



SC Department of Archives & History

Electronic Records Transmittal Form

<b>Transmit Records To:</b> 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	<b>Instructions:</b> 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

1. Record Group Number: 228	2. Date of Transfer: 03/23/2022
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

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: 01/05/2004 - 12/20/2004
18. Electronic Media included (Please check all that apply):  <input type="checkbox"/> Tape <input type="checkbox"/> CD/DVD <input type="checkbox"/> Hard drive <input type="checkbox"/> Removable Hard drive <input checked="" type="checkbox"/> Other	19. To the best of your knowledge, do these records contain Personally Identifiable Information (PII): <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO  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 01/05/2004**

**AQC Members present were:** Parker, Gamble, Murphy, McCulloch, Spann, Harmon, Flowers, Hoy, Rush and Coleman.

**Recorder:** Lewter

**Minutes from the 12/22/2003 AQC meetings were approved.**

### **Agenda items carried over or having no report:**

03.65 12A's (Coleman – 10 min)

03.66 Voicemail for Claim Techs (Coleman - 10 min)

03.67 Indexing Problems (Coleman - 10 min)

### **02.51 Policies and Procedures**

Gerald began the discussion by reviewing Policy 62 titled "Coordinating Sick and Annual Leave With Workers' Compensation." He informed the AQC that the policy was not changed. Suggestions were made to update Bullet Two to generally state that an employee's compensation rate may not exceed the *current maximum compensation rate as determined by the SC Workers' Compensation Commission*. This update will eliminate the need to annually update the policy to reflect the maximum compensation rate. The AQC agreed and **Policy 62 was adopted as amended.**

Policy 62 completed the update to the Policy and Procedures Manual. At next week's meeting, the AQC will discuss how to ensure the staff have read and understand the Manual.

### **04.01 Matrix for Administrative Manager Position (Gamble)**

Ross requested volunteers to serve as Matrix Team members for the vacant Administrative Manager position. Mr. Parker, Janice, Bob, and Ross volunteered. Gerald will request additional volunteers from the Business Support Team.

### **04.02 Hostile Work Environment (Parker)**

Mr. Parker began the discussion by stating that due to personal reasons, employees are sometimes out of work for extended periods of time. As presented at a prior General Staff meeting, employees have benefits available through SC Vocational Rehabilitation that arrange for them to receive help when personal problems affect an employee's work. Mr. Parker encouraged managers to be supportive of such employees and their situations and be careful not to make unnecessary comments. He reminded that we have always maintained a friendly work environment.

### **04.03 Team Leader Role (Parker)**

Mr. Parker began the discussion by stating that there continues to be some frustration and confusion with the roles of the team leaders. He believes the agency is now in the "storming" stage and will work to move into the "norming" stage of team growth and development. Mr. Parker has compiled a list of questions and answers from AQC members regarding various work scenarios within the teams. The list reflects where there are weaknesses in a common understanding of responsibility. Mr. Parker will distribute the list to AQC to review and be prepared to discuss what approaches can be taken to obtain a common understanding, and in communicating with the teams what is supposed to be happening and what to expect. The AQC will continue discussion at the next AQC meeting.

### **Staff Staff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 01/12/2004**

**AQC Members present were:** Parker, Gamble, Murphy, McCulloch, Spann, Harmon, Flowers, Hoy, Rush and Coleman. **Guest:** Karan Wooley

**Recorder:** Lewter

**Minutes from the 01/05/2004 AQC meetings were approved.**

**Agenda items carried over or having no report:**  
**04.06 Annual State of the Agency (Parker)**

**Steve requested that agenda items 03.65 and 03.67 be moved to the beginning agenda in order to accommodate Karan Wooley as a guest. The AQC agreed.**

### **03.65 12A's (Coleman)**

Ray reminded the AQC that he brought this item to AQC on behalf of the Nucleus team, to request that the retention schedule for 12A's be extended. The proposal was discussed at each of the Business Teams and the feedback indicated that it was not necessary to extend the current retention schedule of 24 months; therefore, this item has been concluded.

### **03.67 Indexing Problems (Coleman)**

Ray began the discussion by distributing two comments from the Nucleus team regarding indexing problems. Karan Wooley was present at AQC to discuss this subject matter. The problems were that documents are being indexed to the wrong file and that when requesting a document be backfiled, a que is being generated. Karan informed the AQC that adjusters are supposed to send documents that are incorrectly indexed to the Reviewer basket. This basket was created for RMT to keep track of the documents that are being incorrectly indexed. Currently, RMT averages approximately four documents per month in the Reviewer basket. Steve and Karan will meet with each of the Business Teams to discuss this issue, along with the backfile issue, and inform AQC of how they were resolved.

### **02.51 Policies and Procedures (Murphy)**

Gerald distributed a draft copy of a Memorandum regarding the Acknowledgement of the State Accident Fund Employee Manual and Other Written Policies. He informed the AQC that the Memo is for employees to sign stating that they have read the Manual. After reviewing the Memo, the AQC agreed to the following:

- the Manual should be moved to a more conveniently accessible folder on the R drive,
- the Memo will not be distributed until the Children In the Workplace policy is approved,
- the Memo will be updated to state that employees have 45 days from the date of receipt of the Manual to return the signed Memo to Human Resources, and
- Team Leaders are responsible for ensuring that each team member returns a signed Acknowledgement Memo to Human Resources.

### **03.66 Voicemail for Claim Techs (Coleman)**

Ray reminded the AQC that he brought this item to AQC on behalf of the Nucleus team to request that Claim Techs have voicemail. This proposal was discussed at each of the Business Teams and the X and Nucleus teams believe that having voicemail would be beneficial and the Pilot Team members did not feel that it is necessary. Following an in-depth discussion of customer service and consistency among the three teams, the AQC decided that this is a decision that the teams can make. It is a customer service vs cost decision.

**04.03 Children In The Workplace (Murphy)**

Gerald distributed a copy of the Children In the Workplace guidelines approved by AQC on May 6, 1996. The AQC decided that these guidelines should be updated to meet the current needs of a family friendly workplace and made an enforceable policy. Sonji will create a team to research and update the guidelines and return a draft policy to AQC on January 26, 2004 for approval.

**04.04 Budget (Murphy)**

Gerald distributed a copy of the month end budget by team and commented that the percentages of expenditures are in line with this month of the fiscal year. The AQC reviewed the budgets.

**04.05 QSA & Claim Supervisor (Gamble)**

Ross informed the AQC that with the increase in emphasis of the EPMS audit, it is now time for Thad Washington to move into the QSA position that he was hired to do. Ross also proposed that a claim supervisor be hired for the X-team. He stated that with an additional QSA, the audit sample could increase by 50%. **The AQC approved the transition for the QSA position and filling the claim supervisor vacancy.**

**04.07 January General Staff Meeting (AQC)**

The AQC compiled the agenda items for the January 14, 2004 General Staff Meeting. Agenda items include recognitions, safety item, Subrogation Partners Contract, Legislative Update, and Critical Success Measures.

**04.08 Break room Microwave (Lewter)**

Vicki informed the AQC that the microwave and toaster in the break room are no longer working. She asked if the agency could pay for new appliances through the agency budget or will the staff have to contribute toward the purchases. **The AQC approved purchase of the appliances through the agency budget, pending authority for the purchase by the Comptroller General.**

**04.03 Team Leader Role (Parker)**

The AQC began discussing the list of questions and answers regarding team roles and responsibilities. The AQC discussed that employees should be responsible and take ownership of their duties, resulting in the team managing their business. The AQC will continue discussion of the roles and responsibilities at the next AQC meeting.

**Staff Staff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 02/02/2004**

**AQC Members present were:** Parker, Gamble, Murphy, McCulloch, Spann, Harmon, Flowers, Hoy, Rush and Coleman. **Recorder:** Lewter

**Minutes from the 01/12/2004 AQC meetings were approved.**

**Agenda items carried over or having no report:**

### **04.06 Annual State of the Agency (Parker)**

### **04.03 Children In The Workplace (Murphy)**

Sonji reviewed the updates to Policy 63 titled "Children In the Workplace." Additional changes were to replace Executive Committee with Director and Deputy Director. The AQC also determined that the Waiver form that releases SAF liability for the child will be maintained in the personnel folders. Other than minor amendments, the AQC adopted Policy 63.

### **04.09 WC Medical Seminar (Coleman)**

Ray informed the AQC that several team members have received the registration for the 25<sup>th</sup> Annual Workers' Compensation Medical Seminar and have shown an interest in going. Sonji stated she believes that many of the topics on the agenda would be beneficial for employees to attend. The AQC approved up to eight employees to attend the seminar.

### **04.10 Indemnity Payments (Harmon)**

Janice began the discussion by distributing an outline of check dates when temporary total was paid for days past the date of the check, along with her objective of bringing this item to AQC. She explained that it is actually to the injured workers' disadvantage to pay in advance with one reason being that when temporary total is cut off, it could be another month before the injured workers receives a regular paycheck, if a State employee. Janice proposes that a rule be created to issue temporary total for the previous week of missed work. The AQC discussed many issues involving generating a check to include, the design of CMS, Regulations regarding making payment, and situations when handling files. The AQC suggested and Sonji agreed that she and Norma work together to review this issue.

### **04.11 Accountability Report input (Murphy)**

Gerald informed the AQC that he was invited to participate in a review of updates and changes to the Accountability Report requirements. He asked if anyone has any suggestions or comments to take to the meeting, please let him know. Mr. Parker commented that he believes the Accountability Report is very good and informative report and that the requirement of the report is a benefit to the agency.

### **04.03 Team Leader Role (Parker)**

The AQC continued discussion of the list of questions and answers regarding team roles and responsibilities and will continue at the next AQC meeting.

### **Staff Staff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 02/09/2004**

**AQC Members present were:** Parker, Gamble, Murphy, McCulloch, Spann, Harmon, Flowers, Hoy, Rush and Coleman. **Recorder:** Lewter

**Minutes from the 02/02/2004 AQC meetings were approved.**

**Agenda items carried over or having no report:**

### **04.12 Training Position (Murphy)**

### **04.06 Annual State of the Agency (Parker)**

Mr. Parker will review the management philosophy at the February General Staff Meeting. He will also incorporate the six principles discussed in the Team Leader Role of the AQC agenda topic.

### **04.13 External Customer Survey and Employee Satisfaction Survey (Murphy)**

Gerald informed the AQC that there have been no changes to the Employee Satisfaction Survey and it is ready for distribution. He also informed the AQC that the External Customer Survey will be distributed in two weeks and asked if it should also include the Managed Comp Surveys as they did last year. The AQC agreed that the Managed Comp surveys would be included with the External Customer Surveys.

### **04.14 February General Staff Meeting (AQC)**

The AQC compiled the agenda items for the February General Staff Meeting. Items include a legislative update and the annual State of the Agency.

### **04.15 Matrix Amendment (Parker)**

Mr. Parker proposed that the Matrix be updated to try to make interview panels visually diverse. The AQC discussed that the update will focus on enabling applicants to see that SAF practices diversity in its work force and to increase the likelihood that cultural differences are appropriately considered in decisions. The AQC approved the update in concept and Gerald will propose a specific policy inclusion for AQC approval.

### **04.03 Team Leader Role (Parker)**

The AQC finalized the discussion of the list of questions and answers regarding team roles and responsibilities. Mr. Parker will draft the principles that summarize the team roles. He and Gerald will discuss the best approach to take the information to the staff.

### **Staff Staff Suggestions**

There was one suggestion submitted this week regarding an agency phone that is shared by many employees. The suggestion was referred to the appropriate manager.

## **AQC Meeting 02/23/2004**

**AQC Members present were:** Parker, Gamble, Murphy, McCulloch, Spann, Harmon, Flowers, Rush and Coleman. Linda Glass attended for Shera Hoy. **Recorder:** Lewter

**Minutes from the 02/09/2004 AQC meetings were approved.**

Gerald began by requesting that agenda item 04.16-Trust Fund Balance move to the top of the agenda. AQC agreed.

### **04.16 Trust Fund Balance (Murphy/Harmon)**

Gerald distributed a discussion paper titled Trust Fund Balance and Janice distributed a statement of estimated cash flow that reflects that the Trust Fund will be depleted by May if not replenished by the State Treasurer. Gerald began the discussion by asking what is the agency going to do about this. The AQC discussed that although the agency has made extensive effort to inform legislators of the impact of their action that depletes the trust fund, the agency will be a target for scrutiny. The **AQC agreed** that although nothing SAF could do would avoid a cash flow deficiency at some point we should make every effort to defer it as far as possible. Accordingly, *all expenditures not directly related to ensuring timely medical care or replacement of lost earnings* should be reviewed and cut or deferred. The meeting was adjourned until 2:30 pm to list the cuts or deferments that appear feasible. A list of items to be developed at the afternoon session, and published to the Staff. The **AQC agreed** to revisit the Trust Fund balance at the March 15, 2004 AQC meeting.

### **04.12 Training Position (Murphy)**

Due to the current Trust Fund balance crisis, Gerald will not be requesting that the vacant Director of Training position be filled at this time.

### **04.17 Other Vacant Positions (Murphy)**

Due to the current Trust Fund balance crisis, the vacant Claims Supervisor position will not be filled at this time. The AQC determined that only positions involving managing claims for injured workers would be filled with prior approval of the AQC.

### **04.03 Team Leader Role (Parker)**

Mr. Parker informed the AQC that he and Gerald have not met since discussing the principles that govern the questions regarding the team leader role at the February General Staff meeting. He will keep us informed of any plans to further discuss the principles.

### **Staff Staff Suggestions**

There were no suggestions submitted this week.

**AQC Meeting 02/23/2004-Special Meeting at 2:30 p.m.**

**AQC Members present were:** Parker, Gamble, Murphy, McCulloch, Spann, Harmon, Flowers, Rush and Coleman. Linda Glass attended for Shera Hoy. **Recorder:** Lewter

**04.16 Trust Fund Balance**

Mr. Parker drafted the below memorandum to summarize the discussion. The AQC will further discuss the topic at the next AQC meeting.

**MEMORANDUM**

The Budget Director has made the first of five equal draws to remove \$11.5 million from the trust fund, as required by the current Budget Act. We project this will leave insufficient funds for normal operations by May. We have asked the Director and the Treasurer to set up the mechanics to implement funding of claims by the Treasurer by April, as provided in Section 42-7-75 of the SC Code. Although I see no probability that SAF can take any action that will avoid that result, we must do all we can to defer it.

Your management team is immediately curtailing and deferring all expenditures of any kind not essential to providing *proper medical care and temporary income replacement* for injured workers, until further notice. Among expenditures curtailed or deferred are:

- All training and associated travel expenditures are cancelled.
- All other travel expenditures not directly related to essential case management, is curtailed until further notice.
- Customer service surveys will not be conducted this year.
- The newsletter is suspended after an abbreviated version informing our customers of these events.
- No vacancy will be filled unless essential to ensure proper medical care and income replacement for injured workers, and then only on a case-by-case approval of the AQC.
- Lump-sum claim settlements will be more vigorously resisted except where clearly required to avoid hardship for injured workers.
- Informal conferences and clincher conferences not involving temporary compensation payments will not be initiated by SAF until further notice.
- Medical bills payment schedules are lengthened from two weeks to three weeks.
- Large hospital bills will be more closely reviewed to reduce incidences of improper bill payment and attendant recovery re-work.
- Claim supervisors will meet and explore all other ways to defer claim expense payments that *do not impede prompt medical care or replacement of temporary income* to injured worker families.



## **AQC Meeting 03/01/2004**

**AQC Members present were:** Gamble, Murphy, McCulloch, Spann, Flowers, Rush and Coleman. Linda Glass attended for Shera Hoy. **Guest:** Willie Highsmith **Recorder:** Lewter

**Minutes from the 02/23/2004 and 02/23/04 Special AQC meetings were approved.**

Ross began by requesting that agenda item 04.19-Vacant Adjuster Position move to the top of the agenda. AQC agreed.

### **04.19 Vacant Adjuster Position (Spann)**

Sonji distributed the mission and position description for the adjuster position vacated by Sharon Mack on the Pilot team. Sonji informed the AQC that 80% of the caseload is Department of Public Safety and is a coverage not utilizing a managed care company. The AQC approved the position be filled.

Willie asked about the possibility of hiring a temporary adjuster while an employee is out on extended leave. The AQC discussed that once it is determined that an adjuster will be out on extended leave, the team budget and necessity of a temporary adjuster will be reviewed.

### **04.16 Trust Fund Balance (Murphy)**

Gerald informed the AQC that following the Special General Staff Meeting on February 25, 2004, he was asked if the Insurance Incentive Program would continue due to the current Trust Fund crisis. This program is currently the only opportunity for employees to receive a salary increase; therefore, the AQC decided to continue with the Insurance Incentive Program.

Ross reminded the AQC that Mr. Parker's Memo regarding the Trust Fund is to be reviewed for approval. The AQC discussed that travel by Premium Auditors is usually to bring in additional revenue. Also, other than the fee for the state vehicles; there is minimal expense for Safety and Loss Control travel. Therefore, the AQC agreed that the Memo will be updated to state "all other travel expenditures not directly related to essential case management *and policy management*, is curtailed until further notice". The AQC approved the Memo as amended.

### **04.18 Locator (Gamble)**

Ross suggested that the Locator program be updated to reflect the team structures. The AQC agreed.

### **04.10 Indemnity Payments (Spann)**

Sonji informed the AQC that this item is a follow up to the agenda item brought to AQC by Janice Harmon on February 2, 2004; therefore, the agenda item number should be 04.10, not 04.20. Sonji informed the AQC that Robert Peppers was a key player in determining how the schedules should be set. Sonji and Norma are currently testing some claims to see how to set up claims that are already on a schedule without terminating the schedule. Sonji will ask Robert to assist me in training the other adjusters.

### **Staff Stuff Suggestions**

There was one suggestion submitted this week of a personal nature and will be addressed by the appropriate supervisor.

#### **AQC Meeting 03/08/2004**

**AQC Members present were:** Parker, Gamble, Murphy, McCulloch, Harmon, Spann, Rush and Coleman. Linda Glass attended for Shera Hoy. **Recorder:** Lewter

**Minutes from the 03/01/2004 AQC meeting were approved.**

#### **04.20 Temporary Claims Adjuster (Gamble)**

Ross began the discussion by suggesting that a temporary adjuster be hired for the Pilot team. He stated that Sharon Mack's position will be vacant until a new adjuster is hired and there is a possibility there will be another adjuster out on extended medical leave, resulting in the Pilot team only having four adjusters.

Gerald distributed the Team budgets. The AQC reviewed the Pilot team budget noting that there is funding available in its contractual services budget. The **AQC approved** hiring a temporary adjuster for the Pilot team, pending notice of extended medical leave for a Pilot team member.

#### **04.21 March General Staff Meeting (AQC)**

The AQC compiled the agenda items for the March General Staff meeting. Items include Temporary Adjuster, Recognitions, Community Health Charities, Safety Item, and Proviso 47.4.

#### **Staff Stuff Suggestions**

There were no suggestions submitted this week.

#### **AQC Meeting 03/15/2004**

**AQC Members present were:** Parker, Gamble, Murphy, McCulloch, Harmon, Spann, Flowers, Rush and Coleman. Linda Glass attended for Shera Hoy. **Recorder:** Lewter

**Minutes from the 03/08/2004 AQC meeting were approved.**

#### **04.22 Employee Satisfaction Survey (Murphy)**

Prior to the meeting, Gerald distributed the 2004 Employee Satisfaction Survey. The AQC will review the results and be prepared to discuss and determine which comments or suggestions require action or a response. Ross commented that participation was low with only 37 responses.

#### **04.23 Trust Fund Balance Update (Harmon)**

Janice distributed an updated report of the Trust Fund cash flow, reflecting an estimate time of when funds will be needed from the State Treasurer. She also distributed a chart reflecting the indemnity payout for the first two weeks of each month. The AQC discussed the reports. Janice is going to follow up on the letter to Paul Jarvis, Assistant State Treasurer, regarding the method of transferring funds from the General Fund to the Trust Fund.

#### **Staff Staff Suggestions**

There were no suggestions submitted this week.

#### **AQC Meeting 03/22/2004**

**AQC Members present were:** Parker, Gamble, Murphy, McCulloch, Harmon, Spann, Flowers, Rush and Coleman. Linda Glass attended for Shera Hoy. **Recorder:** Lewter

**Minutes from the 03/15/2004 AQC meeting were approved as amended.**

**Items carried over or having no report:**

**04.24 Loss Discrepancy**

#### **04.22 Employee Satisfaction Survey (Murphy)**

Prior to the meeting, AQC members reviewed the comments submitted on the Employee Satisfaction Survey. In follow up to one comment, the AQC will review the Dress Code Policy at the next meeting and will review the policy at the April General Staff Meeting. The AQC did not find any other comments that required any action or follow up.

#### **Staff Staff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 03/29/2004**

**AQC Members present were:** Parker, Gamble, Murphy, McCulloch, Harmon, Spann, Flowers, Rush and Coleman. Linda Glass attended for Shera Hoy. **Recorder:** Lewter

**Minutes from the 03/22/2004 AQC meeting were approved.**

**Items carried over or having no report:**

### **04.24 Loss Discrepancy**

#### **04.22 Policy 31.00 Dress Code (AQC)**

In response to a comment on the Employee Satisfaction Survey, the AQC reviewed Policy 31. Following a discussion of various types of clothing and the definitions stated in the policy, the AQC concluded that there is possibly a lack of enforcement issue due to not having a system to report non-compliant clothing.

The AQC emphasizes that this is a business environment and stated that a good rule to follow is that "if you have to wonder if your clothing is appropriate, it's probably not". The AQC decided that the policy will not be changed unless feedback triggers further review following the April General Staff meeting.

#### **04.26 State Vehicles (Coleman)**

Ray Coleman stated that due to the increase costs of gasoline, a Nucleus team member has requested that an additional state vehicle be rented for investigators, auditors, and legal staff to share. The AQC discussed the possibility and determined that we could not meet the State Fleet requirement of 1400 miles per month. The AQC encourages the investigators, auditors, and legal staff to request in advance the use of a state vehicle, either from a Safety and Loss Control employee, or State Fleet when needed for travel.

#### **04.27 Recorded Claims (Murphy)**

Prior to AQC Gerald distributed a discussion sheet for Recorded Claims. Gerald stated that at the Update Seminar an employer asked about holding claims and not submitting them when the employee does not wish to seek medical treatment. He was then asked if Recorded Only Claims with a charge by a CompMed company affects the policyholder's e-mod. The AQC discussed the Workers' Compensation Law as it applies to the policyholders holding claims and agreed that policyholders do have the option to hold those claims with out any days missed from work, medical expenses \$499.99 and below, and no permanency. The AQC decided to have Billy run some reports that will show if the Recorded Only claims with only a CompMed payment affect the E-mods.

#### **Staff Stuff Suggestions**

There was one suggestion submitted this week requesting that the carpets be shampooed. Gerald will forward the request to Dick.

## **AQC Meeting 04/05/2004**

**AQC Members present were:** Gamble, Murphy, McCulloch, Harmon, Spann, and Flowers. Linda Glass attended for Shera Hoy. **Recorder:** Lewter

**Minutes from the 03/29/2004 AQC meeting were approved as amended.**

### **04.24 Loss Discrepancy**

Ross reported that this issue has been resolved within the teams and does not need to be discussed at AQC, therefore, it will be taken off the agenda.

### **04.27 Recorded Claims-follow up (Murphy)**

Steve began the discussion by informing AQC that Billy reviewed the E-mod formula and determined that those claims that are closed in the Recorded Only status do not affect the E-mod calculations. Gerald distributed a report that reflects the number of Recorded Only claims for 2000, 2001, 2002, and 2003 along with the total yearly amount paid on those claims. The AQC discussed that we should encourage policyholders to hold claims that do not require medical treatment and/or "band-aid" treatment and encourage policyholders to send all claims that require medical treatment by a physician or provider.

### **04.28 Operating Budget (Murphy)**

Prior to AQC Gerald distributed the BARS account summary by Department, a report of 4th quarter payroll budget estimate by team, and a request for each team to report how much additional funding they will require for the remainder of this fiscal year. Gerald reported that we usually make quarterly transfers and it is now time to transfer any needed funds from the trust fund to the operating budget. Due to the absence of some of the team leaders, Gerald requested that all team leaders be prepared to report at next Monday's AQC meeting the amount of operating funds needed for the remainder of this fiscal year.

### **04.29 Employee Recognition Day (Murphy)**

Prior to the AQC Gerald distributed a Memorandum from the Office of Human Resources declaring May 5, 2004 Employee Recognition Day. Gerald asked that AQC members think about how we can celebrate Employee Recognition Day and be prepared to discuss at next Monday's AQC meeting.

### **Staff Staff Suggestions**

There were two suggestions submitted this week. The first suggestion is in regards to utilization of the State vehicles. Gerald will review the policy on use of state vehicles.

The second suggestion is that Donna McCraw fill-in for the adjuster responsibilities for Shera. The AQC concluded that Donna has full-time responsibilities and is unable to assist in Shera's absence.

#### **AQC Meeting 04/19/2004**

**AQC Members present were:** Parker, Gamble, McCulloch, Murphy, Flowers, Spann and Coleman.  
**Recorder:** Lewter

**Minutes from the 04/12/2004 meeting were approved.**

#### **04.31 Team Reports (Team Leaders)**

As previously decided by AQC, the Team Leaders will be reporting the 3<sup>rd</sup> Monday of each month the team reports and progress. Ray began the discussion by distributing the reports for the Nucleus team. The AQC discussed the reports and Mr. Parker recommended that members review the reports and identify any variances that create a need to research.

Steve distributed the ITT reports that include MIS Help Desk statistics and the number of documents indexed by Records Management for February and March 2004. On next month's report, Steve will begin reporting last year's numbers as a comparison.

Gerald reminded the AQC that he distributed the BARS Budget Reports a few weeks ago to finalize the Operating Budget; however, beginning in May he will be distributing the BARS Budget Report along with the Team Reports on the 3<sup>rd</sup> Monday.

Bob reviewed statistics for the Legal Team.

Mr. Parker created a new report titled Average Lost Work Days Per Claim. He will review the report at this week's team meetings.

#### **04.32 Position Reclassification (Gamble)**

Ross informed the AQC that Shera Hoy has given her resignation and he is waiting on a letter from her. He also informed the AQC that there were no vacant adjuster FTE's; therefore, Gerald has submitted a position reclassification for an adjuster position. Ross asked if the position should be posted upon approval of the reclassification and **the AQC agreed the position be filled as soon as possible.**

#### **Staff Stuff Suggestions**

There were no suggestions submitted this week.

#### **AQC Meeting 05/24/2004**

**AQC Members present were:** Parker, Gamble, Murphy, Spann, Rush, Harmon, Glass and Coleman.  
**Recorder:** Lewter

**Minutes from the 05/17/2004 meeting were approved.**

#### **04.38 X-Team Adjuster Shortage (Rush)**

Russell began the discussion by informing the AQC that there are concerns on the X-team of having two vacancies with Sherman Benjamin's resignation effective June 1, 2004 and Shirley Vogel approaching retirement on June 30, 2004; however, a request was made for Sonji to review the claim load distribution and work units to determine if it would be feasible not to fill one or both of the positions. Sonji distributed claim load and work unit reports for individual adjusters on the X-team and Nucleus team and a proposal reflecting redistribution of Sherman and Shirley's coverages.

In order to have a more precise look at the workload with the re-distribution, Steve will run a test program. The AQC will further review the proposal and reports. The AQC decided to meet on Thursday, May 27, 2004 at 9:00 to further discuss.

#### **Staff Stuff Suggestions**

There were two suggestions submitted this week regarding use of perfumes. Gerald will be researching related policies at the Office of Human Resources and the AQC will further discuss this issue.

#### **AQC Meeting 05/27/2004**

**AQC Members present were:** Parker, Gamble, Murphy, McCulloch, Coleman, Rush, Spann, Flowers and Glass.

#### **04.38 X-Team Adjuster Shortage (AQC)**

Mr. Parker began the discussion by summarizing where the AQC ended the discussion on May 24, 2004 in regards to filling the vacancies on the X-team along with exploring the possibility of redistributing the coverages. Sonji distributed a report consisting of the claim load distribution with the proposed changes to the caseloads. Following a discussion of many suggestions by AQC and team members, the AQC determined that the critical issue at this point is to determine if Sherman's position should be filled. The AQC decided that the adjuster position vacated by Sherman Benjamin will not be filled and his coverages will be redistributed. The AQC will discuss the adjuster position to be vacated by Shirley Vogel at a later date.

#### **Staff Stuff Suggestions**

The AQC further discussed the issue of the use of perfume in the workplace. Mr. Parker emphasized that the use of perfume could be a health hazard for employees that are highly sensitive. The AQC decided that the teams should further discuss this item.



## **AQC Meeting 06/07/2004**

**AQC Members present were:** Parker, Gamble, Murphy, Rush, Harmon, Flowers, Glass and Coleman.  
**Recorder:** Lewter

**Agenda items carried over or having no report:**

### **04.40 Perfume (AQC)**

**Minutes from the 05/24/2004 and 05/27/04 meetings were approved.**

### **04.39 Policy 18 (Gamble)**

In response to a Staff Staff suggestion submitted on May 17, 2004 regarding prayer requests through e-mail, Ross asked that Policy 18 titled "Computer Systems and Information Technology" be reviewed. Following a brief discussion the AQC determined that prayer requests are not offensive unless graphic detailed information is included. The AQC decided that there is no need to update Policy 18 and anyone sending e-mails with graphic information will be asked not to do so.

### **04.41 Medical Bills (Murphy)**

Prior to the meeting Gerald distributed a copy of Policy 10 titled "Medical Expenses" and a draft copy of a proposed Policy 64 titled "Processing Claim Payments for Goods and Services". He began the discussion by informing the AQC that the bill payment process involves members of every team, but there is no written documentation explaining individual or group responsibilities. The AQC decided written documentation would be beneficial. The AQC agreed that a general policy should be drafted and the specific instructions will be included in an appendix to the policy. The AQC agreed that a team would be chartered to document the entire payment process and develop a draft policy and appendix for AQC approval. The team will consist of a claim representative from each business team, Karan Wooley of Records Management, Donna Spires of Legal, Kathy Martin for Voucher Auditing, Jim Matthews of MIS, Dot Johnson from Bill Entry, and one Quality Service Advisor (Norma or Wayne) to serve as the team leader. Gerald will develop a charter and bring it to next week's AQC meeting for approval.

### **04.42 June General Staff Meeting (AQC)**

The AQC compiled the June General Staff Meeting agenda. Agenda items include a legislative update including legislative expectations for next year and a safety item.

### **04.43 Employer Reports (Flowers)**

Steve began the discussion by informing the AQC that MIS currently mails out five monthly reports and one quarterly report to policyholders and he is currently working on making these reports accessible through the agency website. However, we now have the capability to e-mail the reports to policyholders. Steve added that by not printing and mailing the reports, it would save the agency approximately \$400.00 a month in postage, paper, and envelope expenses. Steve opened up for discussion the security issues of e-mailing information contained in the reports and the AQC discussed many options such as a signed agreement by the policyholder, removing the social security numbers from the reports and the possibility of a password protected e-mail. Steve will further review the security capabilities and bring the agenda item back to next week's AQC meeting for further discussion.

### **Staff Staff Suggestions**

There were many suggestions submitted this week regarding perfumes and Mr. Parker will review them in preparation for next week's AQC meeting.

A suggestion was submitted of a personal nature and will be forwarded to the appropriate manager.

## **AQC Meeting 06/14/2004**

**AQC Members present were:** Parker, Gamble, Murphy, Rush, Harmon, Flowers, Glass, Spann and Coleman. **Recorder:** Lewter

**Minutes from the 06/07/2004 meeting were approved.**

### **04.40 Perfume (AQC)**

Mr. Parker began the discussion by informing the AQC that he has read the staff staff suggestions regarding the use of perfume and gave an overview to the staff at the June General Staff Meeting. The AQC determined that without knowing which employees suffer chemical sensitivity to fragrance; there cannot be a possible resolution to the complaints. Therefore, the **AQC decided** to ask those employees with chemical sensitivity to confidentially advise Gerald Murphy.

### **04.41 Medical Bills (Murphy)**

Prior to the meeting Gerald distributed a draft charter of the Claim Payments for Goods and Services team.

The AQC reviewed the charter and Gerald informed the AQC that both Norma and Wayne volunteered to be on the team. The AQC discussed that Julie Whittington will be the facilitator. The **AQC approved** the charter with minor amendments.

### **04.43 Employer Reports (Flowers)**

Steve began the discussion by distributing examples of reports that are mailed to policyholders. He informed the AQC that the reports could not be password protected through e-mail and asked that the AQC review the reports as written for possible revisions. Mr. Parker emphasized that the information contained in the reports is very personal and we should be very careful. The **AQC decided** that we will proceed with a plan to give policyholders the option to receive the reports through e-mail.

### **04.44 Accountability Report (Murphy)**

Prior to the meeting Gerald distributed the Accountability Report guidelines as required by the Office of State Budget. He informed the AQC that most employees have been trained on the Malcolm Baldrige Criteria and guidelines, therefore, he proposed that training not be conducted this year, that each AQC member select a category to gather the data for, and recruit volunteers to assist them in the assignment. The **AQC agreed** and proceeded in selecting the category for the Accountability Report. The assignments are as follows: Category 1-Leadership-Sonji, Category 2-Strategic Planning-Bob, Category 3-Customer Focus-Ray, Category 4-Measurement Analysis, and Knowledge Management-Steve, Category 5-Human Resources-Gerald, Category 6-Process Management-Russell, and Category 7-Results-Ross.

### **04.45 Policies (Murphy)**

Gerald informed the AQC that effective July 1, 2004 all policies must include a disclaimer in bold and in all caps stating that the policy is not a contractual agreement and may be revised. Also, Policy 13 titled "Overtime," Policy 55 titled "Employee Grievance Procedure," Policy 56 titled "Reduction in Force," Policy 58 titled "Employee Performance Management System," and Policy 59 titled "Progressive Disciplinary Procedures" must all be approved by Office of Human Resources. In addition to adding the disclaimer statement to each policy, Gerald reviewed minor changes to the policies. The **AQC approved** Policies 55, 56, 58 and 59. Policy 13 was tentatively approved, pending new information on the Fair Labor Standards Act.

### **04.46 X-team Adjuster Vacancy (Rush)**

Russell reminded the AQC that Shirley Vogel's last day is June 30, 2004. Sonji distributed a proposed redistribution of Shirley's coverages and coverages of Nucleus team adjusters. The **AQC approved the proposal to move an adjuster from the Nucleus team and not hire an adjuster.**

### **04.47 Claim Supervisor (Rush)**

Russell requested that Thad Washington begin the Quality Service Advisor responsibilities for which he was hired in 2001. The **AQC approved** the transition, pending hiring of a supervisor. Russell will bring to the next AQC meeting the position description and statement of the mission, goals, and success measures and request to fill the supervisor position.

### **04.48 Pilot Team Leader Position (Gamble)**

Ross began the discussion of the Team Leader responsibilities on the Pilot Team, formerly exercised by Shera Hoy, recently terminated. Following a discussion of the needs and requirements and the fact that this is the first replacement of a Business Team Leader, further analysis of how best to proceed with this is in order. Gerald will further review our initial process and requirements in context of Human Resources policy and this item will carry over to next week's agenda for further discussion.

### **Staff Stuff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 06/14/2004**

**AQC Members present were:** Parker, Gamble, Murphy, Rush, McCulloch, Flowers, Glass, Spann and Coleman.

**Recorder:** Lewter **Guest:** Willie Highsmith

**Minutes from the 06/14/2004 meeting were approved.**

**Russell suggested and the AQC agreed to move agenda item 04.49 to the beginning of the agenda to accommodate Willie Highsmith.**

### **04.49 Pilot Team Adjuster Vacancy (Highsmith)**

Willie distributed the position description, mission enhancement, vision enhancement and justification for the adjuster position vacated by Sheila McNair and requested that the position be filled. The AQC reviewed the information and concluded that the caseload could not be redistributed. **The AQC approved** filling the adjuster position. Willie informed the AQC that he has discussed with Ross hiring a temporary adjuster until a permanent adjuster has been hired and that Kathy Green will be on maternity leave beginning July 9<sup>th</sup> and he would like to hire a temporary adjuster to fill in during her leave also. Gerald reminded Willie to review the budget for the Pilot team.

### **04.47 X-team Claim Supervisor Vacancy (Rush)**

Russell distributed the position description for the vacant supervisor position on the X-team and requested the position be filled. The AQC reviewed the position description and changed the supervisor of this position from Director of Claims to Program Coordinator II. **The AQC approved** filling the position, pending OHR's approval of the updates.

### **04.48 Pilot Team Leader (Gamble)**

Ross began by reminding the AQC that this agenda item is in follow up to last week's discussion on how to proceed with the responsibilities of the Pilot Team Leader. Prior to the meeting Gerald distributed the state classification, business team leader position description, professional development, and information discussed at the December 10, 2001 General Staff Meeting regarding the team leader positions. The AQC decided that they will proceed in the same manner as the current team leader responsibilities were filled. **The AQC decided** that the team leader position description will be posted for internal applicants, the team leader responsibilities will be in addition to the new hire's current responsibilities, the new team leader will have one year probationary period to complete the professional development requirements and if completed, the team leader's position description will be updated to Program Coordinator II. **This is not a vacancy.** The AQC will compile the matrix panel once all applications have been received.

### **04.50 Policy 13 (Murphy)**

As follow up to last week's AQC meeting, Gerald informed the AQC that he attended a meeting on the Fair Labor Standards Act and there have been some changes. The Act was updated to state that positions in the exempt status must have a minimum annual salary of \$23,660. Gerald will review our positions to ensure all exempt employees meet the minimum salary. Gerald will also update Policy 13 titled "Overtime," to reflect the changes to the Fair Labor Standards Act.

### **04.51 Training Position Vacancy (Murphy)**

Gerald distributed the position description, mission, goals, and success measures for the vacant Director of Training and Development position and requested it be filled. He informed the AQC that the position has been changed from Director of Training and Development II to Director of Training and Development I and the supervisor changed from the Deputy Director to the Administrative Manager. After reviewing the information, **the AQC approved** the position be filled.

### **04.52 Team Reports (AQC)**

Ray distributed the Business Team Reports and stated that the Nucleus Team Premium Process Management Measures report continues to improve now that Carla is back to work full time. Ray asked about the capability to run individual locator reports and was informed that Human Resources will be given the program to run them.

Gerald informed the AQC that for the first time the statistics on compensability decisions have shown no improvements over the past two weeks and is above the control limits. The team leaders stated possible reasons why this could be and Mr. Parker reminded the AQC that we need to research what is causing the numbers to deviate and not depend on guesses.

Steve reviewed the IT report and Gerald reviewed the budget. Bob will e-mail the Legal report.

### **Staff Staff Suggestions**

There was one suggestion submitted this week suggesting that instead of hiring a claim supervisor or a team leader, look into a two-team structure. The AQC discussed the possibility and previous reasons for not moving to a two-team structure. Ross will respond to the suggestion.

## **AQC Meeting 07/06/2004**

**AQC Members present were:** Gamble, Harmon, Rush, McCulloch, Flowers, Murphy, Spann, Glass and Coleman.  
**Recorder:** Lewter

**Minutes from the 06/28/2004 meeting were approved.**

### **04.53 Agency Budget FY 04-05 (Murphy)**

Gerald distributed the Agency Budget for fiscal year 2004-2005. Appropriations have remained the same as last years. Team Leaders are to submit any requested changes to the budget to Gerald by Friday.

### **04.54 Attorney II Vacancy (Gamble)**

Ross distributed the position description, mission enhancement, vision enhancement, and justification for the Chief Counsel position to be vacated by Bob McCulloch on July 16<sup>th</sup>. Ross requested and the **AQC approved** that the position be filled. Ross reminded the AQC that this position must be approved by the Attorney General's office.

### **04.55 Office space for Ray Ambrose (McCulloch)**

Bob began the discussion by informing the AQC that Ray Ambrose is attending most all of the clincher conferences, handles the third party cases and is representing the SAF in the capacity of an attorney, therefore, requests that he be moved into an office. The AQC will review the criteria to have an office and return to next week's AQC for further discussion.

### **Staff Stuff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 07/19/2004**

**AQC Members present were:** Gamble, Murphy, Harmon, Rush, Flowers, Spann, and Coleman.  
**Recorder:** Lewter

**Minutes from the 07/12/2004 meeting were approved.**

### **04.54 Performance Results for FY 03-04 (Murphy)**

Gerald distributed and reviewed the fiscal year performance results. The reports included the number of days to make a compensability decision, percentage of decisions in 14 days, the percentage of medical bills paid in 30 days, the number of fines and the amount paid in fines. Gerald noted that the number of days to make a compensability decision is the highest it has been in three years. He also noted that there is one adjuster that did not receive any fines this past fiscal year.

### **04.55 Office space for Ray Ambrose follow-up (McCulloch)**

Ross began the discussion by informing the AQC that the criteria to occupy an office includes that your work require a high level of concentration that could easily be disrupted, along with EPMS responsibility and confidentiality of information. The AQC discussed the criteria and the responsibilities of Ray Ambrose (who although is an attorney, is in a non-attorney position). It was decided to **disapprove** the move at this time. The AQC determined that when a new Legal Team Leader is hired he or she may further pursue the move if desired.

### **04.58 Help for Premium Auditors (Rush)**

Russell began the discussion by requesting assistance with the premium auditing responsibilities when there is an extended absence. Ross reminded the AQC that we currently have a vacant FTE for Premium Auditor III that was approved last year. Ross requested and the AQC **approved** the vacant FTE for Premium Auditor III be filled.

### **04.59 Claim Payment for Goods and Service Team (Spann)**

On behalf of the Claim Payment for Goods and Service Team, Sonji requested that the team receive an additional six weeks to work on their project and report to AQC. **The AQC approved the team's request to report on August 30, 2004.**

### **04.60 Team Reports (AQC)**

Russell distributed the Business Team Reports and informed the AQC that there is an additional Scheduled Informal Conference Disposition Report this month. He stated that the Pilot Team did not reflect any scheduled informal conferences for June, therefore, he ran a quarterly report for further research. Ray informed the AQC that Karen Davis-Greene is attending IC's for Paul and wasn't sure if this would make a difference on the report. Steve will look at the report to determine if the IC's are reflected on the report by claim owner or by which investigator attends the IC. (Steve subsequently determined that IC's are always assigned to the claim owner regardless of who is the investigator.)

Furthermore, Ray noted that because Karen Davis-Greene is attending informal conferences for Paul the Nucleus team travel expense has drastically increased. Ray was advised to request that Karen to fill out separate travel expense reports for IC's attended for Pilot and Nucleus team and submit them to the appropriate team leader for approval.

Steve distributed and reviewed the IT report. Gerald distributed the BARS report. Ross distributed and reviewed the Trigger report for June and the Medical Costs Saving report.

### **Staff Stuff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 07/12/2004**

**AQC Members present were:** Gamble, Rush, McCulloch, Flowers, Spann, and Coleman.  
**Recorder:** Lewter

**Minutes from the 07/06/2004 meeting were approved.**

**Items carried over or having no report:**

### **04.54 Performance Results for FY 03-04 (Murphy)**

#### **04.55 Office space for Ray Ambrose follow-up (McCulloch)**

Bob began the discussion by informing the AQC that he has researched the policy and procedure manual and cannot find anything that includes the criteria for having an office. Bob also distributed a statement of justification for Ray Ambrose to be moved into an office. The AQC reviewed the justification and **tentatively approved** the move, pending further research of the criteria to have an office.

#### **04.56 Legal Vacancy (McCulloch)**

Bob distributed the mission enhancement, vision enhancement, and justification and position description of the position currently filled by Brenda Bullard. Bob informed the AQC that there is a high possibility that this position will soon be vacant due to personal reasons and requested that the AQC approve filling the position upon it's vacancy. The **AQC tentatively approved**.

#### **04.57 July General Staff Meeting (AQC)**

The AQC compiled agenda items for the July General Staff Meeting. Agenda items include staff stuff suggestions and a safety item.

#### **Staff Stuff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 07/26/2004**

**AQC Members present were:** Gamble, Murphy, Rush, Flowers, Coleman, Glass and Polk.

**Recorder:** Lewter

**Minutes from the 07/19/2004 meeting were approved.**

### **04.61 Safety Item (Hinson)**

Prior to the meeting, the AQC members received an information packet regarding Automated External Defibrillators (AED). Tim reviewed the information in detail and requested that the agency purchase an AED. The AQC approved the purchase.

### **04.62 Request for Temp (Polk)**

Cyndy distributed the mission enhancement, vision enhancement, justification and position description for the part time position on the Legal Team. She informed the AQC that the Legal Team is currently short staffed and unable to cover all responsibilities, therefore, requests that a temporary employee be hired to assume the responsibilities of the part time position. The AQC approved. Gerald reminded the AQC that an Internal Requisition needs to be filled out and approved when hiring a temporary employee.

### **04.63 WC Conference (Gamble)**

Ross informed the AQC that the registration for the 28<sup>th</sup> Annual Educational Conference on Workers' Compensation has been received. He reviewed the expenses for the conference and asked that team leaders review their budgets for available funds. The AQC discussed the number of employees attending the conference in previous years, along with the cost of the rooms and decided that our agency would follow the Governor's precedent and require that employees double up in a room. Also, Gerald will ask Susan Tart to look into establishing an account with the hotel. Team Leaders will return to next week's agenda to further discuss attendance.

### **Staff Stuff Suggestions**

There were no suggestions submitted this week.

**AQC Meeting 08/02/2004**

**AQC Members present were:** Murphy, Rush, Flowers, Coleman, Spann and Polk.  
**Recorder:** Lewter

**Minutes from the 07/26/2004 meeting were approved with amendments.**

**Agenda items carried over or having no report:**

**04.64 Pilot Team Vacancy (Highsmith)**

**04.63 WC Conference (Team Leaders)**

The AQC reviewed the number of employees that have attended the WC Educational Conference in the past and decided that the agency will allow for eight employees to attend this year. Included in the eight are one adjuster from each team, three attorneys, one Quality Service Advisor, and the Interim Director. Gerald stated that Susan will contact the hotel and request to set up an account for four rooms.

**04.65 Accountability Report (Murphy)**

Gerald reminded the AQC that the Accountability Report is due on September 15<sup>th</sup>. He requested that all team leaders provide him with their input for the assigned category by August 25, 2004.

**04.66 New X-team Supervisor (Rush)**

Russell informed the AQC that Kim Kirkland, an outside applicant, has accepted the supervisor position on the X-team. Russell will make an announcement once he receives the signed acceptance letter.

**Staff Stuff Suggestions**

There were no suggestions submitted this week.



#### **AQC Meeting 08/30/2004**

**AQC Members present were:** Gamble, Murphy, Spann, Gregory, Harmon, Rush, Flowers, Coleman and Polk.  
**Recorder:** Lewter

**Minutes from the 08/23/2004 meeting were approved as amended.**

#### **04.66 Data Clean Up-follow up (Murphy)**

Gerald distributed a report of all unpaid medical bills that the status has not changed in over 30 days. He stated that three weeks ago the report listed 331 bills and today it lists 269 bills. He gave copies of the report to the team leaders.

#### **04.72 Matrix Decision Model (Murphy)**

Gerald distributed an updated version of Step 1B of the Matrix Decision Model. Including the changes to the process submitted at last week's AQC meeting, the model was reworded to better explain the requirements in assembling the selection team. The AQC reviewed the updates and decided to also require that Human Resources review the make up of the selection team prior to beginning the selection process. The AQC approved the changes to the Matrix Decision Model. Gerald will update the Employee Manual.

#### **04.73 Applications Analyst I (Flowers)**

Steve informed the AQC that Kelvin Edwards has resigned from the agency, effective September 1, 2004. Steve distributed the position description, mission, goals, justification, and list of job duties and requested that the AQC approve filling the position. The AQC approved. Steve added that if he does not receive applications that meet the preferred qualifications, he may have to request a reclassification of the position.

#### **Staff Stuff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 09/13/2004**

**AQC Members present were:** Gamble, Murphy, Spann, Gregory, Rush, Flowers, Coleman and Polk.  
**Recorder:** Lewter

**Minutes from the 08/30/2004 meeting were approved as amended.**

### **04.74 External Customer Survey (Team Leaders)**

Sonji began the discussion by informing the AQC that a CompEndium representative will be contacting those policyholders that had a comment regarding CompEndium's services. Ray reported that he had five negative comments and was able to speak with one of the policyholders. St. John's Fire Department reported they are satisfied. Sonji reported that she spoke with the contact from the House of Representatives and the basis for the complaint was due to the adjuster position being vacant following Sharon Mack's resignation. The contact is currently satisfied with the services. Russell reported that he has contacted half of the team's policyholders that had complaints and is awaiting return calls. The Team Leaders will give an additional report at next week's AQC meeting.

### **04.75 September General Staff Meeting (AQC)**

The AQC compiled agenda items for the September General Staff Meeting. Agenda items include introductions/recognitions and the Accountability Report. Ross suggested that the Team Leaders review the Accountability Report at the team meetings as it pertains to each teams statistical data.

### **Staff Stuff Suggestions**

There were two suggestions this week. Due to personal references, the appropriate manager will handle the suggestions.

## **AQC Meeting 09/20/2004**

**AQC Members present were:** Gregory, Gamble, Murphy, Harmon, Rush, Flowers, Coleman and Polk.

**Recorder:** Graczyk

**Minutes from the 09/13/2004 meeting were approved as amended.**

### **04.74 External Customer Survey (Team Leaders)**

Russell began the discussion by informing the AQC that he has only been able to speak with one person. The nature of that discussion was about adjustment on a premium. The contact was told that this was normal policy, and she was satisfied with that explanation. No other contact was made. Ray reported that he has left a third voice mail with four of his five policyholders that had comments. The one policyholder that he was able to get in touch with was not aware of any problems. Via Ross, Sonji reported that she had no contact with the Roebuck Fire Department and that Compendium will be handling the responses from Charleston County DSN. A suggestion was made to follow up with a letter to those policyholders who could not be contacted after three messages have been left.

### **04.76 Team Reports**

Gerald began by handing out the BARS Account Status by Department Report, month two of this fiscal year. Pursuant to a request that was made during the September General Staff Meeting, Gerald printed several reports -- Compensability Decisions, Number of Bills That Have Not Changed Status in 14 Days, Percentage of Bills in 30 Days and Number of Claims Pending -- comparing 2002, 2003 and 2004 figures. He noted that the percentage of bills paid in 30 days has dropped recently. He also indicated that the number of claims pending is usually in the 100-150 range, although that count is up this month. Ross expressed an interest in sitting in on current team meetings to gain further knowledge of each team's performance.

Ray gave his team report indicating that the auditor for the team has been out and will remain out for another two weeks. He will, however, have a new auditor beginning October 4, 2004. In reference to the Claim Process Milestone Tracking Report, Russell indicated that an adjuster had inadvertently entered 0003 instead of 2003, thereby causing an error on two pages of that report. He handed out two corrected pages to be substituted in the report.

Janice reported that the number of claims paid is up this month, however, the year-to-date is comparable to last year. Operating expenses are down 18%. The \$15,000 postage expense was questioned, and Gerald indicated that this was raised to lower an administrative fee that is charged. Premium receipts are up slightly for the year.

Steve indicated that the rise in the number of open calls in the Help Desk was due to them not getting closed in the computer. A report was run this morning, and the open calls were down to 27. The number of documents indexed was up this month. Steve will watch and see if this is a trend or a timing issue. He will report back next month.

### **04.61 Automated External Defibrillators**

Ross reported that although the acquisition of an AED was approved, there were questions concerning the requirements of Section 44-76-30, specifically with regard to having an AED liaison. Harry inquired as to any other agencies that have an AED and how they handle that situation. Russell responded that they have contacted one agency that has one, Charleston Aviation Authority, and he will contact them again to obtain more information. It will be carried over for two weeks and will be brought back up in the October 4 meeting.

### **Staff Stuff Suggestions**

There was one suggestion regarding keyboards and desks. Though the Agency has previously checked with everyone to correct any problems they felt they had, Ross suggested checking again to make sure everyone was comfortable with his/her current setup.

**AQC Meeting 09/27/2004**

**AQC Members present were:** Gregory, Murphy, Harmon, Rush, Flowers, Coleman Spann and Polk.  
**Also present:** Graczyk **Recorder:** Lewter

**Minutes from the 09/20/2004 meeting were approved.**

**04.77 Vacant Attorney II position (Polk)**

Cyndy distributed the mission enhancement, vision enhancement, justification and position description for the Attorney II position recently vacated when she accepted the Attorney III position. Cyndy requested and the **AQC approved** the position be filled. A suggestion was made to post the vacancy at the Law School and SC Bar, along with the state posting. Gerald informed the AQC that this position is already approved by the Attorney General's office.

**Staff Stuff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 10/18/2004**

**AQC Members present were:** Gregory, Gamble, Flowers, Murphy, Rush, Coleman, Spann and Polk.

**Also present:** Graczyk **Recorder:** Lewter

**Minutes from the 10/11/2004 meeting were approved as amended.**

### **04.80 Strategic Planning (Murphy)**

Gerald began the discussion by informing the AQC that it is time to begin Strategic Planning. It was determined that the AQC and one member of each team will be involved in the process and it will be conducted in three consecutive days here at the State Accident Fund. The AQC discussed dates and determined that December 13-15, 2004 appeared to be the first open date for all members. The AQC will confirm those dates with Gerald by the end of the day.

### **04.81 Holiday Leave (Murphy)**

Gerald informed the AQC that the Holiday Leave spreadsheet will be posted on the R drive by Wednesday and requests that Team Leaders enter all planned days off work for their team members. The days entered are to include sick, annual and flex for November through the beginning of January.

### **04.82 Applications Analyst (Flowers)**

Steve informed the AQC that the recent interviews for Applications Analyst I did not have an applicant that scored above 70% of the highest possible score, therefore, he has updated the position description and will repost the position for three weeks.

### **04.83 Team Reports (Team Leaders)**

Cyndy distributed and the AQC reviewed the September 2004 Legal Team Report. The report reflects the number of Form 50's, Clincher Conferences, Form 21's, Form 40's, cases that did not settle at informal conferences, signed orders received by contract attorneys, and appeals received. Cyndy will begin tracking data to determine any trends.

Steve distributed and the AQC reviewed the IT and Records Management Monthly Report. Steve noted that there is an increase in the mail received and although RMT has one employee out, they are able to maintain the workload.

Ray distributed the monthly reports for the business teams. Sonji reported that the Investigations Status report reflects much improvement on the percentages for the Pilot and Nucleus teams. Russell reported that the X-team are working on their claims on the Investigation Status Report for possible closure.

Gerald distributed and the AQC reviewed the BARS Account Status report. He reported that there has been an increase in employer contributions. Gerald plans to request additional funds for employer contributions in the 2006 budget.

Ross distributed the Absenteeism reports for August and September.

### **Staff Stuff Suggestions**

There was one suggestion submitted this week requesting that CompEndium have access to the notepad to enter Medical Event Reports only. Steve and Sonji will look into the possibility and report their findings at the AQC meeting.

#### **AQC Meeting 10/25/2004**

**AQC Members present were:** Gamble, Flowers, Murphy, Rush, Coleman, Spann and Harmon.

**Recorder:** Spann

**Minutes from the 10/18/2004 meeting were approved as amended.**

#### **04.61 Automated External Defibrillator (Rush)**

Russell reported that Spiff, the representative of Cardiac Science, could not offer the original price the agency had approved to purchase the AED. Spiff's current offer is \$1900.00 for the AED and \$995.00 for the Program Management. Russell will find out if the Program Management is on the State Contract and if not, the AQC approves the purchase of the AED and the Program Management at the current offer, however, ask that Tim try to negotiate a lower price.

#### **04.84 Paying Mileage for Prescription Pick Up (Gamble)**

Ross informed the AQC that the agency received a memo from Alicia Clawson, Executive Director of the Workers' Compensation Commission, stating that effective August 23, 2004, carriers are to pay mileage to and from pharmacies for claimants to pick up prescriptions. However, Janice stated that the Medical Services Provider Manual states that carriers are not to pay for mileage to pick up prescriptions. The AQC determined that until further clarification is received, the SAF will not approve mileage reimbursement as such. Ross also stated that Harry plans on talking to Alicia Clawson about the memo at the Workers' Compensation Conference. The item will be further discussed at the next AQC meeting.

#### **Staff Stuff Suggestions**

There were no suggestions submitted this week.

**AQC Meeting 10/11/2004**

**AQC Members present were:** Gregory, Gamble, Harmon, Rush, Coleman, Spann and Polk.  
**Also present:** Graczyk **Recorder:** Lewter

**Minutes from the 10/04/2004 meeting were approved.**

**04.79 October General Staff Meeting (AQC)**

The AQC compiled the agenda items for the October General Staff Meeting. Agenda items include Ergonomic Audits, a Safety Item and a Staff Staff Suggestion.

**Staff Staff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 10/04/2004**

**AQC Members present were:** Gregory, Gamble, Harmon, Rush, Flowers, Coleman, Spann and Polk.  
**Also present:** Graczyk **Recorder:** Lewter

**Minutes from the 09/27/2004 meeting were approved.**

### **04.61 Automated External Defibrillators (Rush)**

Russell began the discussion by informing the AQC that the Charleston Aviation Authority used a program provided by the AED provider that enables them to meet the requirements of Section 44-76-30. He also stated that the program provided with the purchase of the AED includes a two-year service of training and an AED liaison. Once the two-year period ends, the SAF will be responsible for on-going training, annual certifications and a designated liaison. The AQC discussed the possibilities of maintaining our own program or maintaining an on-going contract with the AED provider following the initial two-year service period. In order to be fully educated on the requirements and options of the AED, the AQC decided to have the AED provider give a presentation to the AQC, Safety Committee, and the Director of Training.

### **04.78 Ergonomic Audit Report (Coleman)**

Ray requested and AQC approved that this item be added to the AQC agenda. As follow-up to the request to conduct ergonomic audits, Ray reported that he and Tim have found several workstations with ergonomic deficiencies. Ray expressed a concern with the budget situation and the expense of obtaining new equipment and asked about the option for flat screen monitors. Steve informed the AQC that he is currently reviewing the opportunity to lease flat screen monitors and if it is decided to lease, we will begin receiving them around Thanksgiving. Steve plans on providing the adjusters with flat screens first. Due to flat screens being smaller, Records Management did not care for them. The AQC decided to begin with the areas with the most ergonomic deficiencies, being the scanning and indexing units and Elaine Burton. The Safety and Loss Control personnel will determine the needs of the workstations and will work with Steve in choosing the equipment for the scanner and indexers.

### **Staff Staff Suggestions**

There was one suggestion submitted this week requesting that Quiet Time be re-implemented. Due to customer service issues and the current team set-up, the AQC decided not to re-implement the program.



#### **AQC Meeting 11/1/2004**

**AQC Members present were:** Gregory, Gamble, Murphy, Harmon, Rush, and Spann  
**Recorder:** Graczyk

**Minutes from the 10/25/2004 meeting were approved.**

#### **04.84 Paying Mileage for Prescription Pick Up**

AQC will continue waiting on further clarification before approval of mileage reimbursement for prescription pick up. Harry is awaiting a return phone call from Alicia Clawson. Team leaders will make sure their team members are aware that this reimbursement will not yet be approved.

#### **04.85 Courier Runs**

Gerald informed the AQC that there had been an inquiry by staff members who perform courier duties regarding use of state vehicles. Russell stated that this should not be a problem, as a car would only be needed once a day, during the morning. AQC approved this request, and the team leaders will allow the use of state vehicles for daily courier delivery whenever one is available.

#### **Staff Stuff Suggestions**

There were no suggestions submitted this week.

**AQC Meeting 11/08/2004**

**AQC Members present were:** Gregory, Gamble, Murphy, Harmon, Rush, Coleman, Flowers and Spann  
**Also Present:** Graczyk **Recorder:** Lewter

**Minutes from the 11/01/2004 meeting were approved.**

**04.86 November General Staff Meeting (AQC)**

The AQC compiled the agenda items for the November General Staff Meeting. Agenda items include the United Way and an update on the Automated External Defibrillator (AED).

**Staff Stuff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 11/22/2004**

**AQC Members present were:** Gregory, Gamble, Polk, Murphy, Harmon, Rush, Flowers and Spann.

**Also Present:** Graczyk **Recorder:** Lewter **Guests:** Norma Johnson & Kathy Martin

**Minutes from the 11/15/2004 meeting were approved.**

### **04.89 Claim Payment for Goods & Services (Norma Johnson & Kathy Martin)**

Prior to the meeting Norma distributed a memo to the AQC outlining the suggested changes needed to implement the new policy for Claim Payments. Norma reviewed and the AQC thoroughly discussed each of the suggestions. The AQC members will review the language contained in "So You've Been Injured On The Job" pamphlet, Norma will discuss with David all of the training needs and during the week of November 29<sup>th</sup>, Kathy will record the number of bills that are received with an incorrect NDC code. This item will return to the AQC agenda on December 13<sup>th</sup> for further discussion and approval.

**Following the regularly scheduled AQC meeting, Ross requested and the AQC approved that the Executive Session of November 15, 2004 be included in the AQC minutes.**

As follow up to the Executive Session meeting of November 15, 2004, Harry inquired if military experience could be substituted for a degree at an accredited institution. The AQC discussed alternatives and determined that only an accredited institution should evaluate military experience for possible college credits, that the State Accident Fund is not qualified to do so.

### **Senior Adjuster Program Proposal (November 15, 2004)**

Ross presented to the AQC a proposal that had been originated by Ruby Fleteau and modified by Ross, Gerald, Sonji, Team Leaders and the Claim Supervisors. The program is designed to provide a retention incentive for adjusters. Qualifying adjusters can achieve senior adjuster status within their existing pay band. Ross reviewed the recommended program and requested AQC approval to implement the program effective January 1, 2005.

The AQC discussed and amended the educational requirements for the program. To qualify, an adjuster must meet one of the following criteria:

- Successfully complete the Associate in Claims designation from the Insurance Institute of America and have either a Bachelors or approved Associate Degree from an accredited college, university or technical school;
- Successfully complete the Associate in Claims designation and either two additional approved associate level designations from the Insurance Institute of America or the CPCU designation.

**The AQC approved implementation of the Senior Adjuster Program as amended.**

**AQC Meeting 12/06/2004**

**AQC Members present were:** Gregory, Polk, Murphy, Harmon, Coleman, Flowers and Spann.  
**Also Present:** Graczyk **Recorder:** Lewter

**Minutes from the 11/22/2004 meeting were approved.**

**04.90 December General Staff Meeting (AQC)**

The AQC agreed that there will not be a December General Staff Meeting.

**Staff Staff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 12/13/2004**

**AQC Members present were:** Gregory, Gamble, Polk, Murphy, Harmon, Coleman, Flowers, Rush and Spann.  
**Also Present:** Graczyk **Recorder:** Lewter **Guests:** Norma Johnson and Kathy Martin

**Minutes from the 12/06/2004 meeting were approved.**

### **04.89 Claim Payment for Goods & Services Team (Kathy Martin & Norma Johnson)**

As follow up to the November 22, 2004 AQC meeting, the Claim Payment for Goods & Services Team returned to the agenda to further discuss recommended changes of the bill payment process. Norma informed the AQC that she has briefly discussed with David the training needs.

Beginning with Exhibit 1, Cyndy informed the AQC that she and Harry met to discuss the "So You've Been Injured On The Job" brochure, but did not reach a conclusion. **The AQC discussed the language in the brochure and decided not to mail it with the Acceptance letter.** Norma will amend the Acceptance letter to reflect the decision.

Norma reviewed and the **AQC approved** the changes in Exhibit 2, a memo to providers informing them of the requirements to process their bills.

Following an in depth discussion of negotiations, CPT codes, and the approval process for paying out of state bills (other than Georgia and North Carolina), the AQC decided that a task force should be formed to conduct an in depth review of the process and develop a procedure for paying out of state bills. Russell Rush will lead the team.

As follow up to Exhibit 3, number 6, Kathy Martin reported that for one week she tracked the number of incorrect NCD codes on the bills and found 75 out of 243 bills were incorrect. Janice informed the AQC of the annual costs for the Redbook software and request it be purchased to assist in applying the correct NCD codes and costs to the bills. **The AQC approved** the purchase to be taken from Business Support Team budget. Gerald requested that the purchase not be made until he researches other options. He will report back on December 20<sup>th</sup>.

Steve reported that the suggestion in Exhibit 3, number 10, to rename the queues returned by the voucher auditor to the adjuster for further handling is a possibility. He will report back on December 20<sup>th</sup>.

Exhibit 3, number 10 regarding reimbursement of mileage to pick up prescriptions is still undecided.

**The AQC approved** all of the process changes in Exhibit 4, except number 3. Exhibit 4, number 3 requesting the hiring of an additional voucher auditor will be revisited in June 2005.

### **Staff Stuff Suggestions**

There were no suggestions submitted this week.

## **AQC Meeting 12/20/2004**

**AQC Members present were:** Gregory, Gamble, Polk, Murphy, Harmon, Coleman, Flowers, Rush and Spann.  
**Also Present:** Graczyk **Recorder:** Lewter **Guest:** Norma Johnson

**Minutes from the 12/13/2004 meeting were approved.**

### **04.89 Claim Payment for Goods & Services Team (Kathy Martin & Norma Johnson)**

As follow up to the December 13, 2004 AQC meeting, Norma distributed an updated copy of Exhibit 1, the Acceptance letter. Following AQC review (via e-mail) of minor amendments, the **AQC approved** the Acceptance letter.

As follow up to Exhibit 3, number 6, Gerald reported that the NDC codes are available on the FDA website at no cost, therefore; there is no need to purchase the Red Book software. He will train the bill processors on using the FDA website to look up the NDC codes. Once the bill processors have verified the codes, the voucher auditors will review the allowable charges for the assigned code.

Steve reported that the suggestion in Exhibit 3, number 10, to rename the queues returned by the voucher auditor to the adjuster for further handling can be done once a Help Desk Request is received. Norma will enter the request.

### **04.91 Indemnity Write-Offs (Spann)**

Sonji began the discussion by informing the AQC that a (draft) policy has been developed to ensure that adjusters make every effort to recoup any indemnity overpayments and if unsuccessful, a process for the overpayment to be written off in the CMS system. A suggestion was made to update the policy to include the Accounting Manager to receive the letter outlining the steps the adjusters have taken to recoup payment. Sonji will make the suggested changes to the policy and return it to the AQC agenda for final approval.

Gerald suggested and the **AQC agreed** the policy will be numbered Policy 3.12.

### **04.92 Team Reports (Team Leaders)**

Janice reviewed and the AQC briefly discussed the November 2004 Trigger Report.

Gerald distributed the BARS report.

Steve distributed the IT/RMT report. It was mentioned that there was an increase in the number of documents scanned in compared to last year; however, the numbers fluctuate month to month.

Cyndy distributed and explained the format of the Legal Report.

Ray distributed the Team Reports and informed the AQC that the Team Leaders met to discuss the reports. Sonji informed the AQC that Billy is currently reviewing the program of the Investigation Status Report to determine why the average days pending for the X-team are out of line.

Ross distributed the Absenteeism Report.

### **Staff Staff Suggestions**

There were no suggestions submitted this week.