



SC Department of Archives & History

Electronic Records Transmittal Form

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| Transmit Records To: South Carolina Department of Archives & History Records Management 8301 Parklane Rd Columbia, SC 29223-4905 Telephone: 803-896-6119 Fax: 803-896-6138 E-mail: mdantzler@scdah.sc.gov | Instructions: 1) Decide which records are ready to be transferred. 2) With the help of SCDAH, determine the best method of transfer for the chosen records. 3) Complete the following transmittal form. 4) Please complete one form per retention schedule. 5) Send the completed form and transfer the electronic records to the Archives. |
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Part I: Agency Information

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|--|---|
| 1. Record Group Number: 228 | 2. Date of Transfer: 10/12/2022 |
| 3. Agency Name: South Carolina State Accident Fund | 4. Division Name: Executive |
| 5. Address: P.O. Box 1166, Lexington, SC 29071 | 6. Name of Records Officer (RO): Matthew Hansford |
| 7. Records Officer Telephone Number: 803-896-5821 | 8. Records Officer Signature: |
| 9. Records Officer Email Address: mhansford@saf.sc.gov | |
| 10. Name of Transfer Contact (if different from RO): | 11. Telephone Number: |
| 12. Transfer Contact Email Address: | |

Part II: Record Information

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|--|---|
| 13. Retention Schedule Number associated with these records: 12-302 | |
| 14. Retention Schedule Title associated with these records: Meeting Minutes (Executive) | |
| 15. Variant Title (Within Agency): AQC Minutes | |
| 16. Estimated size of Transfer (MB): | 17. Inclusive Dates: 01/13/2011 - 11/14/2011 |
| 18. Electronic Media included (Please check all that apply): | 19. To the best of your knowledge, do these records contain Personally Identifiable Information (PII): <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| <input type="checkbox"/> Tape <input type="checkbox"/> CD/DVD <input type="checkbox"/> Hard drive <input type="checkbox"/> Removable Hard drive <input type="checkbox"/> Other | If yes, what kind? (Please check all that apply): <input type="checkbox"/> Social Security Numbers <input type="checkbox"/> Credit Card Numbers <input type="checkbox"/> Passwords or PINs <input type="checkbox"/> Other Please describe: |
| 20. File Format(s) included (Please check all that apply): | |
| <input checked="" type="checkbox"/> PDF or PDF/A <input type="checkbox"/> Microsoft Office <input type="checkbox"/> Word <input type="checkbox"/> Excel <input type="checkbox"/> PowerPoint <input type="checkbox"/> Access <input type="checkbox"/> Publisher <input type="checkbox"/> Images <input type="checkbox"/> JPEG <input type="checkbox"/> TIFF <input type="checkbox"/> PNG <input type="checkbox"/> Other <input type="checkbox"/> Database (.accdb, .mdb, .dbf, .sql) <input type="checkbox"/> Email (.pst files) <input type="checkbox"/> Audio (.wav, .aiff, .wma, .mp3, .m4a) <input type="checkbox"/> Video (.avi, .mp4, .mov, .wmv) <input type="checkbox"/> Other Please describe: | |

**AQC Meeting Minutes
January 13, 2011**

AQC Members present were: Gregory, Lightsey, Harmon, Flowers, Polk, Spann, Murphy, Andrews, Crosby and Coleman.

Others Present: Adair

Recorder: Cambre

15.30 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of December 13-17; December 20-24; December 27-31 and January 3-7.

15.31 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.32 Monthly HR Report (Murphy)

AQC reviewed and discussed the monthly Human Resources Report.

15.33 Monthly Budget Report (Murphy)

AQC reviewed and discussed the Monthly Budget Report.

15.34 Monthly ITT Report (Flowers)

Members of AQC reviewed and discussed the Monthly ITT Report. Medicaid/Medicare reporting will go "live" in January and SAF successfully completed test submissions, but are still waiting confirmation of successful ability to delete files submitted. All claims-management related issues will run through Norma instead of through individual adjusters.

15.35 IT Minute (Flowers)

Steve updated members of AQC on website usage statistics. There are 324 active policyholder users registered on the SAF website.

Other Matters and Notices

- The Governor's Office has determined that Monday, January 10, will be a leave with pay day, due to inclement weather. No decision has been made yet regarding Tuesday, January 11.
- It was reiterated that SAF employees need to check "Option 4" when in doubt about inclement weather conditions.

AQC Meeting Minutes
January 24, 2011

AQC Members present were: Gregory, Lightsey, Harmon, Flowers, Polk, Spann, Murphy, Andrews, Crosby and Coleman.

Others Present: Highsmith, Praylow, Williams, Johnson, Hansford and Adair.

Recorder: Cambre

15.36 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of January 10-14.

15.37 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.38 Monthly Team Reports (Spann, Highsmith, Williams, Crosby, Johnson, Hansford, Coleman)

AQC reviewed and discussed the monthly Business Team Reports. Harry noted that the average for the Floater Team for Days for MMI to Close is incorrect and asked that there be follow-up on the cause of the miscalculation.

15.39 Legal Team Report (Polk)

AQC reviewed and discussed the Monthly Legal Team Report. It was noted that Orders were at an all time low since December 2007 and there were no litigated cases from Informal Conferences for December.

Motion by Harry to add TRIGGER to the AQC Agenda, as Item 15.41. Second by Cyndy.

15.41 TRIGGER (Harmon)

Members of AQC reviewed and discussed the Monthly TRIGGER Report. It was noted that gross Interest Income and Bank Fees should be reflected on the report.

15.40 IT Minute (Flowers)

Steve reiterated that there is a telephone usage guide on the SAF Net, and that messages can be fast forwarded, either partially (press 3) or to end of message (press 33).

Other Matters and Notices

- One suggestion was received regarding employees compliance with work schedules. Harry reiterated that if there is an ongoing issue/concern, to be sure he is apprised of such matters.
- Supervisor's Meeting Tuesday, January 25 at 9:00 a.m.
- Mediation Tuesday, January 25 at 10:00 a.m.
- House Ways and Means Committee-Transportation and Regulatory Subcommittee meeting Wednesday, January 26 at 11:00 a.m.
- M. Joseph Medical will have a presentation for Claims Staff Wednesday, January 26.
- Steve reminded members of AQC that several computer leases are expiring soon, and the paperwork has been submitted for the first batch of 25 new PCs. The second order will be for 65 PCs. The leasing company will offer old PCs for resale to SAF employees.
- Next week (February 1-4) will be shadowing day for students at area schools. If employees will have a shadow, a waiver must be signed, and Gerald will need a list of all students who plan to shadow, along with the date they will be here.
- Ray, Lula and Barry will be making a policyholder visit to at the State DSN Headquarters on Wednesday, January 26. The presentation will be broadcast to five other DSN Boards. Bobby Collins (Compendium) will be asked to attend in case policyholders have questions for him regarding managed care.

AQC Meeting Minutes
January 31, 2011

AQC Members present were: Gregory, Lightsey, Harmon, Flowers, Polk, Spann, Murphy, Andrews, Crosby and Coleman.

Others Present: Highsmith, Praylow, Williams, Johnson, Hansford and Adair.

Recorder: Cambre

15.42 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of January 17-21.

15.43 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.44 General Staff Meeting (Gregory)

Preliminary items for the February General Staff Meeting agenda include (1) Legal Update and (2) SAF Computer Lease/Sale

15.45 IT Minute (Flowers)

Steve showed members of AQC how to check the status of their individual Help Desks, both open/pending Help Desks, and all Help Desks submitted.

Other Matters and Notices

- David noted that it is time to work on updating the SAF Strategic Plan.

AQC Meeting Minutes
February 7, 2011

AQC Members present were: Gregory, Lightsey, Harmon, Flowers, Polk, Spann, Murphy, Andrews, Crosby and Coleman.

Recorder: Cambre

15.46 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of January 24-28.

15.47 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.48 Monthly HR Report (Murphy)

AQC reviewed and discussed the monthly Human Resources Report.

15.49 Monthly Budget Report (Murphy)

AQC reviewed and discussed the monthly Budget Report.

15.50 Monthly ITT Report (Flowers)

Members of AQC reviewed and discussed the Monthly ITT Report. It was noted that SAF is now utilizing electronic signatures on checks, replacing the previous signature machine. The computer lease is being renewed in stages. Indexed documents continue to decrease, while medical notes continue to increase.

15.51 General Staff Meeting (Gregory)

The February General Staff Meeting agenda will include (1) Legal Update; (2) Computer Lease/Sale; and (3) Safety Tip.

15.52 IT Minute (Flowers)

Steve updated members of AQC on the status of the computer lease renewal and replacement schedule.

Other Matters and Notices

- CorVel Meeting February 7 at 10:00 a.m.
- General Staff Meeting February 9 at 3:00 p.m.
- Reinsurance Presentation from Willis February 17 at 9:30 a.m.

AQC Meeting Minutes
February 14, 2011

AQC Members present were: Gregory, Lightsey, Flowers, Polk, Spann, Murphy, Andrews, Crosby and Coleman.

Recorder: Cambre

15.53 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of January 31-February 4.

15.54 Follow-up on Policyholder Renewals (Lightsey)

AQC reviewed the status of policyholder account payments.

15.55 Legal Team Report (Polk)

AQC reviewed and discussed the monthly Legal Team Report. It was noted that while clinchers are lower than usual, orders are up more than usual.

15.56 IT Minute (Flowers)

Steve updated members of AQC on the status of the new computers—the first batch of computers have been received by SAF and several have been installed. He showed members of AQC the 22 and 24 inch monitors, as well as the PC itself.

Other Matters and Notices

- Supervisor's Meeting February 15 at 9:30.
- Contract Attorney's Meeting February 15 at 11:00 a.m.
- Reinsurance Presentation from Willis February 17 at 9:30 a.m.
- A new Premium Auditor is tentatively scheduled to begin February 22 pending SLED background investigation.
- Applications for General Counsel have been reviewed and received; Cyndy's last day at SAF will be February 24.

AQC Meeting Minutes
March 7, 2011

AQC Members present were: Gregory, Lightsey, Flowers, Spann, Murphy, Andrews, Crosby and Coleman.

Other attendees: Johnson, Hansford, Williams, Praylow, Highsmith, and Green

15.57 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of February 7-11, February 14-18 and February 21-25.

15.58 Follow-up on Policyholder Renewals (Gregory)

AQC reviewed the status of policyholder account payments.

15.59 Monthly Team Reports (Spann, Highsmith, Williams, Praylow, Crosby, Johnson, Hansford, Coleman)

AQC reviewed and discussed the monthly Business Team Reports.

15.60 15.48 Monthly HR Report (Murphy)

AQC reviewed and discussed the monthly Human Resources Report. AQC approved the filing of the open Executive Assistant position.

15.61 Trigger (Gregory)

AQC reviewed and discussed the Trigger Report for February, 2011.

15.62 General Staff Meeting (Gregory)

AQC decided that due to the limited agenda there will not be a General Staff Meeting on March 9, 2011.

15.63 Employee Appreciation (Gregory)

Different themes were discussed for this year's Employee Appreciation.

15.64 Monthly ITT Report (Flowers)

Members of AQC reviewed and discussed the Monthly ITT Report.

15.65 IT Minute (Flowers)

It was noted that the format of all SAF e-mails should be uniform and include only signature lines and confidentiality statement. Employees should not include and/or insert other backgrounds, pictures, art, etc. in their email.

Other Matters and Notices

- CorVel Monthly Meeting and Review
- PPO Presentation to claims staff by Corvel
- Supervisors Meeting
- RCI Meeting

AQC Meeting Minutes
March 14, 2011

AQC Members present were: Gregory, Lightsey, Flowers, Spann, Murphy, Andrews, Crosby and Coleman.

15.66 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of February 28-March 4.

15.67 Follow-up on Policyholder Renewals (Gregory)

AQC reviewed the status of policyholder account payments.

15.68 Trigger (Gregory)

AQC reviewed and discussed the Trigger Report for February 2011.

15.69 Monthly Budget Status Report (Murphy)

Members of AQC reviewed and discussed the Monthly Budget Status Report.

15.70 Employee Appreciation (Gregory, Spann, Coleman)

The official founding date of SAF is April 17, which falls on a Saturday this year. Employee Appreciation Day will be April 16. Several suggestions have been received regarding themes.

15.71 IT Minute (Flowers)

All new PCs have been distributed. Feedback on the new PCs and new monitors has been favorable.

Other Matters and Notices

- Theresa Simmons has filled the vacant Premium Auditor position.
- There will be a Supervisors' Meeting, Contract Attorney Meeting and Reinsurance Meeting on Tuesday, March 15.
- Employer updates for 2011 have been set as follows: Charleston-May 12; Greenville-May 17; Columbia-May 19. Suggestions were made regarding presentation topics at these updates.

AQC Meeting Minutes
March 28, 2011

AQC Members present were: Gregory, Lightsey, Harmon, Flowers, Spann, Murphy, Andrews, Crosby, Highsmith, Williams, Hansford, Johnson, and Coleman.

15.72 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of March 7-March 11.

15.73 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.74 Monthly Team Reports (Spann, Highsmith, Williams, Crosby, Hansford, Coleman)

AQC reviewed and discussed the monthly Business Team Reports. Ray requested that the Palmetto Team report be postponed until next week since Lula was out.

15.75 Courier Duty (Murphy)

Members of AQC reviewed and discussed the frequency and necessity of courier duty. AQC will follow up on this after it is discussed at the Supervisors' Meeting.

15.76 IT Minute (Flowers)

Other Matters and Notices

- Employee Appreciation Day was moved to Monday, April 18, 2011 because the Department of Corrections is in the Auditorium Friday, April 16, 2011. The theme will be a Tailgate Cookout.
- A Bone Stimulator Demonstration will be presented to the claims staff in the Auditorium at 9:00 on Tuesday, March 29, 2011.

AQC Meeting Minutes
April 04, 2011

AQC Members present were: Gregory, Lightsey, Harmon, Flowers, Spann, Murphy, Andrews, and Crosby

Others Present: Praylow

15.77 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of March 21-March 25.

15.78 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. Janice reported that SCEIS requested us to wait until July 1 to post renewals. Steve will follow up on this request.

15.79 Monthly Team Reports (Praylow)

AQC reviewed and discussed the monthly Business Team Reports for the Palmetto Team.

15.80 Monthly IT Report (Flowers)

AQC reviewed and discussed the IT Monthly Report.

15.81 IT Minute (Flowers)

Steve reported that SAF has approval to print checks and that the indemnity EOB's are now being printed on the check stubs instead of a separate piece of paper.

Other Matters and Notices

- Employee Appreciation Day is Monday, April 18, 2011. The theme will be a Tailgate Cookout.
- The Renewal Process begins today, April 04, 2011.
- There is a meeting with Compendium April 05, 2011 at 10:00.

AQC Meeting Minutes
April 11, 2011

AQC Members present were: Gregory, Lightsey, Harmon, Flowers, Spann, Murphy, Andrews, and Coleman

15.82 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of March 28-April 1.

15.83 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.84 Budget Status Report (Murphy)

AQC reviewed and discussed the status of the Agency Budget.

15.85 HR Report (Murphy)

AQC reviewed and discussed the HR Report.

15.75 Follow Up Courier Duty (Murphy)

After reviewing the process and discussing with those involved, Courier Duty will continue daily to the Commission and switch to Tuesday and Thursday for the Comptroller General.

15.81 IT Minute (Flowers)

Steve reported that there have been some volatility with the servers; however better organization within the server room should increase efficiency.

Other Matters and Notices

- Employee Appreciation Day is Monday, April 18, 2011. The theme will be a Tailgate Cookout.
- The Renewal Process is slightly ahead of schedule, allowing more time for reviewing test statements.
- There is a meeting Employer Update Meeting today at 10:00.
- There is a General Staff Meeting Wednesday, April 13, 2011.
- Harry will meet with Linda Rice from Clemson April, 14, 2011 at 11:30.
- It was stated as a security reminder to not let anyone into the building unescorted.

AQC Meeting Minutes
April 18, 2011

AQC Members present were: Gregory, Lightsey, Harmon, Flowers, Spann, Murphy, Andrews, Crosby, and Coleman

Others Present: Highsmith, Praylow, Johnson, and Hansford

15.87 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of April 4-April 8.

15.88 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.89 Trigger Report (Harmon)

AQC reviewed and discussed the status of the Trigger Report.

15.90 Team Reports (Highsmith, Praylow, Hansford)

AQC reviewed and discussed the Team Reports. Jackie will report on the Carolina's Team Report next Monday, April 25, 2011.

15.91 IT Minute (Flowers)

Steve demonstrated how to export reports on the SAFnet into Excel and then organize the information for further use.

Other Matters and Notices

- Employer Update Invitations will be going out soon. Please send any updates to David.

AQC Meeting Minutes
April 25, 2011

AQC Members present were: Gregory, Lightsey, Harmon, Spann, Murphy, Flowers, Andrews, and Coleman

Others Present: Williams

15.92 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of April 11-April 15.

15.93 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.94 Team Reports (Williams)

AQC reviewed and discussed the Carolina's Team Reports.

15.95 IT Minute (Flowers)

Steve reported that changes were made to the Windows Domain to allow better functionality. Email is now up 24 hours a day. The Network will be down on Friday afternoon for short period of time.

Other Matters and Notices

- Employer Updates Meeting on May 12, 2011.
- Admission Window Training this afternoon at 2:30.
- Supervisor Meeting tomorrow.
- Compendium Meeting on Tuesday at 10:00.
- Corporate Pharmacy Meeting on Friday at 2:00.
- CorVel Meeting on May 23rd at 1:30.

AQC Meeting Minutes
May 02, 2011

AQC Members present were: Gregory, Lightsey, Harmon, Murphy, Flowers, Andrews, and Coleman

15.96 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of April 18-April 22.

15.97 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.98 HR Monthly Report (Murphy)

AQC reviewed and discussed the HR Monthly Report.

15.99 IT Minute (Flowers)

Steve reported that changes to the server set-up allow us to have more flexibility and less hardware.

Other Matters and Notices

- Tuesday, May 10 is Confederate Memorial Day. Office is closed.
- Employer Update in Charleston on Thursday, May 12.
- July renewal production starts today, May 2.

AQC Meeting Minutes
May 09, 2011

AQC Members present were: Gregory, Lightsey, Spann, Murphy, Flowers, Andrews, and Coleman
Recorder: Touchberry

15.100 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of April 25-
April 29.

15.101 Follow-up on Policyholder Renewals (Gregory)

AQC reviewed the status of policyholder account payments.

15.102 Monthly Budget Status Report (Murphy)

AQC reviewed and discussed the Monthly Budget Status Report.

15.103 ITT Monthly Report (Flowers)

AQC reviewed and discussed the ITT Monthly Report.

Other Matters and Notices

- Tuesday, May 10 is Confederate Memorial Day. Office is closed.
- Employer Update in Charleston on Thursday, May 12.
- Employee Satisfaction Survey will go out next week.

AQC Meeting Minutes
May 16, 2011

AQC Members present were: Gregory, Lightsey, Harmon, Spann, Murphy, Flowers, Andrews, and Coleman

Recorder: Touchberry

15.105 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of May 2-May 6.

15.106 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.107 IT Minute (Flowers)

Steve reported that the configuration problem that happened when switching to the new servers has been fixed.

Other Matters and Notices

- Employer Update in Greenville on Tuesday, May 17 and in Columbia on Thursday, May 19.
- Maiden Re is performing in office audits this week.
- CorVel meeting Monday at 1:30 p.m.
- Matt Robertson started as Chief Legal Counsel.

AQC Meeting Minutes
May 23, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Spann, Murphy, Flowers, Andrews, and Coleman

Others present: Praylow, Hansford, Johnson, and Williams

Recorder: Touchberry

15.108 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of May 9-May 13.

15.109 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.110 Trigger Report (Harmon)

AQC reviewed and discussed the Trigger Report.

15.111 Team Reports (Spann)

AQC reviewed and discussed the Team Reports.

15.112 IT Minute (Flowers)

Steve reported on the forms that policyholders can find online.

Other Matters and Notices

- Employer Updates were successful.
- Employee Survey will be online until June 3.
- Visit with Clemson on May 25.

AQC Meeting Minutes
June 6, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Spann, Murphy, Flowers, Andrews, Crosby, and Coleman

Others present: Highsmith

Recorder: Touchberry

15.113 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of May 16-May 27.

15.114 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.115 Trigger Report (Harmon)

AQC reviewed and discussed the Trigger Report.

15.116 Crescent Team Reports (Spann)

AQC reviewed and discussed the Team Report.

15.117 Human Resources Report (Murphy)

AQC reviewed and discussed the Human Resources Report.

15.118 Budget Status Report (Murphy)

AQC reviewed and discussed the Budget Status Report.

15.119 IT Minute (Flowers)

Steve reported that renewals are on hold temporarily. They are prepared, but will be backed out of the system so monthly invoices can be printed

Other Matters and Notices

- Employee Survey will be online until June 8 at noon.
- Copier contract ends at the end of the month.
- Fiscal year ending. Make sure all travel is in.

AQC Meeting Minutes
June 13, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Spann, Murphy, Flowers, Andrews, Crosby, and Coleman

Recorder: Touchberry

15.120 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of May 30-June 3.

15.121 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.122 Legal Team Reports (Robertson)

AQC reviewed and discussed the Legal Team Report.

15.123 IT Minute (Flowers)

Monthly policyholder invoices have been printed.

Other Matters and Notices

- Employee Survey closed June 8.
- One suggestion received about malfunctioning door keypad. Gerald will look into replacing it.
- June 22 begins the time that invoices for next fiscal year can be scanned into SCEIS.

AQC Meeting Minutes
June 27, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Spann, Flowers, Crosby, and Coleman

Others Presents: Highsmith, Johnson, Williams, Praylow, and Hansford

Recorder: Touchberry

15.124 Weekly Performance Indicators (Spann)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of June 6- June 10 and June 13 – June 17.

15.125 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.126 Trigger Report (Harmon)

AQC reviewed and discussed the Trigger Report.

15.127 Team Reports (Spann)

AQC reviewed and discussed the Team Reports.

15.128 IT Minute (Flowers)

Steve reported that they have been testing a proxy server and it should be ready for general use soon.

Other Matters and Notices

- Two Rock Hill School Districts will be new policyholders as of July 1.
- Fraud Meeting Tuesday, June 28 at 9:30.
- No AQC next Monday, July 4.
- Renewals have not been scanned into SCEIS due to an issue with SCEIS.

AQC Meeting Minutes
July 18, 2011

AQC Members present were: Gregory, Lightsey, Harmon, Spann, Flowers, Murphy, Andrews, and Crosby

Others Presents: Highsmith, Johnson, Williams, Praylow, and Hansford

Recorder: Touchberry

15.129 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of June 27-July 1 and July 4 – July 8.

15.130 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.131 HR Monthly Report (Murphy)

AQC reviewed and discussed the HR Monthly Report.

15.132 Team Reports (Spann)

AQC reviewed and discussed the Team Reports.

15.133 IT Monthly Report (Flowers)

AQC reviewed and discussed the IT Monthly Report.

15.134 IT Minute (Flowers)

Steve reported that IT is changing out the internet services which will provided a cost savings.

Other Matters and Notices

- There is a Compendium meeting this morning at 10:30.
- There are several Mediations on Thursday, July 21.
- Accountability Report will be due September 15.

AQC Meeting Minutes
July 25, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Spann, Murphy, Flowers, Andrews, Crosby, and Coleman

Recorder: Touchberry

16.00 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of July 11 -- July 15.

16.01 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.02 Trigger Report (Harmon)

AQC reviewed and discussed the Trigger Report.

16.03 Budget Status Report (Murphy)

AQC reviewed and discussed the Budget Status Report.

16.04 IT Minute (Flowers)

Steve reported on the State Accident Fund website activity for the quarter.

Other Matters and Notices

- There is a CorVel meeting Monday, August 1.
- Employer Survey has been distributed.

AQC Meeting Minutes
August 01, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Spann, Murphy, Flowers, Andrews, and Coleman

Recorder: Touchberry

16.05 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of July 18 – July 22.

16.06 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.07 Accountability Report (Andrews)

AQC reviewed and discussed requirements for this year's Accountability Report.

16.08 HR Report (Murphy)

AQC reviewed and discussed the HR Report.

16.09 Legal Report (Robertson)

AQC reviewed and discussed the Legal Report.

16.10 IT Minute (Flowers)

Steve presented a Policyholder Directory on the SAFnet.

Other Matters and Notices

- There is a CorVel meeting Monday, August 8.
- There is a General Staff Meeting next Wednesday, August 10.

AQC Meeting Minutes
August 08, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Spann, Murphy, Flowers, Andrews, Crosby, and Coleman

Others present: Khor-Gould

Recorder: Touchberry

16.11 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of July 25 – July 29.

16.12 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.13 Budget Report (Murphy)

AQC reviewed and discussed the Budget Status Report.

16.14 IT Minute (Flowers)

Steve reported the changes to the internet access are complete. This increases the bandwidth and decrease the monthly access fee.

Other Matters and Notices

- There is a CorVel meeting Monday, August 8.
- There is a General Staff Meeting Wednesday, August 10.
- There is a CompEndium meeting Thursday, August 11.

AQC Meeting Minutes
August 15, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Spann, Murphy, Flowers, Andrews, Crosby, and Coleman

Recorder: Touchberry

16.15 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of August 1 – August 5.

16.16 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.17 IT Minute (Flowers)

Steve reported that IT has been testing Windows 7 on several computers in the agency and will have it on all computers in the next few weeks.

AQC Meeting Minutes
August 22, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Spann, Murphy, Flowers, Andrews, Crosby, and Coleman

Others Present: Highsmith, Williams, Praylow

16.18 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of August 8 – August 12.

16.19 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.20 Trigger Report (Harmon)

AQC reviewed and discussed the Trigger Report.

16.21 Team Reports (Spann)

AQC reviewed and discussed the July Team Reports.

16.22 Legal Team Report (Robertson)

AQC reviewed and discussed the Legal Team Report.

16.23 IT Minute (Flowers)

Steve reviewed State Accident Fund's Policy 18.00.

AQC Meeting Minutes
August 29, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Spann, Murphy, Flowers, Andrews, Crosby, and Coleman

Others Present: Williams

16.24 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of August 15 – August 19.

16.25 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.26 IT Minute (Flowers)

Gerald demonstrated how to utilize MySCEmployee Manager Self Service for drafting FY 12-13 budgets.

AQC Meeting Minutes
September 12, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Spann, Murphy, Flowers, Andrews, Crosby, and Coleman

16.27 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of August 22– August 26 and August 29– September 2.

16.28 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.29 HR Report (Murphy)

AQC reviewed and discussed the August HR Report

16.30 Budget Status Report

AQC reviewed and discussed the status of the Budget.

16.31 IT Report (Flowers)

AQC reviewed and discussed the IT Report

16.32 IT Minute (Flowers)

Steve reported that MIS is working on improving the imaging system with 4 current projects.

AQC Meeting Minutes
September 19, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Spann, Murphy, Flowers, Andrews, and Coleman

Others Present: Highsmith, Praylow, Williams, Hansford, and Johnson

Recorder: Touchberry

16.33 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of September 5– September 9.

16.34 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.35 Trigger Report (Harmon)

AQC reviewed and discussed the August Trigger Report.

16.36 Team Reports (Spann)

AQC reviewed and discussed the Team Reports.

16.37 Leave Without Pay Procedure (Murphy)

AQC reviewed and discussed the Leave Without Pay Procedure.

16.38 IT Minute (Flowers)

Steve reported that MIS is continuing to work on improving the imaging system.

AQC Meeting Minutes
September 26, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Spann, Murphy, Flowers, Andrews, Crosby, and Coleman

Others Present: Adair

Recorder: Touchberry

16.39 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of September 12– September 16.

16.40 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.41 Open Positions (Gregory, Murphy, Flowers, Coleman)

AQC reviewed and discussed open positions to be posted.

16.42 Budget Proposals (Murphy)

AQC reviewed and discussed the Budget Proposals for FY 2012-2013.

16.43 IT Minute (Flowers)

Steve reminded all to make sure that signature blocks are clean and professional without any graphics.

Other Matters and Notices:

- Strategic Planning Meeting Tuesday at 2:00
- Supervisor's Meeting Tuesday at 9:30
- Jeff Gilbert Wednesday at 10:30 for Claims training
- M. Joseph Medical Friday at 11:30 for Claims training
- Guy Carpenter October 3 at 10:30
- CorVel October 3 at 1:30
- CompEndium October 4 at 9:00

AQC Meeting Minutes
October 3, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Spann, Murphy, and Flowers

Recorder: Touchberry

16.44 Weekly Performance Indicators (Spann)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of September 19– September 23.

16.45 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.46 Legal Report (Robertson)

Legal report was postponed until next week.

16.47 IT Minute (Flowers)

Steve reminded all that the renewal process is proceeding in order to get letters out by the first on November.

Other Matters and Notices:

- Guy Carpenter today at 10:30
- CorVel today at 1:30
- CompEndium October 4 at 9:00
- Supervisor's Meeting next Tuesday at 9:30
- Staff Meeting next Wednesday

AQC Meeting Minutes
October 10, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Murphy, Flowers, Andrews, Crosby, and Coleman

Others: Simmons

Recorder: Touchberry

16.47 Weekly Performance Indicators (Spann)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of September 26– September 30.

16.48 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.46 Legal Report (Robertson)

Legal report was reviewed and discussed.

16.49 Budget Status Report (Murphy)

AQC reviewed the status of the budget.

16.50 Strategic Plan (Andrews)

AQC reviewed the strategic plan.

16.51 IT Minute (Flowers)

Steve reported that the computer upgrades to Windows 7 is almost complete and has occurred with only minor issues that have been resolved.

Other Matters and Notices:

- Staff Meeting Wednesday
- No AQC next Monday
- Halloween Luncheon on October 31

AQC Meeting Minutes
October 26, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Harmon, Flowers, Andrews, and Coleman

Others: Praylow, Highsmith, Hansford, Johnson, and Hoyle

Recorder: Touchberry

16.52 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of October 3– October 7 and October 10 – October 14.

16.53 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.54 Trigger Report (Harmon)

The Trigger report was reviewed and discussed.

16.55 Team Reports (Spann)

AQC reviewed and discussed the team reports. Carolina's team report will be discussed October 31.

16.56 IT Monthly Report (Flowers)

AQC reviewed the IT Monthly Report.

16.57 IT Minute (Flowers)

Steve reported on the SAF website's traffic.

Other Matters and Notices:

- Supervisor's Meeting Thursday at 9:30
- Halloween Luncheon on October 31
- General Staff Meeting November 9

AQC Meeting Minutes
October 31, 2011

AQC Members present were: Gregory, Lightsey, Spann, Murphy, Flowers, Andrews, and Coleman

Others: Goodwin and Williams

Recorder: Touchberry

16.58 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of October 17 – October 21.

16.59 Follow-up on Policyholder Renewals (Lightsey)

AQC reviewed the status of policyholder account payments.

16.55 Team Reports (Spann)

AQC reviewed and discussed the Carolina's team reports. Informal Conference procedures will be reviewed at the Claims Supervisors' Meeting.

16.60 Strategic Plan (Andrews)

The Strategic Plan was reviewed.

16.61 November Staff Meeting (Gregory)

AQC discussed items to be addressed at November's General Staff Meeting on November 9.

16.62 IT Minute (Flowers)

Steve requested patience with helpdesks as IT is currently shorthanded.

Other Matters and Notices:

- General Staff Meeting November 9

AQC Meeting Minutes
November 7, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Spann, Harmon, Murphy, Flowers, Andrews, Crosby, and Coleman

Recorder: Touchberry

16.63 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of October 24 – October 28.

16.64 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.65 HR Report (Murphy)

AQC reviewed and discussed the HR Report.

16.66 Budget Status Report (Murphy)

The Status of the Budget was reviewed.

16.67 IT Monthly Report (Flowers)

AQC reviewed the monthly IT Report.

16.68 IT Minute (Flowers)

Steve reported on the mailing of January renewals on November 4.

Other Matters and Notices:

- General Staff Meeting November 9
- Supervisor's Meeting Tuesday
- CompEndium Meeting next week
- Contract Attorney Meeting next week

AQC Meeting Minutes
November 14, 2011

AQC Members present were: Gregory, Lightsey, Robertson, Spann, Harmon, Murphy, Flowers, Crosby, and Coleman

Recorder: Touchberry

16.69 Weekly Performance Indicators (Spann)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of October 31 – November 4.

16.70 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

16.71 IT Minute (Flowers)

Steve updated AQC on IT staffing.

Other Matters and Notices:

- Contract Attorney Meeting Tuesday at 10:00
- CompEndium Meeting Thursday at 9:00
- Thanksgiving Luncheon Friday