

From: Lowder, Joe <JLowder@dew.sc.gov>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 4/25/2012 6:53:22 PM
Subject: RE: DEW follow ups

Got em. How does 9:30 fit with your schedule?

Joe

-----Original Message-----

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Wednesday, April 25, 2012 6:05 PM
To: Lowder, Joe
Subject: DEW follow ups

Joe,

Below are the items that we discussed this morning. Please let me know if you have any questions.

Follow ups:

1. Lower payouts: How is the agency lowering payouts?

Example - internal policy as of 2/1
- the new parameters that as of 4/1

2. Training: How are we training the frontline? Training for the hearing officers and judicators - improving interrupting the law and case studies etc.

3. Oversight: How and when are we reviewing claims?

- increased the number of claims reviewed

4. LAC: problem vs. DEW solutions

What time works for you in the morning?

Thank you, Katherine