



SC Department of Archives & History

Electronic Records Transmittal Form

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Part I: Agency Information

1. Record Group Number: 228	2. Date of Transfer: 04/07/2022
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: <i>Matthew Hansford</i>
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: 01/10/2005 - 12/19/2005
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 checked="" 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 01/10/2005

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

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

04.91 Indemnity Write-Offs (Spann)

Prior to the meeting, Sonji distributed an updated version of Policy 3.12 titled Indemnity Write-Off and Appendix T titled "Overpayment Recoupment Verification". Sonji reviewed the following changes:

- Procedure 1 was updated to reference the adjuster's manual.
- Procedure 2 was added to require that adjuster submit written documentation to the immediate supervisor detailing what efforts were made to recover overpayments and recommend a write-off of the balance.
- Procedure 3 was amended to state that the supervisor will ensure the file is open before forwarding the Overpayment Recoupment Verification to the Accounting Manager.
- Procedure 4 was updated to state that the Accounting Manager will cut and paste the e-mail to the adjuster and supervisor into the notepad.
- Appendix T was updated to include a signature line.

The AQC approved Policy 3.12 as amended.

05.01 Senior Adjuster Nomination-Supervisor's Recommendation (Harry)

Harry suggested that the Senior Adjuster Nomination Form be updated to include an explanation from the supervisor of why they feel the nominee should be a Senior Adjuster. Gerald will update the form to include a comment line along with the signature and bring it back to the January 24, 2005 AQC meeting for review.

05.02 January General Staff Meeting (AQC)

The AQC compiled agenda items for the January General Staff Meeting. Agenda items include a legislative update and update on the new PC installation.

Staff Staff Suggestions

There were two suggestions submitted this week. The first suggestion is to put the mail in the box outside to save money on courier service and ensure claimants receive their checks on time. The second suggestion was to monitor the mail to make sure it is being picked up. Steve is going to review the courier service contract and records of late or no pick up.

Ross asked for an update on the suggestion to allow CompEndium access to the notepad. Steve reported the request is in the HelpDesk and Isaac is currently working on it. Steve also stated that there are security issues that require complete review prior to access being given.

AQC Meeting 01/31/2005

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

Minutes from the 01/24/2005 meeting were approved.

05.05 Proviso 72.63 (Murphy)

Prior to the meeting, AQC members received a copy of Proviso 72.63 and sample documents from the Department of Transportation and Budget and Control Board. Gerald began the discussion by informing the AQC that while researching information on Strategic Planning he discovered Proviso 72.63 that requires agencies receiving appropriated funds post on their website a Best Management Practices Self Assessment by September 1st of each year. Gerald stated that our agency was not aware of this requirement until now and has not completed a self assessment. The AQC agreed that a smaller group, consisting of Ross, Steve, Gerald, Janice, David and Vicki, will complete the Best Management Practices Self Assessment.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 02/07/2005

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

Recorder: Lewter

Minutes from the 01/31/2005 meeting were approved.

Item carried over:

05.06 Safety Team (Coleman)

05.07 February General Staff Meeting (AQC)

The AQC compiled agenda items for the February General Staff Meeting. Items include Mail Courier Update, New Computer Update, and a Legislative Update.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 02/14/2005

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

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

Minutes from the 02/07/2005 meeting were approved.

05.06 Safety Team (Coleman)

On behalf of the Safety Team, Ray requested that funds be approved for the Safety Team to provide lunch for the staff in recognition of National Safety Week. Ray explained that National Safety Week is the first week of June and the Safety Team coordinates activities throughout the week and a recognition lunch on Friday. He reminded the AQC that funds have been approved in the past, however, due to last year's budget situation, there were no funds provided last year. Gerald stated that there are funds available this year and that the Safety Team spent around \$500.00 year before last. The AQC requested that the Safety Team submit a written request stating how much money will be needed and what the money will be used for.

Staff Stuff Suggestions

There was one suggestion submitted this week suggesting that the distribution of coverage for adjusters be reviewed. Sonji will run the Work Unit report and the AQC will review it at the next meeting on February 28th.

Harry informed the AQC that a question was asked regarding some employees being allowed to study for the AIC courses during work hours and not others. The AQC discussed that employees that are caught up on their work are allowed to study the AIC classes during work hours. Sonji will inform the teams.

AQC Meeting 02/28/2005

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

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

Minutes from the 02/14/2005 meeting were approved.

05.09 Team Reports (Team Leaders)

Steve distributed the ITT Monthly Report. He reported that the Help Desk calls are slightly down and that the SAF Document Indexing Trends Chart reflects the trends for the last three years. He noted that the number of documents scanned varies; however, the number of documents scanned for January 2005 is the same as January 2003. Steve also reported that all of the new PC's are out and he is hoping to have the old PC's picked up on Wednesday.

Gerald distributed the BARS budget report. He reported that as of the beginning of February expenditures should be at 58.31% of the fiscal year budget and that all teams are below this percentage.

Russell distributed the team reports. He began with the Locator report and noted that there is a line of data not assigned to a team and Steve is looking into the reason.

Sonji noted that Premium Process Management Measure report reflects a low percentage of audits completed for the Pilot-team and she explained that once the payroll reports are received and entered, the audits will be done.

Cyndy distributed and reviewed the Legal Team Report. She will continue to look at the difference in the number of IC's reflected in the Team Reports and Legal Team Report.

Ross distributed an updated version of the January Trigger Report. He noted that the only change is in the number of policies due to reinstatements.

The AQC will review the Adjuster Work Unit report at the April 4th AQC meeting.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 03/07/2005

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

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

Minutes from the 02/28/2005 meeting were approved pending amendment.

05.10 Television (Murphy)

Gerald began the discussion by recognizing Susan Tart for the great job that she does saving the agency money by using available discounts and coupons when making purchases. He then informed the AQC that through a sale with Office Depot, we received a free 5 inch black and white television. Gerald suggested and the **AQC approved** that the television be donated to the Sunshine Committee to be raffled off.

05.11 Attorney II position (Murphy)

Gerald inquired on the status of the vacant Attorney II position. Following a brief discussion, it was decided that the matrix team will meet in the afternoon to further discuss.

05.12 March General Staff Meeting (AQC)

The AQC compiled agenda items for the March General Staff Meeting. Agenda items include Employee Recognition and a report on the percent of voluntary accounts insured with the SAF.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 03/14/2005

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

Recorder: Missy Graczyk

Minutes from the 03/07/2005 meeting were approved.

05.11 Attorney II Position (Polk)

Cyndi reported that Diedra Wilson from the Hood Law Firm in Charleston has accepted the Attorney II position and will be starting with us on April 5, 2005.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 03/21/2005

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

Minutes from the 03/14/2005 meeting were approved.

05. 12 Team Reports (Team Leaders)

Janice distributed and reviewed the February trigger report. She noted that the Trust Fund payout is higher than receipts and she hopes that it will catch up in March. She also noted that supply expenses have increased 28%.

Gerald distributed and reviewed the BARS budget report. He reported that as of the beginning of March, expenditures should be at 66.7%. He noted that many of the teams are above the 66.7 % of their supply budget and asked that team leaders let him know if they need to transfer additional funds into their supply budget. Gerald also informed team leaders that he will be distributing the budget request for the next fiscal year.

Ray distributed the team reports. Sonji reported that she has requested a detailed list of claims pending investigation for the Pilot team and claims pending investigation should improve following a review of the claims.

Steve distributed the ITT monthly report. He reported that all new PC's have been distributed except for the scanners. He also reported that we are now reporting claims to ISO and open calls to the Helpdesk are down.

Cyndy distributed and reviewed the Legal Report. She noted that the number of Form 50's is down.

Ross distributed the Absenteeism Report.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 04/04/2005

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

Minutes from the 03/28/2005 meeting were approved as amended.

05.15 Adjuster Work Unit Reports (Spann)

Sonji distributed the Claim Load Distribution Reports. The April report reflects the claim load after adjusters reviewed and closed claims prior to the State agency premium billing. Sonji will run a list of open claims to get a better view of what adjusters have open for Department of Corrections vs. Department of Corrections-Prisoners. She will also look into the increase in the claim load for the X-team. The AQC members will study the reports and further discuss them at the next AQC meeting.

05.16 Employee Appreciation Day (Lewter)

Vicki reminded the AQC that Employee Appreciation Day is May 4, 2005. The team leaders will solicit from the team's a theme and ideas for activities. The AQC will further discuss Employee Appreciation Day plans at the next AQC meeting.

Staff Stuff Suggestions

Sonji informed the AQC that a suggestion was made to remind employees to pick up their faxes and copies from the copiers, printers, and fax machine.

AQC Meeting 04/11/2005

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

Guests: Dot Johnson, Julie Whittington, Norma Johnson, Wayne Collins, Kathy Martin, Jim Matthews, Karan Wooley, Donna Spires, and Connie Mack

Minutes from the 04/04/2005 meeting were approved.

05.15 Adjuster Work Unit Reports (Spann)

Sonji informed the AQC that the X-team's high caseload is due to the team receiving additional coverages on several occasions. She is considering shifting some of the coverages from the team. Sonji also reported that the Department of Corrections and Department of Corrections-Prisoners reports are not ready to review. The AQC will further discuss this item at the April 25th meeting.

05.16 Employee Appreciation Day (Lewter)

Following a brief discussion, the AQC **decided** that each AQC member will contribute \$20.00 each to provide the traditional hot dog and hamburger cookout for Employee Appreciation Day. Team Leaders shared the suggestions from employees for the Employee Appreciation Day theme and activities. The suggestions include a 40's or 50's theme, dress up as your favorite celebrity, and a fish fry.

05.17 Policy 64 (Norma Johnson)

Prior to the meeting Norma distributed Policy 64 titled "Processing Claim Payments for Goods and Services," Appendix U titled "Bill Payments-Incoming Mail to Outgoing Check," and Appendix V titled "Process for Bill Processors." Norma began the discussion by summarizing the policy and the processes. Steve informed the AQC that MIS is currently working on a program that allows the system to save documents from faxination to VI. Once this enhancement is implemented, Policy 64 may need to be updated to reflect the changes.

The following changes were made to Policy 64:

- Page 3, Responsibilities for Adjusters, Bullet 7 was updated to add that adjusters will enter the adjusted price.
- Page 4, The Adjusters Should NOT, Bullet 3 was updated to state that unless waived by the Director or Deputy Director, adjusters should not prepay any services.
- Page 4, The Adjusters Should NOT, Bullet 5 was updated to include that an adjuster may only agree to amount that is BELOW fee schedule.
- Page 6, Responsibilities of Voucher Auditors, paragraph 1 was updated to state that when a discrepancy is noted, the bill may be returned *to the adjuster* for the correction to be made.

The AQC tentatively approved Policy 64, pending the conclusion of the Faxination to VI enhancement.

Ross thanked the Claim Payment for Goods and Services Team for all of their dedication, hard work and participation on this project.

05.18 April General Staff Meeting (AQC)

The AQC compiled the agenda items for the April General Staff meeting. Agenda items include the Community Health Charities campaign, Policy 64 and a Legislative Update.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 04/18/2005

AQC Members present were: Gamble, Gregory, Murphy, Harmon, and Flowers.
Also Present: Missy Graczyk **Recorder:** Vicki Lewter

Guests: Dot Johnson, Julie Whittington, Norma Johnson, , and Karan Wooley.

Minutes from the 04/11/2005 meeting were approved as amended.

05.16 Employee Appreciation Day (Lewter)

Following a brief discussion, the AQC agreed that the theme for Employee Appreciation Day will be "The 50's".

05.17 Policy 64 (Norma Johnson)

Norma distributed an updated version of Policy 64 titled "Processing Claim Payments for Goods and Services." She reported that the Claim Payment for Goods & Services Team and Steve met to discuss the new Faxination to VI program and decided to first use the program on selected providers for a trial period to ensure legibility in VI. Norma informed the AQC that once this enhancement is implemented, a minor update will be made to Policy 64. **The AQC approved Policy 64. It will become effective on May 1, 2005.**

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 04/25/2005

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

Minutes from the 04/18/2005 meeting were approved.

Item carried over:

05.15 Adjuster Work Unit Reports (Spann)

05.19 Team Reports (Team Leaders)

Janice distributed and reviewed the March Trigger Report.

Steve distributed the ITT Monthly Report. He reported that the number of documents received has increased by approximately 2000 and believes the ITT reports reflect a trend of an increasing amount of paper coming into the agency. He also created and distributed new charts titled Help Desk Items Closed vs. Received, Number of Open Calls at Month End, and SAF Document Indexing Trends.

Gerald distributed and reviewed the BARS budget report. He reported that other than the reallocation of funds, the teams are within budget for the year. Gerald pointed out that the budget figures are three weeks old when distributed at the AQC meeting; therefore, he would like to distribute the BARS budget report at the beginning of the month. He will notify Vicki when it is ready to be placed on the agenda.

Cyndy distributed and reviewed the Legal Team Report. She pointed out that the number of Form 50's and Orders has increased.

Ray distributed the team reports and asked if anyone sees figures that are out of line, to please let him know.

Following a brief discussion, the AQC **decided** that the Team Leaders are to distribute reports prior to being placed on the agenda for discussion. This will allow AQC members time to thoroughly review the reports. Team Leaders will notify Vicki when the review of their team reports is to be placed on the AQC agenda.

05.20 Dress Code (Murphy)

Prior to the meeting, Gerald distributed Policy 31.00 titled "Dress Code." He reminded the AQC that the Dress Code will be reviewed at the May General Staff Meeting and asked that everyone review the policy and submit any suggested changes to him.

05.21 Budget Allocation (Murphy)

Gerald distributed the team's 2005-2006 Budget Request Forms to the Team Leaders and the Agency Budget Request to the other members of AQC. He asked that Team Leaders submit their budget request by June 1, 2005.

05.22 Quarterly Newsletter (Gregory)

Harry discussed possible changes and updates to the agency newsletter, including a new name. He passed out a draft quarterly newsletter titled "SAFE-mail" incorporating a new format. He asked that everyone review the newsletter and submit any changes to Missy by Friday. Missy informed the AQC that the newsletter will be sent electronically, however, she is hoping it will also be available on the website. Policyholders without an e-mail address in our system will receive a letter informing them that the SAFE-mail will be available on our website or they may request a hard copy. Harry stated that, if feasible, he would like each policyholder without e-mail access to receive one hard copy of the newsletter.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 05/02/2005

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

Minutes from the 04/25/2005 meeting were approved.

Item carried over:

05.24 Time Sheets (Policies 13.00, 13.01 & 13.02)

05.15 Adjuster Work Unit Reports (Spann)

Sonji distributed current versions of the Claim Load Distribution Report. She informed the AQC that tentative plans are to shift coverages from the X-team to the Nucleus and Pilot teams; however, the re-distribution will be made in test prior to making the permanent change. Following a brief discussion, the AQC determined coverages need to remain geographically distributed, as feasible. Sonji will keep the AQC updated on the progress of the redistribution of coverages.

05.20 Dress Code (Murphy)

Prior to the meeting, Gerald distributed an updated version of Policy 31.00 titled "Dress Code." Following an in - depth discussion, **the AQC approved** the updated policy with minor amendments.

05.23 Perk Cards (Murphy)

Gerald distributed information on PerkCards and notified the AQC that the Office of Human Resources is offering PerkCards to eligible state employees for discounts at selected stores. The Office of Human Resources suggests that employees receive the information on the PerkCards on Employee Recognition Day, however, **the AQC agreed** to distribute the PerkCard information at the team meetings on Thursday, May 5, 2005.

05.25 Inter Agency Mail (Lewter)

Vicki began the discussion by reminding the AQC that she is the advocate for the Strategic Planning objective to observe the current interagency mail process. As part of the review, Vicki discovered that many letters and the monthly reports going to state agencies are being mailed through the US Postal Service when there is interagency mail capability. She believes the reason is the address in the system is the post office box and to use interagency mail, the street address must be used. Vicki suggested and **the AQC approved** the Legal Entity addresses for those agencies with interagency mail capability are updated to have the interagency mail street address followed by IMS. The negative response approach will be used in the event that a policyholder prefers US postal service receipt. Ross suggested and Vicki agreed to compile the expenses and cost savings for utilizing interagency mail vs. US postal service.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 05/09/2005

AQC Members present were: Gamble, Gregory, Polk, Harmon, Coleman, Spann and Flowers.

Recorder: Vicki Lewter

Minutes from the 05/02/2005 meeting were approved as amended.

Item carried over:

05.24 Time Sheets (Policies 13.00, 13.01 & 13.02)

Ray Coleman requested and the AQC approved that the Safety Committee be added to the agenda.

05.26 ITT Monthly Report

Steve distributed and the AQC reviewed the April 2005 ITT Monthly Report. Steve pointed out that the number of documents indexed has increased over two consecutive months and that all categories of documents have increased for the month of April.

05.27 May General Staff Meeting (AQC)

The AQC compiled agenda items for the May General Staff Meeting. Agenda items include the Dress Code, a Safety Item and a Legislative Update.

05.28 Safety Committee (Coleman)

Ray began the discussion by reminding the AQC that agency funding was approved for the Safety Week Recognition Luncheon and activities, pending notification of the amount needed. On behalf of the Safety Committee, he requests \$300.00 for the Safety Week Recognition Luncheon and activities. **The AQC approved.**

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 05/16/2005

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

Minutes from the 05/09/2005 meeting were approved as amended.

05.24 Time Sheets (Policies 13.00, 13.01 & 13.02) (Murphy)

Gerald distributed a Memo, copies of Policy 13.00 titled "Overtime", Policy 31.01 titled "Compensatory Overtime/Recordkeeping," Policy 13.02 titled "Flexible Work Options," Appendix D titled "Compensatory Overtime Request," Appendix W titled "Alternative Work Schedule," and a Monthly Time Sheet.

Issues with the policies are time sheets that reflect less than 37.5 hours in a week, time sheets showing compensatory time awarded for hours worked between 37.5 and 40 hours, no record of approved overtime for non-exempt employees, current policies do not address how leave without pay is reported, compressed work scheduled is not being uniformly administered, and Policy 13.02 is not in compliance with the Fair Labor Standards Act. Gerald suggests removing all undocumented compensatory time, update the policies, and require all supervisors and managers responsible for approving time sheets to attend training on time sheets, overtime and flextime. The AQC reviewed the policies and agreed to the following changes:

- Policies 13.00 and 13.01 were updated to state that non-exempt employees must have their immediate supervisor complete the Compensatory Overtime Request (Appendix D) for the Director or Deputy Directors approval. Exempt employees must have their immediate supervisor complete and approve the Compensatory Overtime Request (Appendix D).
- A note will be added to the Compensatory Overtime Request to remind employees to check with MIS on the system availability during non-business hours.
- Policy 13.02, Procedure A (8) was updated to state that daily flex hours exceeding 7.5 must be made up within the same work week or annual leave must be taken.[on holidays]
- Policy 13.02 Procedure A (9) was amended to delete the option to make up hours exceeding 7.5 when an employee takes sick or annual leave. Employees must take leave according to the hours set in the Alternative Work Schedule form.

Gerald will update the policies and bring them back to AQC for approval.

05.25 Applications Analyst II vacancy (Flowers)

Steve began by announcing that effective May 17, 2005, Jim Matthews will begin as the Database Administrator I. As a result of Jim accepting the DBA position, there is now a vacant Applications Analyst II position. Steve distributed the position description, mission, goals, justification and job duties for the vacancy and requested that the position be filled. **The AQC approved.**

05.26 Process Team Report (Process Team Leaders)

Ray distributed the Process Team Reports and Sonji informed the AQC that a new report titled "Compensability Decisions Report" is included. She reviewed the new report and informed the AQC that adjusters will be receiving this report for review. Harry suggested and Sonji agreed to have a ledger added to define the columns of data.

05.27 BARS report (Murphy)

Gerald distributed the BARS budget report for April and informed the AQC that he has transferred funds to Employer Contributions on the Nucleus team and will review the other team's Employer Contribution balance.

The issue arose of the BARS budget report availability to employees. The AQC discussed that the figures contained in the BARS budget report is raw data and may appear misleading to those not familiar with the budget process; therefore, the AQC decided to restrict availability of the BARS budget report to AQC members only.

Staff Staff Suggestions

There were three suggestions submitted this week. Two of the suggestions were regarding the redistribution of coverage and were forwarded to Sonji for review and a response. One suggestion was regarding the Dress Code and it was forwarded to Gerald for review and a response.

AQC Meeting 05/23/2005

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

Minutes from the 05/16/2005 meeting were approved.

05.24 Time Sheets (Policies 13.00, 13.01 & 13.02) (Murphy)

Gerald distributed updated draft copies of the above policies showing edits made according to the AQC Meeting Minutes of May 16, 2005. The AQC reviewed these changes and these policies were approved as amended. Harry suggested that copies of the draft policies with editing marks be attached to the AQC Minutes as a history of the changes that were made. Gerald will post the approved copies of the policies on the R Drive.

05.28 Legal Team Report (Polk)

Cyndy distributed the Legal Team Report. It was noted that there appeared to be an increase in the number of Form 21s (Requests for Stop Pay). The forms are split between both Vera and Johnette, and there appears to be no real accounting as to why there was an increase this month.

05.29 Trigger Report (Harmon)

Janice distributed the Trigger Report along with the Statement of Revenues and Expenses Report. The Trust Fund is in much better shape this year than this same time last year. Referencing the Statement of Revenues and Expenses Report, an inquiry was made as to whether or not contract attorney fees are included in the "Direct Claims Expense" category under "Operating Expenses." Janice will look into this and report back.

05.30 Frames (Murphy)

Gerald informed AQC that there will be another certificate awarded, therefore, the frame issue needed to be discussed. Gerald offered to look into plastic folders, and he will bring this issue back to AQC on June 6.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 06/06/2005

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

Recorder: Vicki Lewter **Also present:** Missy Graczyk

Minutes from the 05/23/2005 meeting were approved.

05.30 Frames (Murphy)

As follow up, Gerald informed the AQC of the cost of plastic folders for employee certificates. The plastic frames are less expense than the plastic folders; therefore, the frames will be used. The **AQC decided** that 5 year certificates will be presented rolled and wrapped in a ribbon, 10 year certificate will be presented in a plastic frame and 20 and 30 year certificates will be presented in a wood frame.

05.31 Fair Isaac Vericomp Claimant (Gamble)

Ross began the discussion by reminding the AQC of the function of the Fair Isaac Vericomp Claimant System program. He distributed a document that he requested from Willie Highsmith listing the pros and cons of the system and a recommendation on whether or not we should continue with it. Due to the cost of the Vericomp system and the use of the ISO Claim Search Program, the recommendation is to discontinue the contract with the Fair Isaac Vericomp Claimant System. **The AQC agreed.** Ross will cancel the contract according to the contract requirements.

05.32 Temporary Employee (Murphy)

Gerald began by reminding the AQC that over the years, the agency cut back from four bill processors to two. He informed the AQC that Monica Counts will be on maternity leave for 12 weeks beginning July 26 or earlier. Gerald requested and **the AQC approved** that a temporary employee be hired. Gerald plans to have a temporary employee begin on June 20 in order to have him or her trained before Monica leaves. Funding for the temporary employee will come from the contractual services budget.

05.33 Policy 19.01 (Gregory)

Harry began by distributing an updated version of Policy 19.01 titled "Posting, Interviewing, and Hiring Practices." Suggested updates to the policy include the following:

- The purpose was updated to state, "while the Matrix Decision Model shall be the standard procedure for the agency, the Director and Human Resources Manager may designate alternative interviewing and hiring procedures as they deem appropriate. In all cases, the same policies as are set forth below still apply."
- The Procedures title was updated to be "Procedures When Utilizing the Matrix Decision Model."

Harry suggested and the **AQC agreed** that the Policy be updated.

05.34 June General Staff Meeting (AQC)

The AQC compiled agenda items for the June General Staff Meeting. Agenda items include a recognition, Human Resources Update, Staff Stuff, and a Safety Item.

Staff Stuff Suggestions

There was one suggestion submitted this week regarding redistribution of coverage. Sonji will further review and respond to the suggestion.

AQC Meeting 06/20/2005

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

Minutes from the 05/31/2005 & 06/06/05 meetings were approved.

05.35 Accountability Report (Andrews)

David began by distributing a 2005 Accountability Report Overview. David briefly reviewed the updates to the requirements of the Accountability Report and asked that AQC members gather the data for the seven categories of the report and recruit volunteers to assist them in the assignment. The assignments are as follows: Category 1 Leadership-Sonji, Category 2-Strategic Planning-David, Category 3-Customer Focus-Ray and Vicki, Category 4-Measurement, Analysis and Knowledge Management-Save, Category 5-Human Resources-Gerald, Category 6-Process Management-Russell & Cyndy, and Category 7-Results-Janice & Jim Matthews.

Gerald noted that the State Accident Fund's Accountability Report is cited as an example of a good report again this year.

05.21 Agency Budget Allocation for FY 05-06 (Murphy)

Gerald distributed and reviewed the State Accident Fund Budget Allocation for Plan for FY 05 and Budget Request for FY 06. The AQC briefly discussed various circumstances that may require the budget be adjusted throughout the year. Gerald asked that Team Leaders submit any further updates to the budget by the end of the day.

05.36 BARS Report (Murphy)

Prior to the meeting Gerald distributed the BARS report for May. He reviewed the report and noted that all teams are within the allotted expenditures for the 11th month.

05.37 Process Team Reports (Team Leaders)

Prior to the meeting Janice distributed the Trigger Report for May. She reviewed and the AQC briefly discussed the report.

Prior to the meeting Cyndy distributed the Legal Report for May. She pointed out that 556 Form 50-Requesting a Hearing have been handling since July 2004 with only one full time attorney and with Harry's assistance.

Prior to the meeting Ray distributed the reports. Sonji informed the AQC that a Help Desk Request has been submitted to update the Investigation Status Report. The update will separate the claims by internal investigations and surveillance assignments.

Staff Staff Suggestions

There was one suggestion submitted this week regarding the Employee Leave Report. Gerald will further review and respond to the suggestion.

AQC Meeting 06/272005

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

Minutes from the 06/20/05 meetings were approved as amended.

05.38 Employee Satisfaction Survey (Murphy)

Prior to the meeting Gerald distributed the results of the 2005 Employee Satisfaction Survey. Following an in depth discussion of results and comments, the AQC determined which of the comments that will be reviewed further and/or addressed. They are redistribution of coverage, merit increases, audits, and the space requirements. The Team Leader may request additional information or clarification on some of the other comments. The AQC were pleased that employees are overall satisfied with their employment. David will post the 2005 Employee Satisfaction Survey on the R drive and review the results at the July General Staff Meeting.

05.39 X-Team Investigator (Rush)

Russell began the discussion by informing the AQC that Del Driggers will be retiring effective August 1, 2005. Russell distributed the position description and Sonji distributed the Investigation Status Report and Scheduled Informal Conference Disposition Report for 2004 and 2005, along with the surveillance expenses for 2004 and 2005. The AQC reviewed the responsibilities and the process measures for the investigators and determined that a complete review of the Investigator responsibilities will be conducted before determining if the position will be filled. The Claim Supervisors, Team Leaders, Legal Assistants and the Director will perform the review.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 07/11/2005

AQC Members present were: Gregory, Harmon, Rush, Coleman, Flowers, Polk and Spann.

Recorder: Vicki Lewter

Minutes from the 06/27/05 meetings were approved as amended.

05.40 ITT Monthly Report (Flowers)

Prior to the meeting Steve distributed the June ITT Monthly Report. He informed the AQC that the increase in documents being scanned may be due to a change in the procedures for scanning and indexing bills. The AQC briefly discussed additional reasons for the increase in scanned documents.

05.41 SCWCEA (Polk)

Cyndy informed the AQC that the annual SC Workers' Compensation Educational Association Conference will be held on October 23-26, 2005 at the Grand Dunes in Myrtle Beach. Cyndy asked that the AQC determine if SAF employees will be attending this year, if so, the number of employees and asked that Susan Tart make arrangements for direct billing for the hotel expense.

In Gerald's absence, Janice stated that he has suggested the agency not arrange for direct billing because it is extra work for Susan and employees have enough advance notice to make financial arrangements. He also encourages employees to share rooms when feasible. The AQC discussed the out of pocket expenses for employees; however, did not decide if arrangements for direct billing will be made or not. Cyndy reminded the AQC that availability of rooms is limited and fill up quickly. Vicki will look into alternate accommodations in the event there are no rooms available.

The AQC decided that the Director, the attorney, a supervisor and an adjuster from each team will attend. Sonji will determine which adjusters are eligible to attend based on the annual rotation and the AQC will continue discussion at the next AQC meeting.

05.42 July General Staff Meeting (AQC)

There were no items for discussion at the July General Staff meeting, therefore, the AQC decided not to have a meeting.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 07/18/2005

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

Minutes from the 07/11/05 meetings were approved.

Cyndy motioned to add the Legal Team Report to the agenda. Vicki added the item as agenda number 05.47.

Items carried over:

05.41 SCWCEA (Polk)

05.43 Trigger Report (Harmon)

Prior to the meeting Janice distributed the June Trigger Report. The AQC reviewed and briefly discussed the report.

05.44 BARS Report (Murphy)

Gerald distributed the BARS Report for June and reviewed the percentage of team expenditures. He informed the AQC that once the 13th month bills are applied, they will review the report for the fiscal year.

05.45 E-mail Addresses (Flowers)

Steve began the discussion by informing the AQC that a shorter e-mail address is available and Dennis is looking at obtaining a shorter e-mail address and also the possibility of a new domain name. Steve briefly discussed the transition that would have to take place if the agency changed the e-mail address and asked for feedback from the AQC. The AQC agreed that the length of e-mail addresses should be reduced.

05.46 Process Team Report (Spann)

Prior to the meeting, Sonji distributed the Process Team Reports for June. Ray began the discussion by informing the AQC that there is no need to run Premium Process Management Measures for the next three months because audits have been completed for the renewal period.

Cyndy suggested that the Percent Pended section of Investigation Status Report be amended to delete the column for investigations pended less than 15 days because the measure is impractical for an investigation. She suggests measuring investigations pending 15-30 days, more than 30 days and more than 60 days. Cyndy's suggestion will be addressed at the Reports meeting.

05.47 Legal Team Report (Polk)

Cyndy distributed and reviewed the Legal Team Report for June.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 07/25/2005

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

Recorder: Vicki Lewter

Minutes from the 07/18/05 meetings were approved with minor amendments.

05.41 SCWCEA (Polk)

As follow up to the July 11, 2005 AQC meeting, Cyndy reminded the AQC that a decision was not made on the issue of the hotel charges for the SC Workers' Compensation Education Association Conference being billed to the agency. Following an in depth discussion, it was determined that there may not be the need to arrange for direct billing once it is established how many rooms are needed and if at least one employee per room has the cash or credit card to pay for the hotel prior to being reimbursed. If an employee will not be able to attend because they do not have the resources, the AQC will revisit the issue of direct billing for the hotel. Team Leaders informed the AQC that Sandra Davis from the Pilot Team, Kim Kirkland and either Antoinette Walker or Alicia Hamm from the X-Team and Fay Jennings from the Nucleus Team are eligible to attend the conference based on the annual rotation. Harry, possibility the new Deputy Director, Cyndy and possibility a second attorney will also be attending.

05.48 Team Financial Reports (Harmon)

Janice distributed the Statement of Revenues and Expenses for the agency for FY 05 and the individual Team Statements to the Team Leaders for distribution at the team meetings. In response to a question, Janice stated the contract attorney fees are included in the Direct Claim Expense. The AQC reviewed the reports and Janice noted that the balances look better this year and that only 8.4% of our premium is used for administration.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 08/01/2005

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

Minutes from the 07/25/05 meetings were approved.

05.49 Field Investigator (Spann)

Sonji began the discussion by informing the AQC of the progress of the field investigator position review. She distributed reports that include the amount of travel reimbursement per investigator, number of heart attack, stress and death claims, a list of specific requirements of field investigator, adjusters and techs, process measurements for the position, and a proposed version of the field investigator's job duties and measurements for the updated Position Description. The AQC will review the information and be prepared for further discussion at the next AQC meeting.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 08/08/2005

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

Recorder: Lewter

Minutes from the 08/01/05 meetings were approved.

05.49 Field Investigator (Spann)

Russell distributed an updated Position Description for the Field Investigator position and requested that the position be filled. Sonji reviewed the changes and the AQC agreed to the following additional updates:

- The Investigators will report to the Claim Supervisors.
- Job Function 5 was updated to require that investigation results be entered into Legal Event/Legal Case window and a summary entered in notepad in a timely manner.

Russell informed the AQC that although the Position Description reflects that Investigators are responsible for coverage verification, the Team Leaders are currently reviewing all aspects of the responsibility. They are working to determine what position will not pose a conflict of interest and also allow time for the person to research the proper class code when necessary to accurately verify coverage.

The AQC also discussed the current process for selecting and paying for contractual services for attending the Informal Conferences when the investigators are not able. Janice and Steve will look into the possibility of our system charging the claims for SAF representatives attending the informal conferences to accurately reflect the cost associated with claims.

Harry emphasized that the investigators priority is thorough field investigations. The AQC approved filling the vacant Investigator position.

05.50 BARS Report (Murphy)

Prior to the meeting Gerald distributed the BARS Report for the 13th month and for July expenditures. He reviewed the reports and informed the AQC that the Fixed Charges for July are high due to two months rent being paid.

05.51 August General Staff Meeting (AQC)

The AQC compiled the agenda items for the August General Staff Meeting. Agenda items include the introduction of two temporary employees, the Employee Satisfaction Survey and Staff Staff Suggestions. Ray will check with Tim regarding a Safety Item.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 08/15/2005

AQC Members present were: Murphy, Harmon, Flowers, Polk, and Gregory.

Recorder: Lewter

Minutes from the 08/08/05 meetings were approved.

05.52 ITT Monthly Report (Flowers)

Prior to the meeting, Steve distributed the monthly ITT Report for July. The AQC reviewed the report and noted that the number of documents being indexed continues to increase. Steve will look into the types of documents that are being indexed in the miscellaneous category.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 08/22/2005

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

Minutes from the 08/15/05 meetings were approved.

Item carried over:

05.56 Business Team Report (Rush)

05.53 Policy 41 (Murphy)

Prior to the meeting, Gerald distributed an updated version of Policy 41 titled "Employee Pay Plan." Other than minor updates, changes include reflecting the Agency Director approves all non-legislative mandated salary increases or decrease and removing the guidelines for the pay plan that had been discontinued many years ago. **The AQC approved Policy 41.**

05.54 Trigger Reports (Harmon)

Janice distributed the 13th month trigger report and the July trigger report. Janice reviewed the reports and noted that the cash balance is higher than last year. She also reminded the AQC that the SIF assessment will be due in the next few months.

05.55 Legal Team Report (Polk)

Prior to the meeting, Cyndy distributed the Legal Team Report for July. The report was updated to reflect a year to year comparison. She noted that the number of Form 21's is much higher than last July.

Staff Stuff Suggestions

Harry informed the AQC that he received a comment regarding concern with all supervisors or all team leaders being absent. With the understanding that unexpected circumstances do occur, he asked that team leaders communicate with each other to ensure at least one is available at all times and for claim supervisors to do the same.

AQC Meeting 08/29/2005

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

Minutes from the 08/22/05 meetings were approved.

05.56 Business Team Report (Rush)

The business team reports were distributed prior to the meeting. The AQC reviewed the reports and briefly discussed the differences in the Case Value Estimates contained in the Scheduled Informal Conference Disposition Report. Sonji will further review the differences. The AQC briefly discussed the Investigation Status Report and Sonji commented that report may be distorted because there is not an X-team investigator in the system.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 09/12/2005

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

Minutes from the 08/29/05 meetings were approved.

Item carried over:

05.57 Employer Liability (Gregory)

05.58 External Survey (Murphy)

Prior to the meeting David Andrews distributed the results of the 2005 External Customer Survey. Gerald reminded the AQC that in the past the team leaders have contacted by telephone those policyholders with a Disagree or negative comment on the survey. The team leaders will take the same course of action this year and report back the responses at the October 10th AQC meeting. Gerald noted that the percentage of positive responses has decreased from 96.5% last year to 96.1% this year. David will divide and distribute the responses by team.

Gerald reported that 1341 surveys were sent and 262 were returned and the AQC briefly discussed the low return rate. This is the first year that surveys were sent electronically to all contacts in the system with an e-mail address, however, the number of surveys returned remained the same. Vicki reported that when the surveys were e-mailed the subject line included the word "Survey", which may be a factor in the surveys not being returned and Steve added that many systems filter the word survey from going into e-mail. Herman would like to look at which contacts returned the surveys and find out what is the average percent of response on similar surveys. Steve will look into survey statistics.

05.59 06-07 Budget (Murphy)

Gerald informed the AQC that the 2006-2007 Budget is due to the Office of State Budget. He asked that team leaders complete their budget requests and return to him by September 29, 2005.

Gerald informed the AQC that there are specific budget items that AQC needs to discuss at the next AQC meeting. One item is the lease on the building. Herman discussed factors to look at when determining if we should stay and negotiate the lease or move.

05.60 ITT Team Report (Flowers)

Steve distributed the ITT report for August 2005. To answer a prior question regarding the increase in documents scanned into the miscellaneous category, Steve included in the report the types of documents that are indexed in the miscellaneous category. They are clincher docs, SIF docs, and the initial fine docs. Steve reviewed and the AQC briefly discussed the report.

05.61 Experimental Procedures (Murphy/Harmon)

Janice began the discussion by requesting instruction on how to handle bills that are received with "T" codes for experimental procedures. Janice stated that according to the Medical Service Provider Manual, workers' compensation does not pay for experimental procedures, however, the procedure was authorized and we are responsible for the bill.

Sonji stated that although the code is for experimental procedure, the shockwave wave therapy treatment is not experimental according to Medicare. Providers bill with the "T" code because there is not a code for the shockwave therapy. Sonji added that these bills have been processed in the past by paying the bills under the 24999 and 99070 codes.

Following an in depth discussion, the AQC determined that the following issues need to be addressed:

- Is the treatment an experimental procedure and if so, is the treatment acceptable?
- How many claimants are currently receiving this type of treatment? How do we handle the bills?
- Who is responsible if an unacceptable procedure is authorized?

Steve will run a list of the providers and the payment codes used for the procedures to determine how many claimants are currently receiving this type of treatment. Herman, Janice and Sonji will meet to address and resolve the issues.

05.62 Business Cards (Flowers)

Steve informed the AQC that many employees are in need of new business cards that include the new e-mail addresses and we have the capability to create and print our own business cards. Currently we order boxes of 500 cards from Legislative Printing, which creates a lot of waste. Steve is currently working on a design and asked that the AQC members be prepared to let him know which employees need cards and how many. He will keep the AQC informed on the development of the new cards.

05.63 September General Staff Meeting (AQC)

The AQC compiled the agenda items for the September General Staff Meeting. Agenda items include introductions of new employees and the United Way campaign.

Staff Stuff Suggestions

There was one suggestion submitted this week regarding employees having the option to work from home. The AQC discussed possible expenses, the requirements and other factors involving in working from home; however, there will not be a response at the September General Staff Meeting due to Harry's absence.

AQC Meeting 09/19/2005

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

Minutes from the 09/12/05 meetings were approved.

05.57 Employer Liability (Gregory)

The AQC briefly discussed the matter of the agency providing Employers' Liability coverage. Herman will look into what the issues are and how to resolve them.

05.59 06-07 Budget (Murphy)

Gerald began the discussion by reminding the AQC that the building lease contract renewal will be in June 2007, therefore; the renewal will need to be considered when submitting our 2006-2007 budget request. The AQC discussed the advantages of the current location, such as the central location and free parking, however, the current market and/or the possibility of updating the current location will need to be reviewed. Herman, Vicki, Jamie and Gerald will meet to further discuss the reviewing the options.

Gerald reminded the team leaders that 2006-2007 budget requests are due to him by September 29, 2005.

05.64 Business Team Report (Team Leaders)

Prior to the meeting, Ray distributed the Business Team Reports for August. In follow up to a question in last months report as to why there is an adjuster not included in the Claim Process Milestone Tracking Report for the Nucleus Team, Ray pointed out that the report tracks the number lost time claims closed within the one month period and because the adjuster did not close any claims during the month, the adjuster will not appear on the report.

Sonji informed the AQC that the Scheduled Informal Conference report for the Pilot team reflects that the case value estimates for the claim owner and mediator reflect zero because the new informal conference attendees were not aware that they needed to enter the number of weeks at least one day prior to the day of the informal conference. They have been instructed to do so therefore, the report will reflect the correct case value estimates the next time it is printed.

05.65 BARS Report (Murphy)

Prior to the meeting, Gerald distributed the BARS report for August. He informed the AQC that the percentage of expenditures may appear higher than they should be because the report includes the first pay period in September. He also explained that the percent of expenditures for Employer Contributions varies team by team, depending on the team member's insurance coverage.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 09/26/2005

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

Minutes from the 09/19/05 meetings were approved.

05.66 Legal Team Report (Polk)

Prior to the meeting, Cyndy distributed the August Legal Team Report. Cyndy stated that the number of Form 50's filed is approximately 18% lower and the number for Form 21's filed is higher than in August 2004. She also pointed out that there continues to be a discrepancy in the number of informal conferences attended in the Scheduled Informal Conference Disposition Report and the Legal Team Report. She will continue to research the reason for the discrepancy.

The AQC briefly discussed the negotiation authority that investigators have when attending informal conferences. Currently investigators have 5% negotiation authority. Herman would like the teams to start closely following claims that do not settle at the informal conferences to determine how much more the claim expenses are as a result of not settling at the informal conference.

05.67 Trigger Report (Harmon)

Prior to the meeting, Janice distributed the August Trigger Report. She informed the AQC that she has highlighted in blue the significant changes over last month. The cash balance is up 72.6%, however, the Second Injury Fund assessment of 18 million is due. The Data Processing Equipment balance is up 59.4% over August 2004 because a lease payment was not made in August last year. The TPY receipts are up due to a significantly high receipt.

05.68 Mileage to Pharmacy (Spann)

Sonji informed that a memo from the WCC regarding reimbursement for travel to and from pharmacies was distributed to the Business Team Leaders and Janice. In response to the Memo she is reviewing the legal aspect and cost impact if the agency should begin paying the mileage to the pharmacy; however, the State Accident Fund currently does not pay mileage for claimants to pick up prescriptions from the pharmacy.

Staff Staff Suggestions

There were two suggestions submitted this week requesting that the agency consider a four-day workweek due to the increase costs of gasoline. Following an in depth discussion of the suggestions, the AQC determined that it would not be feasible to allow a four day workweek.

AQC Meeting 10/10/2005

AQC Members present were: Gregory, Spann, Rush, Murphy, Harmon, Polk, and Coleman.

Recorder: Lewter **Also present:** Touchberry

Minutes from the 09/26/05 meetings were approved.

05.69 BARS Report (Murphy)

Prior to the meeting Gerald distributed the September BARS report. He first informed the AQC that the expenditures should be at 29.16 % and appear to be higher than they should be because the first payroll for October was actually paid on September 30th. He also noted that the expenditures for employer contributions are higher because the SAF is required to make a one additional pay period deposit at beginning of July. Lastly, Gerald pointed out that the fixed expenditures are higher because we have paid four months rent at three months into the fiscal year.

05.70 External Survey Follow-Up (Team Leaders)

Harry began the discussion by asking the team leaders to report on their progress in contacting the policyholders.

Cyndy began by reporting that there was only one comment in the survey regarding any legal issues and she contacted the Department of Corrections and has resolved the one issue by requiring that the Civil Action number be included on closing letters for cases beyond the WCC.

Russell informed the AQC that the X-team had five responses of disagree or strongly disagree. Two of the responses were from one policyholder and he has left two messages with them; however he has spoken with all of the other contacts. He will be reviewing all of the responses in the comment section of the survey at this week's team meeting and will report back at next weeks AQC meeting.

Ray reported that the Nucleus team had four responses of disagree or strongly disagree. Four of the responses were concerning premium and audit; therefore; Chris Boles followed up on the survey responses. Ray contacted one policyholder regarding a Safety and Loss Control issue. Ray reviewed the follow up responses with the AQC and stated that he will be reviewing all the responses in the comment section survey at this week's team meeting.

Sonji distributed a list of the Pilot Team policyholders that returned the survey with disagree, strongly disagree or expressed a concern or suggestion in the comment section of the survey. Sonji reviewed the comments with the AQC.

Gerald commented that the survey responses are better than last year and that policyholders are always appreciative that we take the time to follow up on survey comments.

Harry commented that some of this information could be maintained in the complaint program that was recently added in Legal Entity. Vicki stated that the program is complete, however, there needs to be guidelines for use written.

Harry reminded the team leaders that the discussion regarding the survey would continue next week when Herman returns.

05.71 Locator (Gregory)

Harry asked that team leaders remind their team of the importance of using locator and also inform them that he will be reviewing the locator report on a regular basis.

05.72 Newsletter (Touchberry)

Jamie distributed copies of the fall issue of the SAFE-mail Newsletter and asked that AQC members proofread the newsletter for distribution on Wednesday. Harry thanked everyone for submitting articles.

05.73 Proposed Vendor Questions (Gregory)

Harry distributed a list of questions pertaining to operation of the State Accident Fund. He asked that AQC members review the questions and be prepared to discuss them at the October 31st AQC meeting.

05.74 October General Staff Meeting (AQC)

The AQC decided to have the October General Staff Meeting at the Halloween Luncheon on October 31st.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 10/20/2005

AQC Members present were: Gregory, Lightsey, Spann, Rush, Murphy, Harmon, and Polk.
Recorder: Lewter

Minutes from the 09/10/05 meetings were approved.

05.70 External Survey Follow-Up (Team Leaders)

Harry began the discussion by commending the Team Leaders on the team's discussion and review of the survey comments.

Russell distributed and reviewed the X team employer's follow up comments to the survey. He informed the AQC that there are five more policyholders that he has not been able to speak with and will continue to call them.

Prior to the meeting Sonji distributed the Pilot team employer's follow up comments and briefly reviewed them. She has two more policyholders to contact.

Team Leaders will report at the October 31st AQC meeting the remainder of the employer survey follow-up calls.

All concerns regarding CompEndium were forwarded to Sonji for review. She has forwarded the concerns to Bobby Collins to address and respond. Gerald reminded the AQC that the Employer Survey used to include a CompEndium and HealthWorks survey, however, they have not been included in the survey for the last two years. Gerald will look for the most recent CompEndium and HealthWorks survey responses. Sonji will find out if either of the companies has conducted their own service survey.

Harry asked that the Employer Complaint Program be put into operation. The AQC discussed how the program would be maintained and agreed on the following:

- Jamie will check the program on daily basis and forward to the appropriate team leader and/or supervisor.
- The team leaders, supervisors and AQC members will have access to read the information.

Steve will report at the October 31st meeting the progress on implementation.

Steve reported that he compiled all of the employer comments regarding IT enhancements and will utilize the suggestions while developing the new website.

Herman suggested that we respond to the most common suggestions and/or comments in the SAFE-mail Newsletter. He also suggested automatic responses on the surveys that are received via e-mail.

05.75 Business Team Reports (Team Leaders)

Prior to the meeting, the business team reports were distributed for review. Sonji reported that the updates to the Investigator Status report will be ready next month.

Harry asked that the purpose and definitions of the data contained in the reports be added as a key at the bottom of each report. He asked that the updates be made by November 21st.

05.76 Legal Team Report (Polk)

Prior to the meeting, Cyndy distributed the September Legal Report for review. She reviewed the report and noted that the number of Form 21's and Form 40's have increased compared to last September.

05.77 ITT Monthly Report (Flowers)

Prior to the meeting, Steve distributed the September ITT Report for review. Steve reviewed the report and informed the AQC that Dennis is currently working on updating the Novell server and once complete, he will be working on updating the server software for e-mail.

05.78 Trigger Report (Harmon)

Prior to the meeting, Janice distributed the September Trigger Report for review. She reviewed the report and noted that the trust fund balance is up 29.7% compared to last September, the claims paid is up 26% compared to last September, half of the Second Injury Fund assessment has been paid, and since July 2001 date, we have received \$929,918 in reinsurance reimbursements.

05.79 October General Staff Meeting (AQC)

The AQC compiled the agenda items for the October General Staff Meeting. Agenda items include the United Way Campaign, External Survey, Staff Stuff and the Financial Audit Report.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 10/31/2005

AQC Members present were: Lightsey, Spann, Rush, Murphy, Flowers, Coleman, and Polk.
Recorder: Touchberry

Minutes from the 10/20/2005 meeting were approved.

05.70 Employer Survey Follow-up (Team Leaders)

Sonji reported that her team still have not been able to contact two policyholders. These policyholders have been contacted several times but have not returned any calls. Sonji reported that the team will send a letter to these policyholders if no contact is made this week.

Ray handed out the Nucleus Team's response to the negative comments and reported that they have reached all but policyholders except for one. If no contact is made with them this week, a letter will be sent.

Russell reported that the X-team had 5 contacts to make and have made 4 of them. Several messages have been left on an answering machine of that contact without any contact being returned. A letter will be mailed this week.

05.73 Proposed Vendor Questions (Murphy)

1. Two weeks ago, Harry distributed questions received from a vendor on the operations of the SAF. A general discussion was lead by Gerald on responses to these questions.

05.80 Budget Provisos

Gerald distributed the current provisos for the SAF. There are currently two. It was suggested that the proviso under section 47 try to be removed since the SAF was not moved under the Department of Insurance.

05.81 Adjuster Position

Russell reported that an adjuster position on the X-team needs to be filled. AQC members unanimously agreed that the position needed to be filled. The position will be posted for two weeks.

Staff Suggestions

No suggestions were received this week.

AQC Meeting 11/14/2005

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

Minutes from the 10/31/2005 meeting were approved.

05.73 Proposed Vendor Questions (Gregory)

As follow up to last weeks meeting, Harry asked the AQC's progress in addressing the proposed vendor questions and the AQC responded that they have briefly addressed all of the questions.

05.82 AQC (Gregory)

Harry informed the AQC that he has been reviewing the current structure of AQC and is working with Gerald to determine what the structure should be. He asks that AQC members let him know of any suggestions they may have. Harry will continue discussion of the AQC structure at the next AQC meeting.

05.83 ITT Monthly Report (Flowers)

Prior to the meeting Steve distributed the October ITT Monthly Report. He reviewed the report and commented that the Records Management Team statistics are in-line.

Staff Suggestions

There was one submission that included two suggestions this week. The first suggestion is to look into the position of a Medical Only clerk. The AQC discussed the suggestion and Gerald will respond at the General Staff Meeting.

The second suggestion is to have Claim Techs start checking the status of unpaid bills, return calls, return calls to providers and if the Tech cannot answer, refer the caller to the adjuster or bill pay team. The AQC discussed that all adjusters and techs operate a little differently by team; however, this is a responsibility of claim tech. This suggestion will be forwarded to the appropriate supervisor.

AQC Meeting 11/21/2005

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

Minutes from the 11/14/2005 meeting were approved.

05.82 AQC (Gregory)

Harry distributed an updated version of the Agency Quality Council charter. He informed the AQC that minor edits were made to update the position titles and add the team leaders. Harry pointed out that the Director of Development and Training is a member of AQC, therefore, David Andrews will begin attending on November 28th.

05.84 Trigger Report (Harmon)

Prior to the meeting, Janice distributed the October 2005 Trigger report. She reviewed the report and noted that the cash balance is up 10% over last year, the 2nd half of the Second Injury Fund assessment has not been paid and the amount of claims paid is up 22% over last year. She also informed the AQC that the interest income will be changing due to changes in the type of checking account plan we now have.

05.85 Business Team Reports (Team Leaders)

Prior to the meeting, the Business Team Reports and a copy of the report definitions were distributed for review. In regards to the Premium Process Management Measures, Russell informed the AQC that the policies for the Department of Corrections have not yet been audited.

In response to questions as to why there is a difference in claim payout reflected in the Accepted Claim Expense Report and the actual expenses, Gerald pointed out that the Accepted Claim Expense Report only captures payouts for dates of injury within a certain period.

Sonji pointed out that there are two adjusters listed in the Compensability Decision Report that have low percentages on decisions made within 14 days of receipt. Sonji will look into this.

Following an in-depth discussion of the Projected Claims and Incident Rate in Current Fiscal Year, Harry requested that Russell meet with premium auditors to determine how we can accurately capture the incident rate.

05.86 BARS Report (Murphy)

Prior to the meeting Gerald distributed the October BARS report. He informed the AQC that all team budgets are at the correct percent of expenditure for this period; however, the Business Support Team may need to transfer funds to their contractual services budget to cover expenses for temporary employees needed due to extended absences of three employees on the team.

05.87 Legal Team Report (Polk)

Prior to the meeting Cyndy distributed the October Legal Team Report. She reviewed the report and pointed out that the number Form 50's and Form 40's filed are lower compared to last October, however the number of Form 21's is significantly higher than last year.

05.88 Attorney II Position (Polk)

Cyndy began by informing the AQC that Andy Beeson has accepted an opportunity outside of the agency. She distributed the position description, mission enhancement, vision enhancement and justification for the position. Cyndy requested and the AQC approved the position be filled. Gerald added that the position will be advertised in the law school newsletter and on the OHR website until filled.

Staff Suggestions

There were no suggestions submitted this week.

QUALITY IMPROVEMENT PROJECT

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Agency Quality Council

DATE TEAM FORMED: Sept. 1986

TEAM LEADER: Harry Gregory

RECORDER:

Chartered as AQC: September 14, 1990

Re-chartered: July 1, 1994

Adopted: April 11, 1994

Amended: June 25, 2001; November 14, 2005

I. CRITERIA FOR AQC COMPOSITION. The AQC will consist of the Executive Management Team and its direct report managers who either lead a team of other employees or who manage a technical function of such complexity and scope as to require regular and direct input for effective agency decision making; provided that the AQC may suspend or remove members for failure to comply with Team ground rules or who becomes subject to any disciplinary action.

Positions currently meeting those criteria are:

- Director
- Deputy Director
- Manager of Insurance Accounting
- Manager of Claims
- Manager of Information Systems
- Manager of Legal
- Manager of Training & Education
- Manager of Administrative Services
- Business Team Leader ("X")
- Business Team Leader (Nucleus)
- Business Team Leader (Pilot)

A recorder designated by the Director shall be responsible for the publication of the AQC agenda and the recording of the minutes of any meetings.

If through growth or reorganization the number of positions meeting the criteria exceeds twelve (12), the AQC should adopt additional criteria relating to magnitude and/or complexity of responsibility, to limit the number to twelve.

SCOPE: The AQC will meet regularly to consider management decisions which affect persons in more than one functional unit or about which more than one manager has a need to know; and to consider; to charter, empower and monitor projects and project teams; and generally to implement TQM in the agency.

OBJECTIVE: To maintain an efficient and effective agency decision mechanism which maximizes cross-functional *input* and *communication* (vertical and horizontal) and best *fosters TQM* along the lines of Deming's 14 Points.

1) *Input:* Our decision process should, to the extent feasible, involve all of the persons whose input or

agreement is frequently required for effective decision-making. By participating in regular meetings, these persons will maintain a working knowledge of matters which must be considered in making such decisions, and of the persons and factors affecting and affected by the decisions, reducing the need for meetings, briefings and stroking. No unit will be "left out". All units will be informed and "consulted" and thus, less likely to resist. The risk of overlooking crucial facts and unanticipated impacts are substantially lessened. An aim of this process is to minimize the need to overcome active or passive resistance to decisions, by people feeling left out of the decision process.

2) *Communication*: Typically, unit managers tend to focus on resources and outputs of their units, somewhat oblivious to functions and needs of other units. The tendency is to promote unit objectives frequently at the expense of agency objectives. Team decision-making should lessen this tendency and focus attention on agency goals and objectives.

3) *Fostering TQM*: Cross-functional input and oversight is essential for project team success. To create a TQM culture, adopt the TQM philosophy, drive out fear, break down barriers and put everybody to work to accomplish the transformation, free exchange of ideas and other TQM principles must be modeled from the top down. All top managers must first get comfortable with and skilled at free and real exchange of ideas (as distinguished from manipulating and pushing special agendas) before it will be practiced at the next levels of management and with other staff. And until that occurs in fact, our ultimate goal of putting everybody to work to accomplish the mission of the Agency will not be attained.

METHODOLOGY: The AQC will generally follow a written agenda, keep minutes and comply with rules adopted by it. Members will plan their work long-range to make time for meetings.

RESULTS EXPECTED

- 1) Decisions affecting more than one area of management responsibility will be efficiently and effectively made as a group consensus decision, utilizing cross-functional input and focusing on agency goals and objectives.
- 2) Information flow among functional units will be maximized.
- 2) TQM projects will be launched, supported and monitored and TQM principals will be modeled by members of AQC.

Approved by the Agency Quality Council: November 21, 2005

Harry B. Gregory, Jr., Director

AQC Meeting 11/28/2005

AQC Members present were: Gregory, Lightsey, Harmon, Rush, Murphy, Flowers, Andrews, Coleman and Polk. **Also present:** Touchberry **Recorder:** Lewter

Minutes from the 11/21/2005 meeting were approved.

05.89 December General Staff Meeting (AQC)

Harry informed the AQC that Jamie is arranging for a presentation on Holiday Safety for the December General Staff Meeting. A representative of the Richland County Police Department will be giving the presentation.

Executive Session

AQC went into Executive Session to discuss two personnel matters. No other business or action was taken during the session.

Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 12/05/2005

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

Minutes from the 11/28/2005 meeting were approved.

05.90 Newsletter (Touchberry)

Jamie informed the AQC that the next edition of the newsletter will be e-mail in January and asked that all articles be submitted to her by January 6, 2006.

The AQC briefly discussed the responsibility of employer contact e-mail address being entered into Legal Entity. Harry asked that Team Leaders remind employees to enter and maintain the e-mail addresses in Legal Entity.

Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 12/05/2005

AQC Members present were: Gregory, Lightsey, Harmon, Murphy, Flowers, Andrews, Coleman, Spann and Polk. **Also present:** Touchberry **Recorder:** Lewter

Minutes from the 12/05/2005 meeting were approved.

05.91 ITT Report (Flowers)

Steve began by distributing the November ITT Report. He informed the AQC that the capability to view the monthly reports electronically are near completion. He also stated that a letter will be sent to all executive contacts requesting designation of an agency representative to receive access to the report.

05.92 BARS Report (Murphy)

Prior to the meeting, Gerald distributed the November BARS report. He informed the AQC that all team budgets are at the correct percent of expenditure for this period, except for the X-team's budget for classified positions. This was due to paying out annual leave for two employees upon their departure from the agency.

Staff Suggestions

There were two suggestions submitted this week. The first suggestion was regarding the requirement to provide a settlement document when discussing settlement when the information is already provided in the settlement petition window. The AQC discussed the suggestion and determined that a claim synopsis is necessary, however, there should be one format for all types of claim meetings (ICR, CRT, 50K settlement). Sonji, Herman, Cyndy and Harry will work together to construct a standard format for a claim synopsis. The suggestion will be addressed at the December General Staff meeting.

The second suggestion was regarding the criteria used for a claim audit. The AQC discussed the suggestion and determined that a Quality Service Advisor should address the issues. This will also be discussed at the December General Staff meeting.

AQC Meeting 12/19/2005

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

Cyndy motioned that the Legal Report be added to the agenda and the AQC approved.

Minutes from the 12/12/2005 meeting were approved.

05.93 Trigger Report (Harmon)

Prior to the meeting, Janice distributed the November Trigger Report. She noted that the cash balance is up over last year and the amount of claims paid is up 22.2% over last year. She informed the AQC that she is currently reviewing different reports that capture the amount of claims paid in effort to determine what is the root of the increase in claims costs. Janice also noted that the interest income has increased due to changes to the checking account plan. Janice has added a line to the report to reflect the banking charges. Lastly, she noted that the Third Party receipts are up 75% over last year.

05.94 Legal Report (Polk)

Prior to the meeting, Cyndy distributed the November Legal Report. She noted that the number of Form 50's filed year to date is lower than last year, the number of Forms 21's is significantly higher than last year and the number of clincher conferences and claims not settled at the informal conferences are the same compared to the numbers for November of last year.

Executive Session

The AQC met in Executive Session to discuss two personnel matters. There was no other business or action taken during this session.

Staff Suggestions

There were no suggestions submitted this week.