. innovative, respectful, accountable, reliable, impartial, strong integrity and highly effective.

AUGUST

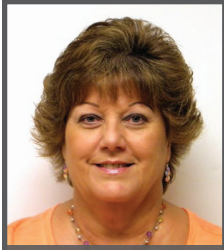
- Brandi Jones, Senior Outbound Mail Clerk, CMD, exhibited VWC's core values of being accountable and effective for catching missing CASPER documents. Brandi recognized an issue with the documents that ingest into CASPER and quickly brought this to management's attention. Trina Waller, Outbound Mail Supervisor, exhibited VWC's core value of being reliable by reacting quickly, and putting in a Footprints ticket to get this issue resolved. Brandi's keen eye recognized that documents that normally feed into CASPER were not in the system and as a result, her supervisor, Trina Waller, executed a quick response to this issue.
- EDI/QA had a significant backlog of more than 6,000 Review Expired Call-Up - Invalid Insurer FEIN tasks and saw no hope of resolving this. Several CSD Team Members (Patricia Peterson, Kim Schwock, Sheila Smith, Brittany Morris, Madeline Yates, Janice Fowlkes, Gina Swiger, Cheryl McGhee, Sherry Dabney, Brandi McAteer) volunteered to address the backlog. These tasks are extremely important for EDI compliance. The work of the following CSD Team members cleared the backlog and saved the Commission from investing in more resources as the need for additional staff for these tasks is no longer needed. This is a strong example of #WEWORKASONE and our core values of being reliable, innovative and effective.

SEPTEMBER

- Both Vivian Lane, CSD Manager, and Debbie Rhodes, CSD Technical Liaison, were contacted to ensure the efficient processing of the Fatal Award Agreements to the families of two fallen State Troopers who died in a helicopter accident during the recent demonstrations in Charlottesville. Vivian and Debbie ensured quick, timely and accurate processing of this information when requested by the state's employee's Workers Compensation Department. Their kindness and dedication displayed reliable customer service, and an effective work product in helping the families of these fallen officers/ "Gold stars for both Vivian and Debbie" as recommended by Kristie McClaren, the Director of this office.

VWC Management Philosophy

#WEWORKASONE



Jean George



Teresa Laster



Brandi Jones



Trina Waller



Patricia Peterson



Kim Schwock



Sheila Smith



Brittany Morris



Madeline Yates



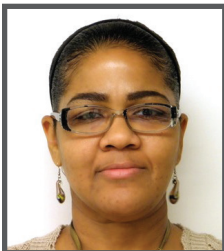
Janice Fowlkes



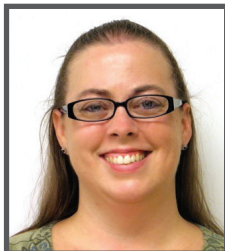
Gina Swiger



Cheryl McGhee



Sherry Dabney



Brandi McAteer



Vivian Lane



Debbie Rhodes

Administration - Goals

Serves as the lead administrative unit for VWC and ensures the agency's mission is achieved.

1. Provide overall policy implementation, direction and guidance to all Commission departments.

- A new Information Security Policy Analyst has been hired to ensure that policies are updated and employees are trained as needed.

2. Constantly seek to improve the leadership strategy and day to day operations.

- The Leadership and Career Development Council sponsored training for all Supervisors on leadership and management excellence.
- Strong examples of employees exhibiting the Commission's core values are included in the Executive Director's Bi-weekly Update Report and are highlighted during Commission Meetings.
- Suggestions from employees are reviewed and implemented where possible.

3. Provide monthly reports on key initiatives tied to the Commission's core values.

- The Front Burner Top 10 Report is provided in the Commission Currents Newsletter, keeping all employees updated on key initiatives.
- The Bi-Weekly Executive Director's Update Report is provided to the Commission and Leadership Team for discussion with their Teams.

4. Enhance the quality of employment and professional development for our staff.

- Open communications on various issues are welcomed via the suggestion box and various surveys that are conducted. A community service committee has been organized and several volunteer initiatives are underway including assisting the elderly, disabled and students.
- New regional offices have been established in Manassas, Bristol and Virginia Beach; these offices provide state of the art work environments, strong security and a healthy environment for the Regional Office Teams in those locations.

5. Ensure the safety and security of our employees, facilities and systems.

- Security assessments of all VWC offices have been completed; new/enhanced security measures have been designed and implemented.

6. Obtain 100% compliance with VITA's Commonwealth Security Report submitted to the Governor.

- VITA's auditing service has been secured to ensure that the Commission's Security plans are audited as required for full compliance.

Administration

Accountable

- A review of key business processes, policies and procedures was completed and the Commission has confirmed to DOA that we are in full compliance with the Commonwealth's internal control requirements.
- The Auditor of Public Accounts (APA) conducted an audit of the payroll processes and internal control requirements; the APA has touted VWC's payroll system as one of the best in the state.

Effective

- The VWC's new state of the art Richmond Headquarters will be located at 333 E. Franklin Street in Richmond, Va.; free parking for current employees will be provided.

Impartial

- An employee survey was conducted requesting input to gather ideas on color schemes, building design and meeting room names for the new HQ.
- The Centennial Committee presented the proposed 100th Centennial Celebration program to the Commission; VWC's Centennial begins in March 2018.

Innovative

- The Community Services Committee conducted various programs including volunteer services to the elderly, a school supply drive and a collection of various support for families with hospitalized loved ones.
- The New Headquarters webpage has provided answers to all employee concerns, kept employees up to date on the move schedule and posted videos on the construction schedule.

Integrity

- The Commission's Code of Ethics is reiterated with all employees during the annual evaluation process.
- Core values were stressed during the Leadership Event training provided in July to the Leadership Team.

Reliable

- Several employee suggestions continue to be implemented as submitted via the suggestion box.
- The Medical Fee Schedule has been approved and will be implemented on January 1, 2018.

Respectful

- VWC's branding/marketing efforts were showcased at the SAWCA Convention in Pinehurst, NC.
- The medical fee schedule was a key topic of discussion at the SAWCA Convention. Many partners around the country are very interested in the implementation of VWC's schedule and the impact on workers' compensation medical services to injured workers.

Claims Services - Goals

Involved in various transactions of claim life cycle and assist many interested parties with various workers' compensation issues.

1. Work closely with all departments to ensure prompt claims resolution.

- Worked closely with ADR in the handling of a large volume of medical provider claims resulting in one expansive mediation effort on the issue.
- Worked closely with EDI in the managing and monitoring of the variance process.
- Reinstated the variance process effective July 1, 2017.

2. Continuous review of CSD procedures to ensure a streamlined claims/awards process.

- Various Claims Services forms/documents under review/revision.
- Bi-weekly meetings with Systems Analyst to rank tickets and document any issues with CASPER.
- UEF RFP issued.
- Worked with IS to get the Variance Notification in the 6.4 release.
- COLA letter revised.
- Assisted with a special project regarding hundreds of unsent documents in CASPER dating back several years.

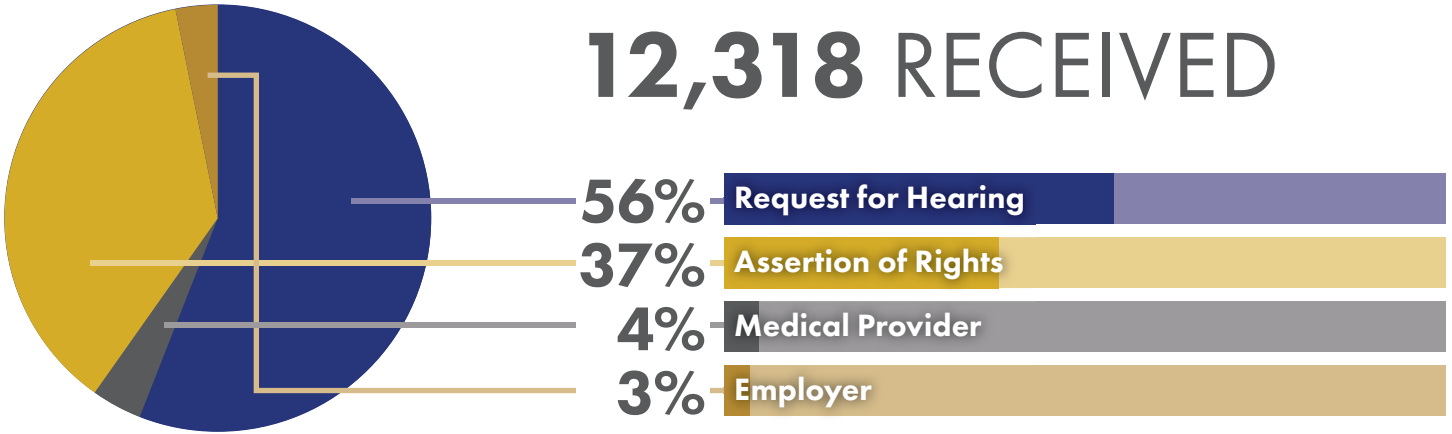
3. Ongoing career and employee development: 1) access to both internal and external trainings; and 2) participation and/or delivery of outreach trainings.

- CSD Manager completed the IAIABC Opioid Solution project survey.
- Various staff participated in Offsite STAR12 training.
- CSD Manager participated in leadership training with Dr. Jean Gasen in July.
- CSD Manager, Asst. Manager and Team Leaders attended SAWCA in Pinehurst, NC.
- CSD Claim Services Technical Liaison:
 - traveled to offices of various stakeholders.
 - provided PowerPoint presentation and training on awards/agreements processes.
 - provided training to internal staff.

4. Promote and encourage employees to build and maintain collegial relationships. Encourage employees to always keep in mind the agency's Mission, Vision and Values.

- CSD team members were acknowledged for exemplifying the Commission's Mission, Vision and Core Values for providing assistance to EDI in their backlog of tasks.
- CSD staff continue to work on the Centennial Committee.
- CSD Asst. Manager is assisting with the 2017 Educational Conference.
- Worked with Claims Director at DHRM to have fatal awards promptly entered for two fallen State Troopers.

CASPER Claims/Applications



Completed Tasks

15,637 PROCESSED



Printed Award Orders



9,675 GENERATED



Correspondence Management - Goals

In-house document management department with full service mail and scanning functions.

1. Implement a new retention schedule and reclassify current files stored at the Library of Virginia.

- CMD staff reviewed 4,896 files during Quarter 3 for appropriate file retention disposition.

2. Strive to maintain lowest cost for outgoing correspondence by continuing to research and implement cost saving measures.

- CMD Outbound Mail continues to take advantage of First Class pre-sort postage savings. During Quarter 3, pre-sort savings amount to \$38,070.36.

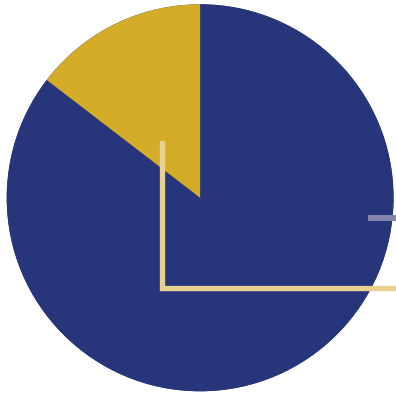
3. Strive to effectively and efficiently manage incoming correspondence within 24 hours of receipt.

- CMD identified **80%** of all incoming correspondence within 24 hours of receipt (excluding return mail).

4. Distribute tasks/documents/files accurately and efficiently to Commission departments/employees for review and action.

- In Quarter 3, CMD staff achieved an accuracy rate for this goal with **99%**.

Outbound Mail



541,955 VOLUME

\$219,544 COST

\$37,563 PRE-SORT SAVINGS

Incoming Documents

50,749 TOTAL

16,266 FAXES

15,230 RETURNED MAIL



Production Output

2,113,479 PRINTED PAGES

230,975 SCANNED PAGES

88,342 COMPLETED TASKS

Top 5 Printed Documents

- Notification of Injury to All Parties
- Notification of Clt Address Change
- WebFile Claimant PIN Notification
- Judicial Order
- Second Notification of Rights

iProcurement

\$7,476

Envelopes

+ **\$7,405**

Paper

\$14,881 SUPPLY COST

Courier Costs

\$291.29



EDI - Quality Insurance - Goals

Maintains standards and enforces compliance for employers, carriers, and claim administrators that report workplace accidents to VWC.

1. Provide excellent customer support by responding to EDI support requests and tracking common issues.

- Continue to respond to phone and e-mail inquiries within 24 hours.

2. Provide education and outreach to VWC trading partners to assist them in understanding Virginia's EDI program and requirements.

- Offered training session to our general public to assist with EDI submission issues.

3. Monitor and enforce EDI compliance and data quality through proactive and regulatory means.

- Issued 37 penalties/fines in Quarter 3 to companies not in compliance.

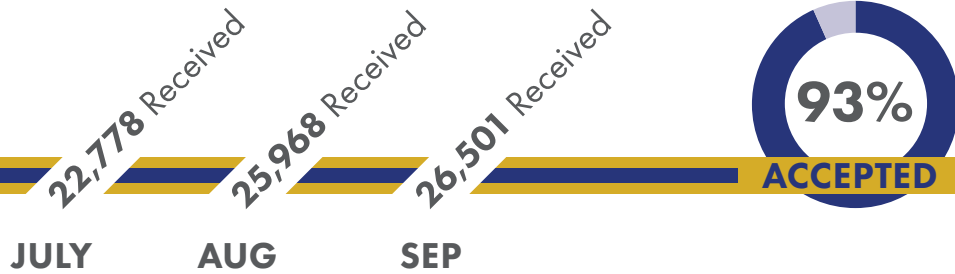
4. Continue to monitor our overall EDI program and CASPER functionality related to our EDI program.

5. Oversee, maintain and further develop the Commission's EDI program.

- Continued to participate in the monthly IAIABC EDI Claims Committee conference calls to discuss changes to the EDI Standard.

FROI Submissions

75,247 RECEIVED



2,811 LATE FROI SUBMISSIONS

FROI Submission is considered to be late 30 days from the date the Claim Administrator knows of the accident.

SROI Submissions

45,447 RECEIVED



Open Flagged Transactions

1,319

ISO accepted transactions that are under review due to discrepancies and have not been entered into CASPER.



Penalties and Fines Issued

37 PENALTIES

\$9,250 FINES



CASPER Tasks

25,856 Completed
27,304 Outstanding



Financial Services - Goals

Responsible for financial transactions including revenue collection, budget administration and purchasing.

1. Successfully and accurately assist with Cardinal Payroll design, build and testing for VWC in partnership with the Cardinal team. Cardinal Payroll final implementation is scheduled for 2018.

- FSD has attended all Cardinal Payroll implementation meetings and completed all required tasks due to date.

2. Successfully and accurately implement a portion of the Commission Financial Accounting System-Self-Insurance, Accounts Receivable and Collections for 2017. Tax development and design will begin in 2017. Voucher/1099, Bonds, Box Inventory, Travel Advances and Subpoenas will be built and finished in subsequent years.

- The recommended option for the Financial System is to develop in-house with a combination of VWC staff and contract staff. Initial estimate is one year to from start of development to implementation. Primary applications are Accounts Receivable, Tax Assessment and Voucher Register. PMO and IS moved into the development phase and FSD User Acceptance Training has begun on the applications produced to date. All indicators favorable. IS efforts to keep current FSD applications functional until replacement are in the works. The Self-Insurance Financial Operating System (SIFS) has sixty-one SI data file quality reviews completed through October 1, 2017. SI file data reviews consist of matching all previous SI data sources (by Individual Self-Insured) against data currently housed in the new SIFS finance portal for accuracy and amendment when required.

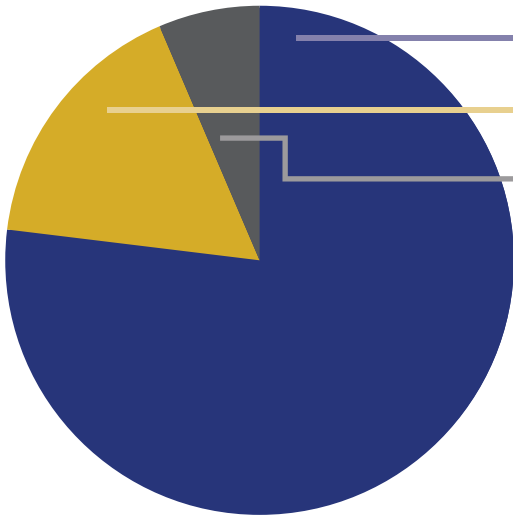
3. Finalize the Self-Insurance policy and procedure manual.

- The VWC Self-Insurance Policy and Procedure Manual has been completed.

4. Establish written procedures for the examination and annual audit of Self-Insurance security instruments held.

- Written procedures for the examination and annual audit of Self-Insurance security instruments were finalized January 9, 2017. The first Self-Insurance Security Annual Internal Audit was completed March 1, 2017. A Financial Examiner was hired May 2017 and the inventory examination of securities began June 1, 2017. This process has also been made a part of the Self-Insurance policy and procedure manual.

Expenditures



\$9,207,035 ADMINISTRATIVE

\$1,991,072 VVF (OFFICIALLY CICF)

\$769,818 UEF

-
- 1,675** AP/Expense/Journal Vouchers Processed
 - 679** Purchase Card Transactions
 - 98** Purchase Orders Issued

Revenue

- \$948,988** VVF/CICF REVENUE
- \$238,651** UEF REVENUE
- \$333,531** ADMIN. REVENUE

- 2,506** CHECKS PROCESSED
- 152** CREDIT CARD TRANSACTIONS

Vendor Maintenance

VENDORS/CLAIMANTS TO DATE

1,626 | **1,247** CLAIMANTS
TOTAL | **379** VENDORS

VENDORS/CLAIMANTS ENTERED

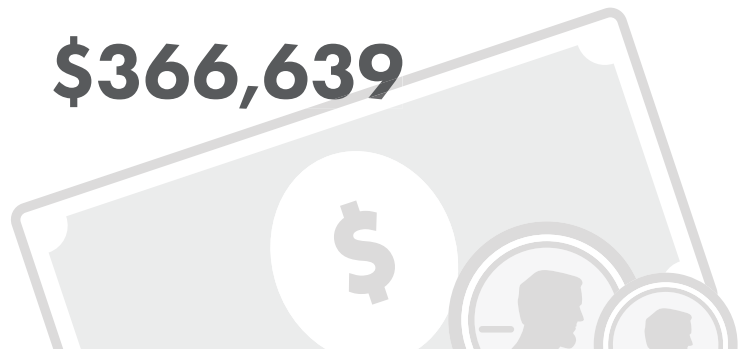
277 | **171** CLAIMANTS
TOTAL | **56** VENDORS

UEF Recoveries

\$43,382

Fine Payments Received

\$366,639



Human Resources - Goals

Oversees VWC HR policies, compensation, recruitment, training, and benefits.

1. Continually review and revise HR Policies.

- Reviews of the policies continue.
-

2. Continually monitor the new TimeStar® application.

- Configuration of TimeStar®.
 - Testing reports continue.
 - Working on guidelines to streamline the process and be in compliance for audit purposes.
-

3. Continually administer all HR programs with appropriate implementation and documentation.

- ARMICS compliance planning and execution.
 - Continuance of Recognition and Performance Planning Programs.
-

4. Work with Payroll and prepare for the implementation of the Cardinal project.

Agency Staff Updates



9 WAGE EMPLOYEES | **8** NEW HIRES | **1** PROMOTION | **1** TRANSFER
6 SEPARATIONS

Job Posting Status

1 ACTIVE POSITIONS **6** POSITIONS TO BE POSTED **0** OPEN POSTINGS
16 SCREENINGS **9** INTERVIEWS HELD



Training Sessions

12 EMPLOYEES TRAINED ON TIMESTAR
11 NEW EMPLOYEE ORIENTATION

PROVIDED INDIVIDUAL TRAINING ON EMPLOYEE SELF-ASSESSMENTS,
SURVEY MONKEY, CISCO JABBER, MICROSOFT OUTLOOK



Recognition

53 HIGHLY COMMENDABLE FORMS PROCESSED
43 ABOVE & BEYOND AWARDS PRESENTED
33 PERFORMANCE EVALUATIONS



Information Systems - Goals

Team that designs, implements and maintains all technology systems utilized by the VWC.

1. Provide support that enables CASPER/Wendy to successfully function at least 99.5% of the time.

- Overall Application up-time is **99.86%**. Business Hours (8:00 am - 5:30 pm) up-time is **99.64%**.

2. Provide support that enables the WebFile application to successfully function at least 99.7% of the time.

- Overall Application up-time is **99.86%**. Business Hours (8:00 am - 5:30 pm) up-time is **99.64%**.

3. Provide Help Desk support so that at least 80% of the outage footprint tickets are resolved within 4 hours or less.

- **100%** of the outages managed by IS had service restored within 4 hours or less.
 - YTD: **85%** (29 of 33 total outages) have been resolved within 4 hours or less.
 - 1st Quarter: **78%** (15 out of 19 outages) were resolved within 4 hours or less.
NOTE: The four outages resolved outside the 4-hour resolution window were external dependencies related to Verizon outages outside of VWC's control.
 - 2nd Quarter: **100%** (14 of 14 total outages) were resolved within 4 hours or less.
 - 3rd Quarter: **83%** (10 of 13 total outages) were resolved within 4 hours or less.
NOTE: The three outages resolved outside the 4-hour resolution window were external dependencies related to Verizon outages outside of VWC's control.

4. Provide Help Desk support so that at least 75% of the standard footprint tickets are resolved within 2 days or less.

- **87%** of standard tickets have been resolved within 2 days or less.

5. Complete Desktop Refresh by June 1, 2017.

- **100%** complete before June 1.

Release Tickets

13 SOFTWARE TICKETS IMPLEMENTED
FOR CASPER/WENDY & WEBFILE 6.4.1 AND 6.4.2 RELEASE

Service Desk Tickets

1,063
CREATED

1,068
RESOLVED

25
ACTIVE

Equipment/Software Updates Completed

2017 PC Refresh

100%



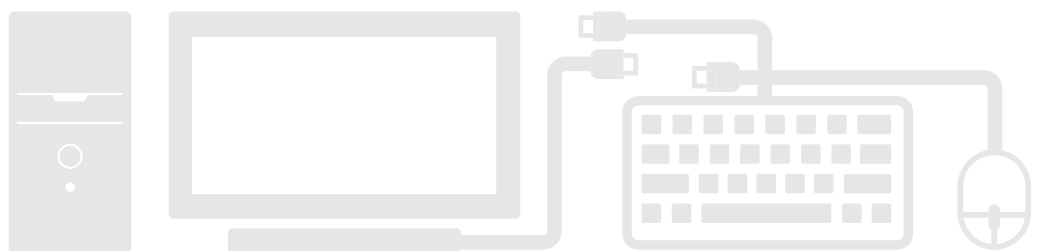
Windows 10, Ver. 1607 Anniversary Update

100%



Windows 10, Ver. 1703 Creators Update

95%



Insurance - Goals

Provides guidance on coverage requirements, regulations, existing coverage and enforces employer and carrier compliance.

1. Customize the 61A and 16A processed; make them both paperless processes.

- Both of these processes are now paperless, we continue to work on increasing their usage.
-

2. Promote the VENCA website.

- The Taskforce is currently in a holding pattern. We will await further developments from the Governor's office.
-

3. Automate the quarterly compliance initiative.

- Complete; the 3rd Quarter 2017 will be the first fully automated run.
-

4. Improve the accuracy and quality of the Commission's Master Data.

- Ongoing efforts in collaboration with EDI on data clean up.
-

5. Continue Education and Outreach with the Investigations Unit.

- Completed sweeps in NOVA, VA beach, Fredericksburg and Woodbridge this quarter.

Customer Service

3,324 PHONE CALLS



1,223 EMAIL INQUIRIES



Top 3 Contact Reasons

Compliance

Rejection of Coverage

Contractor Call

Carrier Compliance

Late Filings

689 POLICIES
160 CARRIERS FINED

Total Fined Amount
\$172,250

Prosecutions

18 CEASE & DESIST
2 WARRANTS ISSUED
1 HEARINGS

Investigations

61 EMPLOYERS COMPLIANT
51 NOTICES ISSUED
50 STILL UNDER INVESTIGATION
32 ORDERS ISSUED

PEO Monitoring

193 PENALTY LETTERS ISSUED
162 NEW REGISTRATIONS
110 TERMINATIONS

Employer Compliance

Employer Notification

25 NOTICES ISSUED
23 ORDERS ISSUED
0 REFER TO HEARING

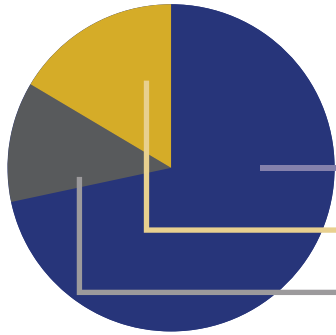
Total Fined Amount
\$12,500

48% RESOLVED
WITHOUT
ISSUING NOTICE

1,069 SUBPOENAS ISSUED 321 REFERRED TO DOCKET



Docket Referrals

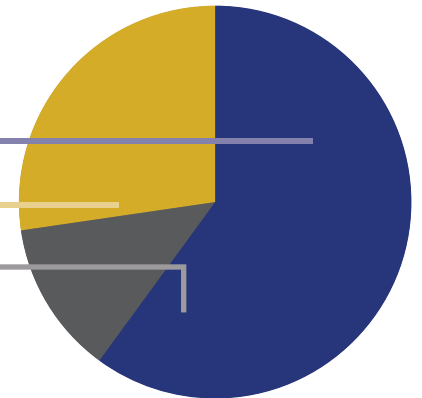
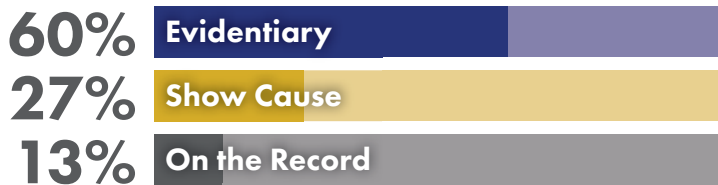


2,972 Total



Opinions Issued

1,289 Total



215 REFERRALS TO REVIEW DOCKET
173 REVIEW OPINIONS ISSUED
15 APPEALS TO COURT OF APPEALS

Settlements

1,355 Settlements Approved

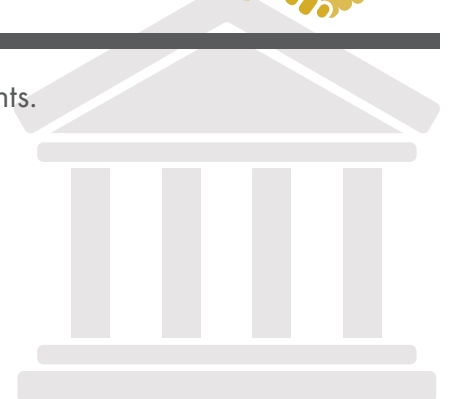


Aggregate Attorney Fees Awarded in Connection with Approved Settlements.

\$9,815,892

Total Aggregate Value of Settlements.

\$65,556,246

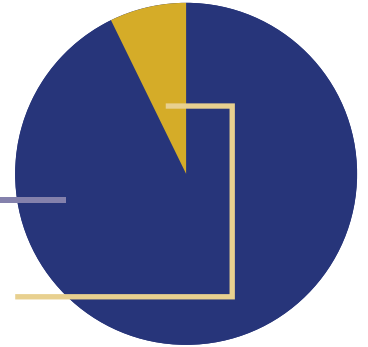


Case Referrals

3,742 OPENED

3,455 ISSUES CASE REFERRALS

291 FULL & FINAL CASE REFERRALS



Issue Facilitations

Over **47%** resulted in settlement of all or some of the issues.

Issue Mediations

Over **67%** resulted in settlement of all or some of the issues.

Full & Final Mediations

Over **78%** Full & Final Mediations resulted in settlement.

CALENDAR

750 Events Held

- 624 ISSUE MEDIATIONS/FACILITATIONS
- 120 FULL AND FINAL MEDIATION
- 6 ORIENTATION SESSIONS



ADR CASPER Tasks

13,981 COMPLETED



40% INCREASE IN ADR EVENTS
COMPARED TO 3RD QUARTER OF 2016



Medical Fee Services - Goals

Ensuring the medical fee schedules are properly executed, monitored, and maintained.

1. Provide required services as mandated by HB378, establishing medical fee schedules.

2. Establish billing procedures and support reimbursement levels for health care providers treating injured workers.

- MFS staff were enrolled in AAPC medical record coding and auditing certification course.
-

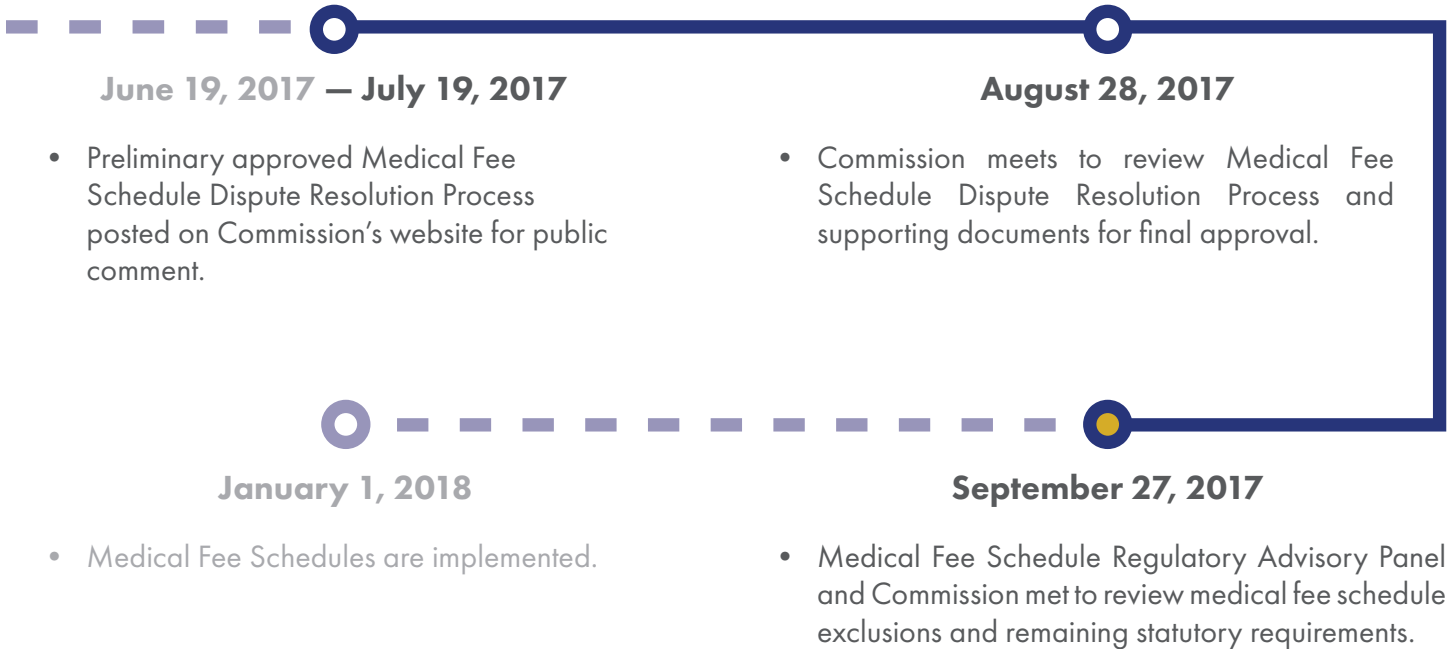
3. Provide direction and training on the dispute resolution process when there is a dispute regarding reimbursement.

- The Dispute Resolution Process was approved on August 28, 2017 and posted on the Commission website.
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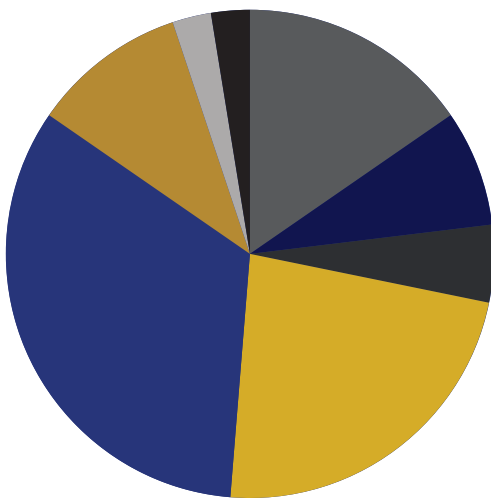
4. Provide information to the public on the medical fee schedules and related requirements.

- MFS received and responded to 39 fee schedule related inquiries.
- Continued development of a Frequently Asked Questions (FAQs) document to be posted on the Commissions' website.
- An internal project was established to test a new Medical Fee Schedule lookup tool. The lookup tool is being developed to assist stakeholders in navigating the schedules.

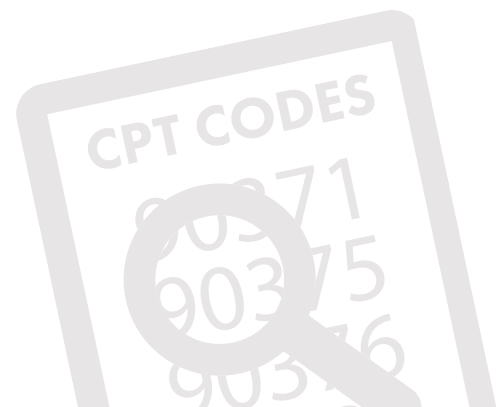
MFS Timeline



Incoming Inquiries



- 33%** Provider Category
- 23%** MFS Exclusions
- 15%** Coding
- 10%** Region
- 8%** Communication
- 5%** Contract
- 3%** Effective Date
- 3%** Medical Record



Outreach Services - Goals

Utilized to assist internal/external customers, evaluate claims and provide educational guidance on WC regulations.

1. Maintain a 95% call handling rate in the Customer Contact Center.

- The Customer Contact Center averaged a call handling rate of 95 in Q2 2017. A departmental quality assurance score of **97%** was achieved in Q2 which has remained consistent since July 2016.
- Two additional contact center specialist joined the department in Q2 2017.

2. Increase functionality using our content management system (Drupal) to enhance internal and external website user experience.

- A website document audit has commenced to review all forms and documents on our public website to make sure they are still relevant. All VWC departments have designated an employee to serve on the review committee.

3. Enhance outreach efforts by utilizing marketing materials and social media to educate our customers.

- The Commission's email marketing efforts have continued to improve stakeholder engagement. Over 10 promo emails have been sent to stakeholders to attract participation in our 2017 VWC Educational Conference.
- Commission employees have been updated on various topics related to our upcoming headquarters move with informational videos that discusses important milestones, parking updates, and pictures of remodeled spaces in the building.
- Google Analytics continues to be utilized to track and monitor traffic on our various websites such as VENCA, our agency website and intranet, along with the VVF site.
- Final plans are being made for our 2017 VWC Educational Conference to include over 50 speakers, 40 vendors, video updates featuring Commission employees, and information workshops lead by VWC subject matter experts.
- In July 2017, the Commission's OSD department participated in SAWCA's MIS Committee's annual meeting to showcase its marketing efforts for the agency.

4. Implement reporting processes to assist departments and agency achieve efficiency gains.

- In July 2017, the Outreach Services department launched a redesigned quarterly report. The report now include highlights on employee achievements along with departmental productivity, and agency-wide projects.

Outreach Services

Incoming Calls

23,020 TOTAL CALLS
21,730 CALLS ANSWERED
344 AVERAGE CALLS PER DAY

Agent of the Month

JUL: Java Crews
AUG: Marcus Smith
SEP: Missy Estep



Average Wait Time: 0:00:42
Average Handle Time: 0:05:02

CCC Quality Score: **97%**

WebFile Paperless Users

430 CLAIMANTS
149 CLAIM ADMIN.
80 LAW FIRM/ATTORNEY



WebFile Registrations

3,146 CLAIMANTS
44 CLAIM ADMIN.
42 LAW FIRM/ATTORNEY
9 PEO

VWC Website Visits: 149,554 Public Website hits | 1,696 Conference Website hits

2017 Conference

550 ATTENDEES REGISTERED TO DATE
50 SPEAKERS
40 VENDORS TO DATE
24 UNIQUE TOPICS

2017 Communications

47 EXTERNAL COMMUNICATIONS
12 VIDEOS CREATED



Project Management- Goals

Provides oversight to major agency projects and supports strategy development for VWC.

1. PMs will produce project documents that comply with the established VWC required project documents and upload them to their project SharePoint folder "Project Documents." 100% compliance required.

- All project documents were uploaded to SharePoint according to the PMO standards.

2. PMs will distribute Customer Satisfaction survey within 1 week of receiving project close-out approvals and obtain at least an 80% score.

- No project scores to report.

4. Close seventy (70) percent of Footprint tickets within 4 days.

- 81% (229 of 250) of tickets between July 2017 and September 2017 were closed within 4 days.

5. Systems Analysts teammates should maintain a backlog of 5 (minimum) signed off requirements documents for each department they support.

- Requirements are currently being gathered for release 6.6 (June 2018). Results of that work will be reported to the Senior Leadership Team between November and December 2017.

Projects in Development

HR - My HR (ESS) Migration

Planning Start Date: **November 2016**
Development Start Date: **TBD**
Go Live: **TBD**

✓ Consolidation of HR and Time processing systems.

Upcoming Milestones:

- Oct: Make decision on software
- Nov: Submit solution to VITA for approval (If Cloud Based solution selected)

PLANNING PHASE

Cardinal Payroll

Planning Start Date: **October 2016**
Development Start Date: **November 2016**
Go Live: **TBD**

- ✓ Replace Commonwealth's CIPPS and PMS systems.
- ✓ All agencies must be ready for an April 2018 deployment.
- ✓ Commission decision has been made to NOT use interfaces.

Upcoming Milestones:

- Project live dates are being delayed. Agencies will be notified of new dates

DELAYED - DEVELOPMENT PHASE

Self-Insurance Application - Phase 2

Planning Start Date: **November 2016**
Development Start Date: **February 2017**
Go Live: **November 2017**

✓ Phase 2 will see the deployment of multiple enhancements to the new SI System.

Milestones:

- Nov: Production Deployment

PRODUCTION DEPLOYMENT AND MONITORING

Self-Insurance Application - Phase 3

Planning Start Date: **November 2016**
Development Start Date: **February 2017**
Go Live: **June 2018**

✓ Phase 3 will see the deployment of SI WebFile and other SI enhancements to the new SI System.

Milestones:

- Nov: Design and Estimate
- Jan-Mar: Development

DESIGN AND ESTIMATE

Projects in Development (continued)

Commission File Retention - Phase 1

Planning Start Date: **December 2014**
Development Start Date: **January 2018**
Go Live: **June 2018**

- ✓ Create a new retention policy for CASPER documents.
- ✓ Identify documents that can be purged from CASPER.
- ✓ Reduce physical and electronic space needed.

Upcoming Milestones:

- Nov: Design and estimate completed
- Jan-Mar: Development

DESIGN AND ESTIMATE

Finance - Financial System Phase 1

Planning Start Date: **October 2012**
Development Start Date: **March 2017**
Go Live: **Q1 2018**

- ✓ Replace the current Access Database application.
- ✓ Improve reports and/or queries capabilities.
- ✓ Allow for future interfacing opportunities.

Milestones:

- Nov: Sprint 5 completed
- Jan: Sprint 6 completed
- Feb: Sprint 7 completed

DEVELOPMENT PHASE

Variance Process - Redesign

Planning Start Date: **October 2016**
Development Start Date: **February 2017**
Go Live: **June 2017**

- ✓ The project was established to re-engineer the Variance process. The new process is removed from EDI and is based on Award entry and a 90 day timer.

Milestones:

- Nov-Dec: Continued monitoring

MONITORING

Projects in Development (continued)

Roanoke Reg. Office - Relocation

- ✓ Additional Courtroom for Hearings/Mediation
- ✓ Add space for personnel growth
- ✓ Regional Office Hearing/Mediation Video Conferencing
- ✓ Implement Commission Security plan

Upcoming Milestones:

- Oct: Evaluation/Test Fit Plan

Planning Start Date: June 2016

Construction Start Date: July 2nd, 2017

Targeted Relocation Date: Nov 10th - Dec 15th

EVALUATION PHASE

Headquarter Building - Relocation

- ✓ Consolidate all operations
- ✓ Improve operation efficiencies
- ✓ Adequate space for Commission Teammates
- ✓ Improve space continuity
- ✓ Implement Commission Security Plan.

Upcoming Construction Milestones:

- Oct: Punch Various Floors
- Week of Oct 16th: Final Inspections
- November 1: Turn building over to VWC

Upcoming VWC Milestones:

- Now: Purge of old files
- Oct 12 - Oct 16: Room Names Survey
- Week of Oct 16: Publish Move Manual/Video
- Oct 16: Finalize any new desk chairs
- Oct 15-30: CSD train Clerk's Office on Front Counter responsibilities
- Oct 31: WebFile Down Message Alert
- Nov 1: Operations Guide
- Nov 9-13: Systems Down/Standup Network
- Nov 13: Pack and Purge Day
- Nov 10-Dec 15: Relocation

Planning Start Date: June 2016

Construction Start Date: July 2nd, 2017

Targeted Relocation Date: Nov 10th - Dec 15th

CONSTRUCTION

Release 6.5 News

Development is underway for the 6.5 release. Due to the new building schedule, we had to modify the release schedule. We will be deploying 6.5 on November 16, 2017.

Task Name	Duration	Start	Finish
✓ Gather Requirements	40 days	01/18/16	03/15/17
✓ D&E	38 days	03/16/17	05/08/17
✓ Code Development	64 days	05/09/17	08/09/17
✓ Functional Testing	20 days	08/10/17	09/07/17
✓ Preliminary Regression	10 days	09/08/17	09/21/17
✓ UAT	7 days	09/22/17	10/02/17
Full Regression	27 days	10/03/17	11/09/17
Release Planning	3 days	11/13/17	11/15/17
MS: Deploy 6.5 to Prod	1 day	11/16/17	11/16/17

Release 6.5 Highlights

ISPROD-3635: Medical Fee Schedule Phase I

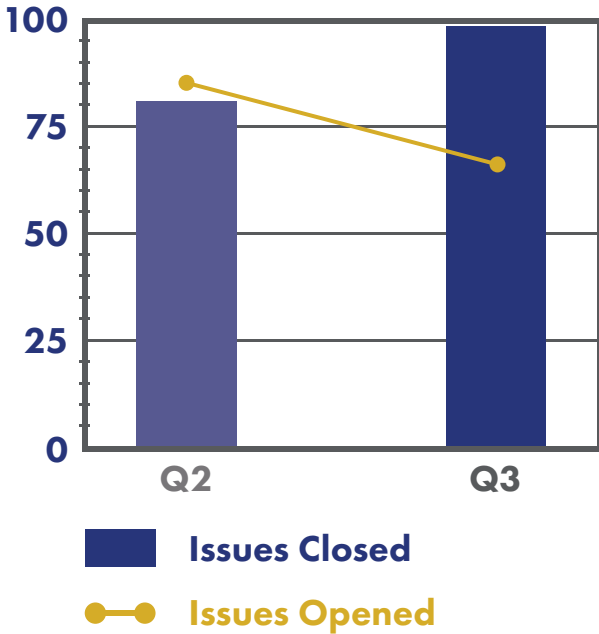
ISPROD-3250: Add option for change in conditions to send additional attachment in ADR Create Dispute task

ISPROD-3376: Add last four digits of JCN to PIN Letter

ISPROD-3496: Add new automated letters for Judicial Compliance

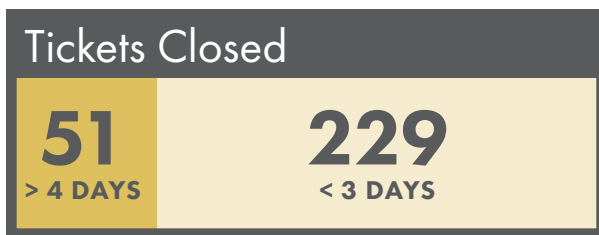
CICFPROD-763: Expense Tab Enhancements

Software Enhancement Tickets (JIRA)



EDI	265
VVF	144
CSD	141
JUDICIAL	91
OSD	74
ENTERPRISE	54
CMD	33
ADR	28
IS	23
SELF-INSURED	15
FINANCE	11

Footprint Tickets



82% TICKETS CLOSED WITHIN 3 DAYS
3.3 AVERAGE DAYS TO CLOSE TICKETS



Virginia Victims Fund - Goals

Officially Criminal Injuries Compensation Fund

Committed to getting crime victim compensation claims resolved in a fair, compassionate and efficient manner.

1. Improve number of providers with MOAs on file.

- Currently deploying the MedWeb application with our providers, requiring them to have an active MOA on file before granting access.

2. Rollout of the VVF rebranding.

- The announcement of VVF rebranding was sent to all partners with follow-up notices during the first quarter. The new website is up and available. Acceptance of the rebranded name has been extremely positive from advocates.

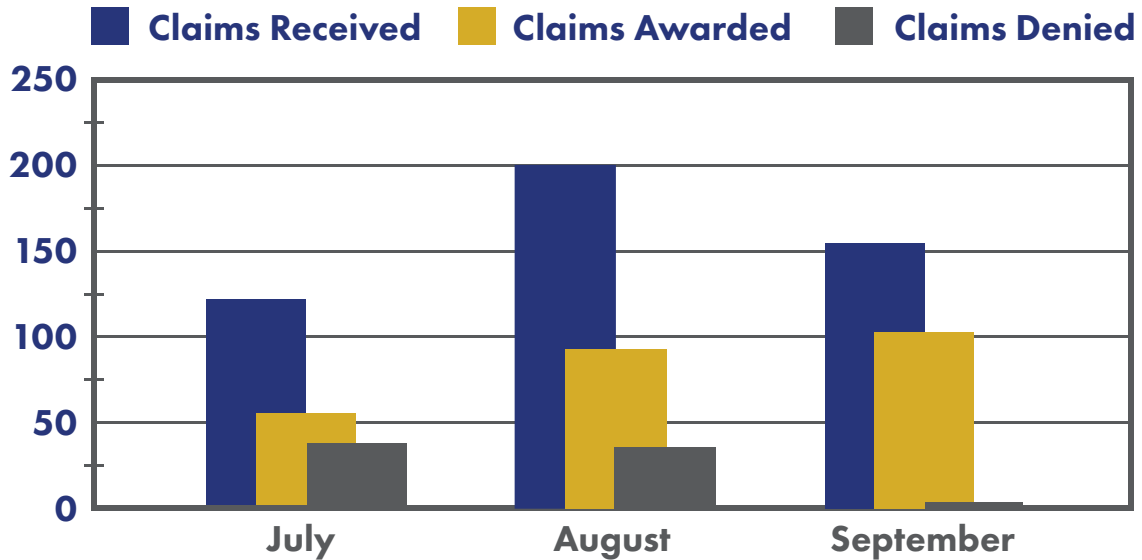
3. Finalize initial decision on 100% of claims submitted within 180 days.

- The average days to decisions for the third quarter was 166 days.

4. Increase active collections by 5%.

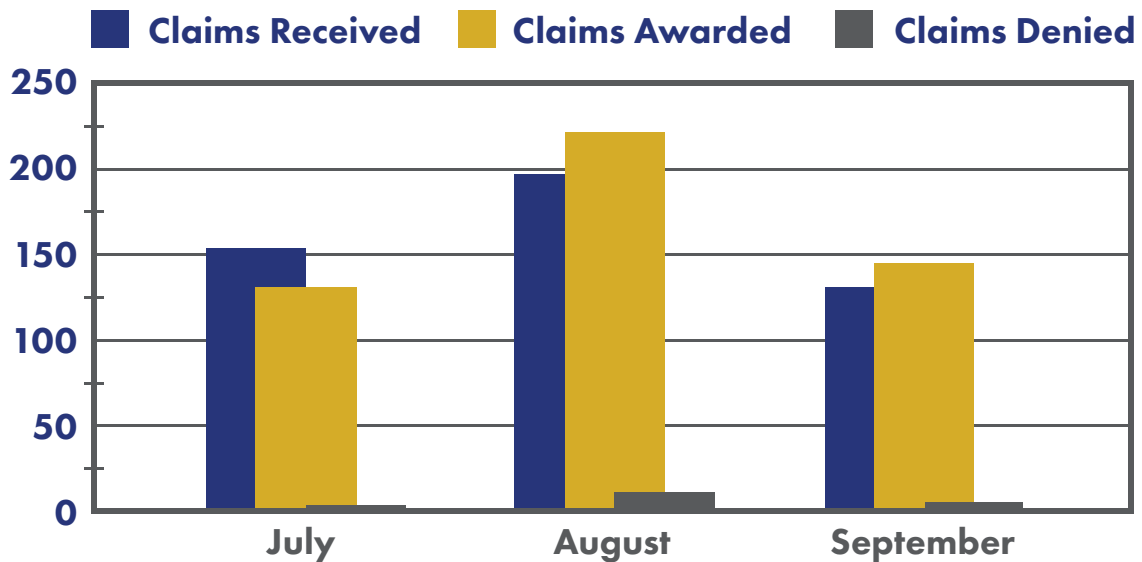
- Unclaimed restitution from Courts is down for the third quarter compared to last year, other restitution has decreased slightly for the third quarter. We have been invited to serve on a Workgroup for the Governor to address restitution issues Statewide.

VVF Claims



Amount Awarded: **\$163,324** **\$173,980** **\$253,624**

SAFE Claims



Amount Awarded: **\$139,929** **\$298,320** **\$170,828**

Quarter 4 (October, November, December) Report data due January 8th.