



SC Department of Archives & History

Electronic Records Transmittal Form

<p>Transmit Records To: South Carolina Department of Archives & History Records Management 8301 Parklane Rd Columbia, SC 29223-4905 Telephone: 803-896-6119 Fax: 803-896-6138 E-mail: mdantzler@scdah.sc.gov</p>	<p>Instructions:</p> <ol style="list-style-type: none"> 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.
---	--

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: 01/04/2010 - 12/13/2010
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 Minutes
January 4, 2010

AQC Members present were: Gregory, Lightsey, Flowers, Harmon, Crosby, Spann, Coleman and Murphy.
Others Present: Lula Praylow.

Minutes from the 12/21/2009 meeting were approved.

12.96 Weekly Performance Indicators (Andrews)

The Weekly Performance Indicators report was carried over to the next meeting of AQC.

12.97 Follow – up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

12.98 Business Team Reports (Praylow)

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

12.99 Human Resources Monthly Report (Murphy)

AQC reviewed and discussed the monthly Human Resources Report.

**AQC Meeting Minutes
January 11, 2010**

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

Minutes from the 1/4/2010 meeting were amended and approved to reflect corrected attendance.

13.02 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of 12/14-18, 2009; 12/21-25, 2009; and 12/28/09-1/1/10. It was noted that all Teams were at 100% for the percent of decisions made within 14 days of First Report for the weeks of December 21-25, 2009 and December 28, 2009-January 1, 2010. Carolina Team was at 100% for the week of December 28, 2009 – January 1, 2010 for the percent of decisions made within 14 days of injury.

13.03 Follow – up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. It was noted that some payments were received on January 11, 2010, and that many state agencies are still resolving issues with SCEIS, resulting in delayed payments from policyholders. The DMH bill will be followed up on this week.

13.04 Trigger (Harmon)

AQC reviewed and discussed December's Trigger Report. Questions about phone bills were addressed and clarified.

13.05 Budget Status Report (Murphy)

AQC reviewed and discussed the monthly Budget Status Report. .

13.06 Policy 22.02-Travel & Subsistence Expenses (Murphy)

AQC reviewed, discussed, and approved revisions to SAF Policy 22.02 regarding travel for SAF employees. All travel requests will now be handled through SCEIS; however, travel still must receive prior approval from the appropriate designated persons.

ADDENDUM –Medicare Teleconferences (Polk)

Medicare Teleconferences are scheduled for January 28, 2010 and February 10, 2010.

13.07 IT Monthly Report (Flowers)

AQC reviewed and discussed ITT Monthly Report. Vacant position for Applications Analyst I will close January 18, 2010.

13.08 Management Retreat Update

AQC reminded to review due dates for projects and action items approved at the Management Retreat. Many projects/items are ongoing. The Website Advisory Group will be meeting in the near future; Ray working on getting articles uploaded to SAF website regarding safety issues.

13.09 IT Minute

AQC discussed problems with LAWSON; current version is not compliant with 2010; however, IT Department is working to resolve this glitch.

Suggestions

A suggestion was made to fill a vacant Auditor's Position; interviews are being conducted this week.

Other Business

Preliminary agenda for the January General Staff Meeting includes (1) Legal Update, (2) Option "4", (3) New Employee, (4) Employee of the Year, and (5) Teams of the Quarter. Sonji will preside over the meeting.

AQC Meeting Minutes
January 25, 2010

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

Others present: Highsmith, Johnson, Hansford and Praylow

Recorder: Cambre

Minutes from the 1/11/2010 meeting were approved as revised.

13.10 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of January 11-15, 2010.

13.11 Business Team Reports (Spann, Highsmith, Hansford, Johnson, Crosby, Praylow and Coleman)

AQC reviewed and discussed the monthly Business Team Reports of all SAF Teams.

- It was noted that the Carolina Team had only 27% of its cases closed within a 180 days of MMI; Jackie will review.
- It was suggested that if an investigative report is open for more than 30 days, even if closed during the reporting period, that an explanation be given as to why the report was open for that duration.

13.12 Legal Team Report (Polk)

AQC reviewed the Legal Team Report.

13.13 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. There continue to be issues with the processing of payments through SCEIS. It was recommended that SAF follow up, daily if needed, on certain past due accounts, including Department of Mental Health and Vocational Rehab since these premiums, currently amount to more than \$2.5 million. All efforts will be made to assist these agencies in getting their payments made through SCEIS.

13.14 Management Retreat Update (Gregory)

David Andrews will update the SAF statewide policyholder map to reflect the number of policies in each county.

13.15 Management Retreat Goal-Unallocated Cost Expense Review (Murphy)

AQC reviewed a report from Murphy, Flowers and Harmon regarding the Unallocated Cost Expense Review. Ideas were presented as how to possibly code these costs. Further discussion, including a report on the total amount of unallocated costs, will resume at the next AQC Meeting.

13.16 Management Retreat Goal-Supervisor Recognition (Coleman)

A proposed Supervisor Recognition Program, designed to recognize excellence and promote superior work performance, was discussed. It was noted that objective criteria needs to be developed, possibly integrating some of the criteria utilized for Team of the Quarter. After further review and study, specific recommendations will be made to AQC.

13.17 IT Minute (Flowers)

A new report showing Pending Bills, which may be run as needed to include by team, adjuster, bill age is now available through SAFNet – a helpful tool for adjusters.

Other Business

- An on-site Medicaid Teleconference is scheduled for 1:00 p.m. on January 28, 2010.
- Alicia Hamm has resigned from SAF effective February 4, 2010, due to relocation to Charlotte. Her position, Claims Adjuster, will be posted as soon as possible.
- John Long will join SAF as a Premium Claims Auditor on February 2, 2010.

**AQC Meeting Minutes
February 1, 2010**

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

Recorder: Cambre

Minutes from the 1/25/2010 meeting were approved as revised.

13.18 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of January 18-22, 2010.

13.19 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. There continue to be some issues with a few state agencies regarding the processing of payments through SCEIS.

13.15 Management Retreat Goal-Unallocated Cost Expense Review (Murphy)

Discussion carried over from last AQC meeting. AQC reviewed another report regarding Unallocated Cost Expenses and it was determined that the amount reported includes only salaries (for FY 08-09 the amount was \$1,501,144). As such, no further action needs to be taken regarding Unallocated Expenses..

13.20 Policy 32.01 Team & Individual Recognition Program (Murphy)

AQC discussed some areas that may no longer be applicable to the program, and other areas which may need to be expanded. Some possible revisions included the areas involving approving leave and criteria for audits. Further discussion, including recommendations, will resume at the AQC meeting on February 22, 2010.

13.21 Texting in State Vehicles

AQC discussed and approved revising SAF Policy 22.01 to include a prohibition of texting while in a state vehicle. The revised policy will be sent to all SAF employees.

13.22 IT Minute (Flowers)

AQC was briefed on how to successfully utilize calendar requests, when scheduling meetings/room reservations, utilizing Microsoft Outlook. .

Other Business

- A suggestion was received via the SAFNet Suggestion Program that a linked note, with an adequate field size, be added to Form Tools for each individual form type to ensure that all individuals who view the note can see the whole content. Matter was referred to Steve and he will report back to AQC February 22, 2010.
- Gerald Murphy will be attending a SCEIS class on February 3, 2010, regarding travel requests/reimbursements.
- Peter Leventis will conduct an on-site training for Adjusters at 11:00 a.m. on February 16, 2010.
- The WCC has updated its Medical Services Provider Manual (fee schedule) for 2010.
- A commendation of the SAF was received from Nick Shorter (City of Sumter). In addition to his praise, he suggested that SAF consider more electronic communication, to help reduce cost (postage) and to eliminate duplicate correspondence that contain the same information. Further discussion will be continue at the February 22, 2010, AQC Meeting.
- A farewell luncheon will be held on February 4, 2010, for Alicia Hamm.
- There will be a supervisor's meeting on February 2, 2010.

**AQC Meeting Minutes
February 8, 2010**

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

Recorder: Cambre

Minutes from the 2/1/10 meeting were approved.

13.23 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of January 25-29, 2010.

13.24 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. There continue to be some issues with a few state agencies regarding the processing of payments through SCEIS. If necessary, SAF will put in a Help Desk request to SCEIS to determine what the problems actually are.

13.25 Trigger (Harmon)

The monthly Trigger Report will be carried over to the February 22, 2010 AQC meeting.

13.26 Monthly HR Report (Murphy)

AQC reviewed and discussed the monthly HR Report. It was noted that the report runs through February 4, 2010.

13.27 Budget Status Report (Murphy)

AQC reviewed and discussed the monthly Budget Status Report. The report runs through the seventh month of FY 2009/10. Expenses, compared to the same time last year, were down more than \$214,000.

13.28 Monthly IT Report

AQC review and discussed the monthly IT Report. It was noted that there continue to be problems with Lawson software, and potential replacements are being discussed and reviewed. More Help Desk calls were closed than opened in the month of January.

13.29 Medicare Reporting

Ellen and Cyndy attended a Medicare Teleconference last week and Cyndy is waiting on the transcript due to some technical issues. A test claim has been sent to Medicare. There is some concern, due to the sensitive nature of the data being transferred, about Medicare's request that the data be sent via clear text.

13.30 House Budget Hearing

Harry reported on the Budget Hearing before the Transportation and Regulatory Subcommittee on January 26, 2010.

13.31 General Staff Meeting

The monthly General Staff Meeting will be Wednesday, February 10, 2010. The preliminary agenda includes (1) New Employee (2) EEO Report (3) Legal Update. Cyndy Polk will preside over the meeting.

13.32 13.22 IT Minute (Flowers)

Discussion/instruction was continued from last week's AQC Meeting in regards to the use of calendar requests/scheduling assistant utilizing Microsoft Outlook.

Other Business

- A suggestion was received asking if it would be possible for the switchboard operator to check for attorney representation prior to transferring a call. After discussion, it was determined that it was best for an Adjuster to check for representation, as ultimately all claims matters should be handled by Adjusters.
- There will be another Accounting Demo on Tuesday, February 9, 2010.
- There will be a meeting with CorVel on February 8, 2010.
- Sonji will give an update on Employee Appreciation at the next AQC Meeting.

AQC Meeting Minutes
February 22, 2010

AQC Members present were: Gregory, Lightsey, Flowers, Harmon, Crosby, Coleman, Polk, Murphy, and Spann.
Others present were: Highsmith, Praylow, Johnson, Williams, and Hansford. **Recorder:** Cambre

Minutes from the 2/8/10 meeting were approved as revised.

13.33 Weekly Performance Indicators

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of February 1-5, 2010 and February 8-12, 2010. There was discussion about how fines are assigned and Steve will review how data is captured.

13.25 Trigger (Harmon)

Revised Triggers for November 2008/09; December 2008/09, and January 2009/10 were submitted and reviewed. From this date forward, Year to Date data utilized by Gerald will be reported on the Trigger for consistency.

13.34 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. There continue to be some issues with the processing of payments through SCEIS by some state agencies, and SCEIS is working directly with these agencies.

13.35 Business Team Reports (Spann, Highsmith, Hansford, Johnson, Crosby, Praylow and Coleman)

AQC reviewed and discussed the monthly Business Team Reports of all SAF Teams.

- It was noted that due to an input error in November 2009 by a Palmetto Team member, (date input as 6/6/6009) the Average Days from Injury to Return to Work was not 60970 as reported. This error has been corrected.
- In December, the Carolina Team had an MMI to close average of 624 days due to a Claimant being paid out 500 weeks on a weekly basis (payout on 09-11-09). With no medical treatment for 2 years, the file was closed.
- Due to short-staffing, Audits are behind schedule at this time.
- Investigators need to ensure coverage verification is done in a timely fashion.

13.36 Legal Team Report (Polk)

AQC reviewed and discussed the monthly Legal Report.

13.16 Management Retreat Goal-Supervisor Recognition (Coleman)

AQC reviewed the proposed criteria for Claims Supervisor of the Quarter. Several recommendations and modifications will be reviewed again at the March 1 AQC Meeting.

13.20 Policy 32.01 Team & Individual Recognition Program (Murphy)

AQC reviewed the proposed criteria for Team & Individual Recognition Program. There were several recommendations and modifications addressed. AQC will discuss again at the March 1 AQC Meeting.

13.37 Employee Appreciation (Spann)

AQC was updated on this year's Employee Appreciate Day in April. The tentative date is April 14, 2010.

13.38 Committee Assignments (Gregory)

2010 Committees (Sunshine, Breakroom, Safety) have been assigned and will meet within the next 4-6 weeks.

13.39 IT Minute (Flowers)

AQC was updated on E-Help modifications that make the E-Help feature more user-friendly.

Other Business

- Two new employees have joined SAF this month, Lisa Morse (MIS) and Shannon Bedell (Claims).
- A Case Management Study Meeting to review our existing claims, policy, imaging, and financial systems, will be held March 3, 2010, at 9:30 a.m.
- There will a Matrix this week for the open Claims Tech position.

**AQC Meeting Minutes
February 8, 2010**

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

Recorder: Cambre

Minutes from the 2/1/10 meeting were approved.

13.23 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of January 25-29, 2010.

13.24 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. There continue to be some issues with a few state agencies regarding the processing of payments through SCEIS. If necessary, SAF will put in a Help Desk request to SCEIS to determine what the problems actually are.

13.25 Trigger (Harmon)

The monthly Trigger Report will be carried over to the February 22, 2010 AQC meeting.

13.26 Monthly HR Report (Murphy)

AQC reviewed and discussed the monthly HR Report. It was noted that the report runs through February 4, 2010.

13.27 Budget Status Report (Murphy)

AQC reviewed and discussed the monthly Budget Status Report. The report runs through the seventh month of FY 2009/10. Expenses, compared to the same time last year, were down more than \$214,000.

13.28 Monthly IT Report

AQC review and discussed the monthly IT Report. It was noted that there continue to be problems with Lawson software, and potential replacements are being discussed and reviewed. More Help Desk calls were closed than opened in the month of January.

13.29 Medicare Reporting

Ellen and Cyndy attended a Medicare Teleconference last week and Cyndy is waiting on the transcript due to some technical issues. A test claim has been sent to Medicare. There is some concern, due to the sensitive nature of the data being transferred, about Medicare's request that the data be sent via clear text.

13.30 House Budget Hearing

Harry reported on the Budget Hearing before the Transportation and Regulatory Subcommittee on January 26, 2010.

13.31 General Staff Meeting

The monthly General Staff Meeting will be Wednesday, February 10, 2010. The preliminary agenda includes (1) New Employee (2) EEO Report (3) Legal Update. Cyndy Polk will preside over the meeting.

13.32 13.22 IT Minute (Flowers)

Discussion/instruction was continued from last week's AQC Meeting in regards to the use of calendar requests/scheduling assistant utilizing Microsoft Outlook.

Other Business

- A suggestion was received asking if it would be possible for the switchboard operator to check for attorney representation prior to transferring a call. After discussion, it was determined that it was best for an Adjuster to check for representation, as ultimately all claims matters should be handled by Adjusters.
- There will be another Accounting Demo on Tuesday, February 9, 2010.
- There will be a meeting with CorVel on February 8, 2010.
- Sonji will give an update on Employee Appreciation at the next AQC Meeting.

**AQC Meeting Minutes
March 3, 2010**

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

Recorder: Cambre

Minutes from the 2/22/10 meeting were approved.

13.40 Weekly Performance Indicators

AQC reviewed and discussed the Weekly Performance Indicators report for the week of February 15-19, 2010.

13.41 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. It was determined that SAF should put in a help desk with SCEIS to help expedite payment on certain policies.

13.42 Budget Status Report (Murphy)

AQC reviewed and discussed the monthly Budget Status Report.

13.36 Human Resources Report (Murphy)

AQC reviewed and discussed the monthly HR Report.

13.16 Management Retreat Goal-Supervisor Recognition (Coleman)

AQC reviewed revised criteria for Claims Supervisor of the Quarter. Several additional recommendations and modifications will be reviewed at the March 15 AQC Meeting.

13.20 Policy 32.01 Team & Individual Recognition Program (Murphy)

AQC reviewed the revised criteria for Team & Individual Recognition Program and will review again at the March 15 meeting. There were several recommendations and modifications addressed.

13.44IT Minute (Flowers)

AQC was advised that an ad hoc report for policy holders, Claims Activity Report (CM 51A), has been added to the SAF webpage. The report, which shows open/closed claims in a given time frame, was rolled out March 2, 2010, and notice has been sent to all registered policy holders. Ideas were discussed to encourage more policy holders to register so they can utilize SAF's online tools.

Other Business

- Updates were provided on the Matrix for Claims Tech and search for a Premium Auditor.
- Employer updates will be held by SAF in May/June in Greenville, Columbia, and Charleston. Logistics are still being finalized.

AQC Meeting Minutes
March 8, 2010

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

Minutes from the 3/3/2010 meeting were approved.

13.45 Weekly Performance Indicators

AQC reviewed and discussed the Weekly Performance Indicators report for the week of February 22-26, 2010. Decisions made within 14 days increased from the last reporting period, from 93% to 96%.

13.46 Follow-up on Policyholder Renewals (Gregory)

In Janice Harmon's absence, AQC reviewed the status of policyholder account payments.

13.47 IT Monthly Report (Flowers)

AQC reviewed and discussed the monthly IT Report. The following other items were discussed:

- A recommendation has been made to replace the current LAWSON system.
- The IT Department is now fully staffed.
- The implementation date for Medicaid has been pushed back to January 2011. As of February 22, 2010, the Medicaid Guide has not been posted.
- A Medicaid teleconference is scheduled for March 16, 2010.

13.16 Management Retreat Goal-Supervisor Recognition (Coleman)

AQC reviewed revised criteria for Claims Supervisor of the Quarter. After discussion, it was decided the criteria would be better suited to be used as an evaluation tool for Team Leaders. Rachel Cambre will collect and compile the data initially and send it to the Team Leaders who will use the information to evaluate supervisor performance. The criteria will also be integrated into EPMS evaluations.

13.20 Policy 32.01 Team & Individual Recognition Program (Murphy)

AQC reviewed and approved the revised criteria for Team & Individual Recognition Program.

13.48 March General Staff Meeting (Gregory)

The next general staff meeting is March 10, 2010. Agenda items include 1) Legal Update 2) IT-Policyholder Reports online 3) New Employees 4) Possible attendance at meeting by Commissioners.

13.49 IT Minute (Flowers)

AQC was given an overview of how to insert tables in Word documents. AQC also approved the purchase of a teleconferencing device for the Conference room. The device will be available to all SAF employees for teleconferencing.

Other Business

- There will be a meeting with SIF/Mike Harris on March 11, 2010, to begin preparations for 2013 incorporation of the Uninsured Employers Fund.
- SAF's new Office of Human Resources consultant will meet with SAF HR staff on March 11, 2010.
- Team of Quarter statistics will be sent to Team Leaders as a tool to identify strengths and weaknesses.
- Employee Appreciation Day will be April 16, 2010, since SAF Founder's Day falls on a Saturday (April 17).

AQC Meeting Minutes
March 15, 2010

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

Minutes from the 3/3/2010 meeting were approved.

13.45 Weekly Performance Indicators

AQC reviewed and discussed the Weekly Performance Indicators report for the week of February 22-26, 2010. Decisions made within 14 days increased from the last reporting period, from 93% to 96%.

13.46 Follow-up on Policyholder Renewals (Gregory)

In Janice Harmon's absence, AQC reviewed the status of policyholder account payments.

13.47 IT Monthly Report (Flowers)

AQC reviewed and discussed the monthly IT Report. The following other items were discussed:

- A recommendation has been made to replace the current LAWSON system.
- The IT Department is now fully staffed.
- The implementation date for Medicaid has been pushed back to January 2011. As of February 22, 2010, the Medicaid Guide has not been posted.
- A Medicaid teleconference is scheduled for March 16, 2010.

13.16 Management Retreat Goal-Supervisor Recognition (Coleman)

AQC reviewed revised criteria for Claims Supervisor of the Quarter. After discussion, it was decided the criteria would be better suited to be used as an evaluation tool for Team Leaders. Rachel Cambre will collect and compile the data initially and send it to the Team Leaders who will use the information to evaluate supervisor performance. The criteria will also be integrated into EPMS evaluations.

13.20 Policy 32.01 Team & Individual Recognition Program (Murphy)

AQC reviewed and approved the revised criteria for Team & Individual Recognition Program.

13.48 March General Staff Meeting (Gregory)

The next general staff meeting is March 10, 2010. Agenda items include 1) Legal Update 2) IT-Policyholder Reports online 3) New Employees 4) Possible attendance at meeting by Commissioners.

13.49 IT Minute (Flowers)

AQC was given an overview of how to insert tables in Word documents. AQC also approved the purchase of a teleconferencing device for the Conference room. The device will be available to all SAF employees for teleconferencing.

Other Business

- There will be a meeting with SIF/Mike Harris on March 11, 2010, to begin preparations for 2013 incorporation of the Uninsured Employers Fund.
- SAF's new Office of Human Resources consultant will meet with SAF HR staff on March 11, 2010.
- Team of Quarter statistics will be sent to Team Leaders as a tool to identify strengths and weaknesses.
- Employee Appreciation Day will be April 16, 2010, since SAF Founder's Day falls on a Saturday (April 17).

AQC Meeting Minutes
March 22, 2010

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

Minutes from the 3/15/2010 meeting were approved.

13.55 Weekly Performance Indicators

AQC reviewed and discussed the Weekly Performance Indicators report for the week of March 8-12, 2010. Decisions made within 14 days increased to 98 percent.

13.55 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. A majority of policyholders have paid their premiums for the quarter beginning April 1. One policyholder has paid all but the grant-related premiums, and this payment should be forthcoming. Herman and John will be visiting a policyholder this week.

It was noted that Sonji needs to be made aware of cancelled policies to ensure 12A's are not paid. There will be clarification as to who needs to be sending the cancellation notices, and who will be on distribution list.

13.57 Trigger (Harmon)

AQC reviewed the current Trigger. The only significant changes were a 34.7% increase in TPY and a 6.99% increase for SIF.

13.58 Employer Update (Andrews)

The 2010 Employer Updates have been scheduled for Greenville (Greenville Technical College, May 18) and N. Charleston (Wannamaker Park, May 25). The Columbia training is still pending, but will probably take place in June. There will be a meeting on March 25 at SAF to set the agenda for the trainings.

13.59 IT Minute (Gregory)

In Steve Flowers' absence, Harry advised members of AQC that the SAF teleconferencing device is set up and ready for use by SAF Staff.

Other Business

- A suggestion was made that the SAF Intercom system be checked to ensure it is working properly.

AQC Meeting Minutes
March 29, 2010

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

Minutes from the 3/22/2010 meeting were approved.

13.60 Weekly Performance Indicators

AQC reviewed and discussed the Weekly Performance Indicators report for the week of March 15-19, 2010. There were two additional fines this week that resulted from Adjusters closing the claims too quickly. Sonji will address this at the next Supervisor's Meeting.

13.61 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. SAF has been promised payment for four of the six outstanding premiums due.

13.62 Employee Appreciation Day, April 16, 2010 (Spann)

Sonji advised AQC members that plans are being finalized for Employee Appreciation Day (April 16). Meals, incentive prizes, and other give-a-ways are being considered.

13.63 General Staff Meeting (Gregory)

Agenda items for the April General Staff Meeting on April 14, 2010 will include: 1) new employee introduction and 2) possible Commissioner from WCC. Due to the limited items on the agenda, this meeting is contingent on the availability of a Commissioner to address staff. Otherwise, General Staff matters will be addressed on Employee Appreciation Day.

13.64 IT Minute (Flowers)

AQC members were updated on SAF Net Reminders. Announcements are intended for official agency/state business, and e-mails are sent to announce postings. The SAF Water Cooler is primarily used for non-work related items and/or matters that are not time sensitive. Updates to the Water Cooler are done daily at noon.

Other Business

- A suggestion was made regarding the in-house TPY contact. At this time, Cynthia Polk is the primary in-house TPY contact and the claims staff will again be notified.

**AQC Meeting Minutes
April 5, 2010**

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

Recorder: Cambre

Minutes from the 3/29/2010 meeting were approved as amended.

13.65 Weekly Performance Indicators

AQC reviewed and discussed the Weekly Performance Indicators report for the week of March 22-26, 2010.

13.66 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. .

13.66 Employee Appreciation Day, April 16, 2010 (Spann)

Sonji updated AQC on tentative plans.

13.67 Monthly HR Report (Murphy)

AQC reviewed the monthly HR Report. Six EPMS reports are due this month.

13.68 IT Minute (Flowers)

AQC members were updated on the new teleconferencing equipment and instructions were provided on how to add multiple parties to teleconference calls.

AQC Meeting Minutes
April 12, 2010

AQC Members present were: Gregory, Polk, Murphy, Andrews, and Coleman.
Recorder: Cambre

Minutes from the 4/5/2010 meeting were approved .

13.69 Weekly Performance Indicators

AQC reviewed and discussed the Weekly Performance Indicators report for the week of March 29-April 1, 2010.

13.70 Follow-up on Policyholder Renewals (Gregory)

AQC reviewed the status of policyholder account payments..

13.71 Monthly Budget Status Report (Murphy)

AQC reviewed the monthly Budget Report.

13.72 Business Team Reports-

Item carried over and will be discussed at April 19 AQC

13.73 Employee Appreciation Day, April 16, 2010 (Gregory)

An appreciation email will be sent to all SAF Employees regarding Employee Appreciation Day on April 16; activities and plans have been finalized.

13.74 IT Minute (Gregory)

AQC members were updated on SAF website statistics.

- It was noted that the State Printing shop will close June 1, 2010, due to budget cuts.
- Due to Employee Appreciation Day being April 16, there will not be a General Staff Meeting on April 14, 2010.

AQC Meeting Minutes
April 19, 2010

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

Others present: Williams, Johnson, Praylow, Highsmith and Hansford.

Recorder: Cambre

Minutes from the 4/12/2010 meeting were approved.

13.75 Weekly Performance Indicators

AQC reviewed and discussed the Weekly Performance Indicators report for the week of April 5-April 9, 2010. It was noted that the average days from receipt of First Report to decision is down to six days.

13.76 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

13.77 Business Team Reports (Spann, Highsmith, Hansford, Johnson, Crosby, Praylow and Coleman)

AQC reviewed and discussed the monthly Business Team Reports of all SAF Teams.

- Matt explained how a med for life claim, in which the claimant died prior to reaching MMI, caused report to show 1633 days from MMI to close.
- Lula will report on 2010-000339 at the AQC meeting on April 26, 2010.
- The IC notification process was clarified; last month there were three no shows at scheduled IC's.
- Audit Reports are 34% complete, with the targeted percentage for this point in the Fiscal Year being 58%.

13.78 Legal Team Report (Polk)

AQC reviewed the monthly Legal Team Report. It was noted that WCC has eliminated the Form 40.

13.79 ITT Monthly Report (Flowers)

AQC reviewed the monthly ITT Report. Steve noted that IT is working on the conversion process from Lawson to the new accounting software.

13.80 Follow-up on Public Address System

AQC is reviewing the need and cost-analysis of repairing the PA system.

13.81 IT Minute

AQC was reminded of tools available on SAF Net for employees.

Suggestions:

- Concerns about the current janitorial services were forwarded to the landlord and janitorial service.
- A suggestion for Adjusters to process mileage claims was discussed and reviewed. Based on the recommendation of claims management, this task will continue to be handled by claims techs and supervisors will address any specific problems.
- Based on a request that AQC ensure uniformity, Team leaders/Supervisors will be reminded that employees arriving late/leaving early should use annual leave.

AQC Meeting Minutes
April 26, 2010

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

Meeting was called to order, and Item 13.84 was changed to Adjuster Positions.

Minutes from the 4/19/2010 meeting were approved.

13.82 Weekly Performance Indicators

AQC reviewed and discussed the Weekly Performance Indicators report for the week of April 12-April 16, 2010. It was noted that the average days from receipt of First Report to decision remains at six days.

13.83 Follow-up on Policyholder Renewals (AQC)

AQC reviewed the status of policyholder account payments. One of the late payments needs to be processed manually due to a SCEIS problem.

13.84 Adjuster Positions (Coleman)

Two Adjuster positions are open at SAF. Ray asked permission to post both vacant positions. Gerald said he would post today, and the postings will close May 11, 2010.

13.85 OneCall Retro Pricing (Gregory/Spann)

Harry and Sonji have talked to OneCall regarding Diagnostic Testing done outside of the network. OneCall has suggested that SAF submit all out of network Diagnostic Testing to them to process at no cost to SAF. Records Management would have to review all bills prior to scanning and would have to become familiar with the different codes to determine what should be sent to OneCall. Gerald and Steve will discuss logistics with appropriate staff.

13.86 IT Minute

Steve showed members of AQC how to fax documents through their desktop. He also confirmed what documentation is actually received by the recipient.

- David advised AQC that presentations for the Employer Updates are due by Wednesday, April 28.
- Registration e-mails for the Employer Updates will be sent today.
- Gerald, Janice and Susan will all be attending SCEIS training for End of Year Closeout..
- The Senate will be working on the state budget this week.

AQC Meeting Minutes

May 11, 2010

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

Others Present: John Cox, John Brodsky

Recorder: Cambre

Meeting was called to order

Minutes from the 4/26/2010 meeting were approved.

13.87 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of April 19-23 and April 26-30, 2010.

13.88 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. There still are some problems processing payments through SCEIS.

13.89 Trigger (Harmon)

AQC reviewed the Trigger for April, 2010.

13.90 Human Resources Monthly Report (Murphy)

AQC reviewed the monthly Human Resources report.

13.94 Claim Tech Position (Coleman)

The request to fill the open claim tech position will be carried over to the next AQC meeting.

13.91 Report on Uninsured Employers Fund (Murphy, Harmon and Flowers)

The transition of the Uninsured Employers fund to SAF in 2013 and associated matters were discussed. Issues include how UEF budget will be submitted; conversion of payment system; timeline for transition. An in-depth "to do" list needs to be developed to ensure a smooth transition when SAF absorbs UEF.

13.92 Monthly IT Report

AQC reviewed the monthly IT Report; it was noted that the transfer of accounting information is in the testing phase.

13.93 IT Minute

Steve updated members of AQC of a new area on the SAF Net, WCC Memos, which has updated information/documents from the Commission.

Other Matters and Notices

- The first Employer Update will be in Greenville on May 18, with 28 attendees signed up to date. Thirty four people have signed up for the Charleston session, and 80 have signed up for the Columbia session.
- A memo has been received from the SC Employee Insurance Program advising that the employer contribution for insurance will be increasing approximately 10.3%.
- Supervisors' Meeting will be Wednesday, May 12; Contract Attorney Meeting will be Thursday, May 13.
- The General Staff Meeting, scheduled for May 12, 2010, has been moved to May 26, 2010, so that Commissioner Wilkerson may attend and address the staff.
- The CorVel meeting scheduled for May 11, 2010, will be moved to May 28, 2010.

AQC Meeting Minutes
May 17, 2010

AQC Members present were: Gregory, Lightsey, Polk, Harmon, Murphy, Andrews, Flowers, Spann, and Coleman.
Others Present: Willie Highsmith, Norma Johnson, Jackie Williams, Lula Praylow and Matt Hansford.
Recorder: Cambre

Meeting was called to order

Minutes from the 5/11/10 meeting were approved.

13.94 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of May 3-7, 2010.

13.95 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. There still are some problems processing payments through SCEIS.

13.96 Business Team Reports (Spann, Highsmith, Hansford, Johnson, Praylow and Coleman)

AQC reviewed and discussed the monthly Business Team Reports for all SAF Teams. Ray noted that John Long is on track for completion of audits.

13.98 Legal Team Report (Polk)

AQC reviewed the monthly Legal Team Report.

13.97 Budget Status Report (Murphy)

AQC reviewed the monthly Budget Status Report. There was an error in the rental line item due to the way the blanket PO for the rent line item was processed in February and April.

13.99 IT Minute

A functional change has been made in the News & Notices area of SAF Net so that the information is database driven, making it easier to post, void, and/or delete items in this area.

Other Matters and Notices

- The Employee Satisfaction Survey tab is on the SAFNet and is accessible to employees.
- The first Employer Update will be in Greenville on May 18.

AQC Meeting Minutes
May 24, 2010

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

Recorder: Cambre

Meeting was called to order

Minutes from the 5/17/10 meeting were approved.

14.00 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of May 10-14, 2010.

14.01 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. Only one policyholder is currently past due for the quarter.

14.02 Trigger (Harmon)

AQC reviewed the Trigger Report for April. It was noted that contractual services has increased due to the fact that in the past, the Actuary expense had its own line item and beginning this FY, the cost of actuary was included with contractual services. Additionally, expenses have been incurred with the purchase of new accounting software and increased pricing for IT maintenance.

14.03 IT Minute (Flowers)

It was noted that renewal notices/invoices will be sent out June 2 for the state agency policyholders. A PDF version of statements will be available for SAF staff. Reports for actuaries will be run beginning July 1.

Other Matters and Notices

- The first Employer Update was in Greenville on May 18. There were 33 attendees, and approximately 24 policyholders.
- The Charleston Employer Update will be May 25, and 38 people are signed up.
- The Columbia Employer Update will be June 3, and 88 people are signed up.
- The Employee Satisfaction Survey will be available on the SAF Net until May 27.
- New Auditors will be meeting with Janice on May 25.
- General Staff Meeting will be May 26. Commissioner Wilkerson will be speaking to SAF Staff. Other items on the agenda include personnel update (introduction of Heather Moore); Safety Week Update; Recognition of Team of Quarter for the first quarter of 2010.

**AQC Meeting Minutes
June 7, 2010**

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

Recorder: Cambre

Meeting was called to order

Minutes from the 5/24/10 meeting were approved.

14.04 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of May 17-21 and May 24-28, 2010.

14.05 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. .

14.06 Human Resources Monthly Report (Murphy)

AQC reviewed the monthly Human Resources Report. It was noted that at this time last year, there were 72 SAF employees; currently, there are 69 SAF employees.

14.07 Budget Status Report (Murphy)

AQC reviewed the monthly Budget Status Report. The rental line item has been corrected to reflect actual monthly expenditure.

14.08 Receptionist Position (Murphy)

Options were discussed regarding the position. It was decided that the position will be posted, and the candidates should possess good people/communication skills.

14.09 Monthly IT Report

AQC reviewed the monthly IT Report. ACCPAC (the new accounting system) is scheduled to "go live" July 1, 2010. Premium invoices for policyholders on the SCEIS system have all been scanned, and should have been received by those policyholders. Because the invoices were sent prior to new fiscal year, SAF will do a random sampling of accounts, on July 1, 2, and 17, to ensure the invoices carried over to the new fiscal year.

14.10 General Staff Meeting (Gregory)

The next staff meeting is June 9, 2010. Agenda items include: 1) Guest speaker Diane Conte, who will present the state's version of "The Biggest Loser" weight loss challenge; 2) Legal Update; 3) Health & Safety Week Update. Ray Coleman will lead the meeting.

14.11 IT Minute (Flowers)

Steve updated AQC on the reports available to employers online. Reports include Claims Search; Loss Summary; Payment Activity; Claim Activity; and Lost Time. Steve emphasized that policy holders should use the Ad Hoc reports, versus monthly reports, for up to date information. Correcting negative reserves was also discussed and to be follow-up on by Steve and Sonji.

Other Matters and Notices

- Harry commended David Andrews, as well as other SAF Staff, for ensuring the success of the Employer Updates. 71 people attended the Columbia update, and 39 attended the Charleston update.
- The External Survey, for policyholders, should be sent out by Thursday, July 10.
- Due to safety issues, no employees will be allowed in the claims area until 7:25 a.m., unless a supervisor or Team Leader is present.
- Supervisor's Meeting on June 8, 2010.
- Contract Attorney's meeting on June 11, 2010.

**AQC Meeting Minutes
June 21, 2010**

AQC Members present were: Gregory, Lightsey, Polk, Harmon, Murphy, Flowers, Spann, Crosby and Coleman.
Others present were: Highsmith, Praylow, Johnson and Williams.
Recorder: Cambre

Meeting was called to order

Minutes from the 6/14/10 meeting were approved.

14.12 Weekly Performance Indicators (Gregory)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of May 31-June 4 and June 7-11, 2010.

14.15 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. .

14.13 Business Team Reports (Spann, Highsmith, Johnson, Praylow and Coleman)

AQC reviewed and discussed the monthly Business Team Reports. Supervisors were asked to follow up with their teams regarding requests for verification of coverage. Additionally, adjusters need to be reminded of the importance of being attentive to all policyholders and maintaining communication with them.

14.14 Legal Team Report (Polk)

AQC reviewed the monthly Legal Team report.

14.16 Trigger (Harmon)

AQC reviewed and discussed TRIGGER report. AQC discussed the challenge and importance of monitoring claims expenses during a period of decreasing premium receipts.

14.17 Employer Satisfaction Survey

Item will be discussed at next AQC Meeting.

14.18 IT Minute (Flowers)

Steve showed members of AQC how to link contacts from SAFNet to their personal Outlook contacts.

Other Matters and Notices

- Hal Wilson will be conducting training for the claims staff on June 21, 2010.
- Monthly Supervisor Meeting June 22, 2010.
- Monthly CorVel meeting June 22, 2010. Claims staff welcome to attend.
- SAF has been alerted to expect an increase in premium for unemployment due to economic slowdown.

AQC Meeting Minutes
June 28, 2010

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

Meeting was called to order.

Minutes from the 6/21/10 meeting were approved.

14.19 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of June 14-18, 2010. Fines have decreased, but the dollar amount remains unchanged.

14.20 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. .

14.21 Employer Satisfaction Survey (Andrews)

David discussed results of the 2010 Employer Satisfaction Survey with members of AQC. All comments and suggestions were reviewed and discussed.

14.22 IT Minute (Flowers)

Steve discussed network issues that caused parts of the SAF network to be down this morning. The MIS team is taking all steps to ensure that the network is up and running, and that the faulty piece of equipment causing the outage is replaced.

Other Matters and Notices

- Due to a suggestion received from an employee, it was reiterated that employees who choose to participate in the voluntary Biggest Loser Weight Loss Sessions must log out for lunch.
- Gerald reminded AQC that the fiscal year ends Wednesday (June 30) and, as such, all travel reimbursement requests should be submitted by the close of the fiscal year to be considered for reimbursement.
- Due to the July 4th holiday, there will be no AQC meeting on Monday, July 5, 2010.

**AQC Meeting Minutes
July 19, 2010**

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

Others present were: Highsmith, Hansford, Johnson and Williams.

Recorder: Cambre

Meeting was called to order.

Minutes from the 6/28/10 meeting were approved.

14.23 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of June 21-25; June 28-July 2; July 5-9; and last Fiscal Year.

14.24 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

14.25 Business Team Reports (Spann, Highsmith, Williams, Johnson, Hansford and Coleman)

AQC reviewed and discussed the monthly Business Team Reports.

14.26 Legal Team Report (Polk)

AQC reviewed the monthly Legal Team report.

14.27 HR Monthly Report (Murphy)

AQC reviewed the monthly HR Report.

14.28 IT Monthly Report (Flowers)

AQC reviewed the monthly ITT Report. It was noted that the policy documents figure was higher than in past years due to a number of old policy documents being located and scanned. It also needs to be determined why the number of medical documents increased by almost 500 over last year's figures.

14.29 IT Minute (Flowers)

Steve showed members of AQC how to link SAF Calendars to their own MS Outlook calendar. This feature is especially beneficial for staff working the switchboard.

Other Matters and Notices

- Two suggestions were received in the past week. Janice will do a cost benefit analysis of utilizing direct deposit for TT checks. It was noted that for evaluation purposes, it might be best to start utilizing direct deposit payments for medical vendors. Gerald will review SAF Policy 64 to determine if this policy should be revised to be consistent with current standard operating procedures.
- Supervisors' Meeting and Contract Attorney Meetings will be held Tuesday, July 20, 2010.

AQC Meeting Minutes
August 2, 2010

AQC Members present were: Gregory, Polk, Harmon, Andrews, Murphy, Flowers, Spann, Crosby and
Recorder: Cambre

Meeting was called to order.

Minutes from the 7/19/10 meeting were approved.

14.30 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of July 12-16 and July 19-23. David will check accuracy of formula for Bills Processed.

14.31 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

14.32 Trigger (Harmon)

AQC reviewed and discussed the TRIGGER for FY 2010. A discrepancy in supplies was determined to be the result of the items (scanners) being placed under supplies. Janice will see if it is possible to move the items to equipment.

14.33 Monthly Budget Report (FY 09-10)

AQC reviewed the monthly Budget Report, which was also the FY Budget Report.

14.34 HR Monthly Report (Murphy)

AQC reviewed the monthly HR Report.

14.35 Follow-Up on Policy 64 (Murphy)

Policy 64 dates back to 2005 and is needs to be updated to reflect changes to the process and current procedures. It was determined that a team needs to be created to rewrite the policy. Harry will contact prospective team members.

14.36 Zero-Based Budget for FY 11-12 (Murphy)

Teams need to start working on their budgets for FY 11/12, bearing in mind that there is an anticipated increase of 10.3% in healthcare costs. Teams should submit their proposed budgets on or before Monday, August 16, 2010.

14.37 General Staff Meeting (Gregory)

The next General Staff Meeting will be August 11, 2010. Possible speakers are representative(s) from the Commission or a speaker from the United Way to kick off the 2010 campaign. Legal has one case to discuss at the meeting.

14.38 IT Minute (Flowers)

Steve discussed FY 10 statistics pertaining to SAF website usage.

Other Matters and Notices

- One suggestion was received pertaining to how mileage is processed.
- Supervisors' Meeting Tuesday, August 3.
- Compendium Meeting Wednesday August 4.
- Pharmacy RFP meeting August 5.
- A meeting with Florence County DSN August 6.
- CorVel meeting at 1:30 p.m. on August 12.

**AQC Meeting Minutes
August 9, 2010**

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

Recorder: Cambre

Meeting was called to order.

Minutes from the 8/2/10 meeting were approved with revisions.

14.39 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of July 26-30. David revised the formula for Bills Processed, to ensure accuracy.

14.40 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. Some policyholders state that processing in SCEIS is the cause for delayed payments, and Gerald suggested that SAF track late payments and the associated cost to SAF in order to better assess the problem. It was also suggested that the average number of days to receive payment upon billing be tracked.

14.41 General Staff Meeting (Gregory)

The General Staff Meeting will be August 11, 2010. This month's Staff Meeting agenda will include: Guest Speakers from United Way to Kick Off State Employee Campaign; and a Legal Update

14.42 IT Monthly Report (Flowers)

AQC reviewed the Monthly IT Report. Bills indexed appear to be lower than usual, and Steve will continue to monitor.

14.43 IT Minute (Flowers)

The renewal process for policyholders, along with a timeline, was distributed and discussed.

Other Matters and Notices

- SCEIS reported a glitch in annual leave reporting; Gerald has notified affected employees to resubmit leave for the affected days.
- There are two mediations, along with General Staff Meeting on August 11.
- There is a Contract Attorney's Meeting and a CorVel meeting on August 12.
- Teams are responsible for submitting their proposed budgets for FY 11/12 by August 16.
- Accountability Report drafts are due to David by August 13.

AQC Meeting Minutes
August 23, 2010

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

Meeting was called to order.

Minutes from the 8/16/10 meeting were approved.

14.51 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of August 9-13, 2010.

14.52 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

14.53 Team Budgets (Murphy, Spann, Polk, Andrews, Flowers)

AQC reviewed and discussed SAF Team Budgets for FY 11/12. All team budgets will be compiled into a spreadsheet and presented back to AQC for final approval.

14.54 Policy 58.00-Employee Performance Management System (Murphy)

In order to improve and clarify EPMS scoring, it was recommended that the Range of Performance scores be carried to two decimal places instead of just one (EX: instead of 1.0, would carry over to 1.00). AQC approved the necessary revision to Policy 58.00

14.55 Extreme Heat Stress Exposure (Gregory)

Members of AQC were asked if they were aware of, or had received any complaints regarding heat stress exposure. No problems or complaints regarding extreme heat were reported.

14.56 IT Minute (Flowers)

Steve discussed the use of local printers and emphasized the cost efficiency of printing to network printers instead of local printers. He also recommended that all documents that are to be sent outside of the agency be printed on the network printers for cost efficiency as well as quality.

Other Matters and Notices

- David will be sending draft of Accountability Report to members of AQC. He asked that all members read, review, and note any changes that should be made to the report to ensure accuracy.
- A mediation is schedule at SAF on August 24.
- Coventry will be meeting with claims supervisors and managers on August 25.
- Guy Carpenter will be doing a pre-renewal presentation at 11:00 a.m. on September 2.
- Supervisor's Meeting will take place at 9:30 on August 31.
- Case Management Meeting on September 1.
- Due to the Labor Day holiday, there will be no AQC meeting September 6.

**AQC Meeting Minutes
August 30, 2010**

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

Recorder: Cambre

Meeting was called to order.

Minutes from the 8/23/10 meeting were approved.

14.57 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of August 16-20, 2010.

14.58 Follow-up on Policyholder Renewals (Lightsey)

AQC reviewed the status of policyholder account payments.

14.59 Policyholder Survey (Andrews)

AQC reviewed and discussed the annual Policyholder Survey. Team leaders will contact their employees regarding any comments not positive they might have received from policyholders, and the leaders will report back to AQC on September 20, 2010.

14.60 IT Minute (Flowers)

Steve discussed the Out of Office Assistant feature for e-mail, and discussed different options that may be utilized for sending auto replies to emails received.

Suggestions

A suggestion to change door access codes upon the termination of an employee was received and considered by AQC. Door codes are routinely changed as appropriate.

Other Matters and Notices

- David reminded those members of AQC who haven't submitted their reviews/edits to the annual Accountability Report to him to please do so as soon as possible. Two more drafts of the report will be sent to AQC once these edits are received, to ensure accuracy prior to finalizing the report.
- Due to the Labor Day holiday, there will be no AQC meeting September 6.
- The FY 11/12 Budget reviewed at least week's AQC was finalized and submitted last week with no additional cuts.
- Guy Carpenter will be doing a pre-renewal presentation at 11:00 a.m. on September 2.
- Supervisor's Meeting will take place at 9:30 on August 31.
- Next Staff Meeting will be September 8.

**AQC Meeting Minutes
September 13, 2010**

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

Recorder: Cambre

Meeting was called to order.

Minutes from the 8/30/10 meeting were approved.

14.61 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of August 23-27, 2010 and August 30- September 3, 2010.

14.62 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

14.63 Trigger (Harmon)

AQC reviewed and discussed the Trigger report for August 2010. Janice will follow-up with Wachovia regarding a banking error resulting in incorrect charges being assessed.

14.64 Monthly Human Resources Report (Murphy)

AQC reviewed and discussed the monthly Human Resources report for August 2010.

14.65 Budget Status Report (Murphy)

AQC reviewed and discussed the monthly Budget Status report for August 2010. It was noted that the error made in July 2010 by SCEIS, in the amount of \$21,341.61, will be corrected and reflected in the September 2010 report.

14.66 Annual Benefits Enrollment (Murphy)

Gerald advised members of AQC that October will be annual benefits enrollment; as this is not open enrollment, the changes that can be made are limited,. Donna will be asked to discuss the Annual Benefits enrollment at the October Staff meeting.

14.67 Monthly IT Report

AQC reviewed and discussed the monthly IT Report for August 2010. Steve noted that IT is still refining the accounting software. SAF is still on track to go online with MESA (Medicaid reporting) in January 2011.

14.68 IT Minute (Flowers)

Steve discussed the Quick Access toolbar for Microsoft products and demonstrated how, by clicking on the appropriate toolbar, one can add quick access to features. (IE: spell check, quick print, print preview)

Other Matters and Notices

- There will be a Supervisors' Meeting and Contract Attorney meeting on September 14.
- There will be a meeting with Compendium on September 15, and a mediation that afternoon.
- The monthly CorVel meeting will be September 16.
- The Accountability Report will be turned in on September 15. David will send out one final draft September 13, for members of AQC to read, review and edit a final time prior to submission.

**AQC Meeting Minutes
September 20, 2010**

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

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

Recorder: Cambre

Meeting was called to order.

Minutes from the 9/13/10 meeting were approved.

14.69 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of September 6-10, 2010. Although the fines reflected on the report were incorrect, this problem has been resolved and correct fines should be reflected on next report.

14.70 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

14.71 Business Team Reports (Spann, Highsmith, Hansford, Johnson, Crosby, Praylow and Coleman)

AQC reviewed and discussed the monthly Business Team Reports of all SAF Teams.

14.72 Follow up on Policyholder Surveys (Spann, Crosby, and Coleman)

Team leaders reported on their follow-up calls in connection with the policyholder survey.

14.73 Legal Team Report (Polk)

Members of AQC reviewed the monthly Legal Team Report..

14.74 IT Minute (Gregory)

AQC was asked to remind staff that when using the copiers, to clear/reset the machines so that they default to one copy. Similarly, when using a shared printer, always be sure to reset the printer to its default paper. Updated reports for the Trust Fund Balance, Customer Satisfaction and Employee Satisfaction were also briefly discussed.

Other Matters and Notices

- Policyholder renewals will go out November 1, 2010, with due date of December 1, 2010.
- The draft of the SAF's financial statements for FY10 is due September 30.
- Corvel will meet with the claims staff at 10:50 on September 21 to discuss the managed care program, that meeting will be followed by the launching of a new program for medical services quotes at 11:00 a.m.
- Supervisors' Meeting on September 28.
- Per the Comptroller General's Office, the current reporting process for the state purchasing card will be updated on October 1, 2010.
- Sonji requested to post one Claims Technician position. This will be done September 20, 2010, and will close two weeks from the posting date.
- Cyndy updated members of AQC on a training she attended last week.
- Ray is in the process of converting several of the safety videos currently in VHS format to DVD. Distribution via the internet is still being discussed.

**AQC Meeting Minutes
September 27, 2010**

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

Recorder: Cambre

Meeting was called to order.

Minutes from the 9/20/10 meeting were approved.

14.75 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of September 13-17, 2010. Although the fines reflected on the report were incorrect, (there should be 11 fines, totaling \$2,900, not 13 totaling \$3300), the problem was resolved prior to the AQC Meeting.

14.76 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

14.77 October General Staff Meeting (Gregory)

The next General Staff Meeting on October 13, will be led by Janice. The following items will be on the preliminary agenda: (1) Financial Report; (2) Briefing on Annual Enrollment by Donna Ready; (3) Case Law Update.

14.78 IT Minute (Flowers)

MIS is looking into different options for replacement PC's when our current least expires in January 2011. Options include the small form factor and the super small form factor models.

Other Matters and Notices

- Supervisors' Meeting on September 28.
- Third Party Subrogation Awareness Training for the Claims Staff on September 30.
- Claims Audit conducted by external auditors October 5&6.
- Guy Carpenter staff will present the preliminary actuary report on October 8.
- A draft of SAF's Financial Report for FY10 is due to the Comptroller General's Office September 27.

###

**AQC Meeting Minutes
October 4, 2010**

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

Meeting was called to order.

Minutes from the 9/27/10 meeting were approved.

14.79 Weekly Performance Indicators (Spann)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of September 20-24, 2010.

14.80 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

14.81 General Staff Meeting (Gregory)

Due to the delay in the completion of the financial audit, the October General Staff Meeting which was to present a report on the Fund's financial performance during the past year will be cancelled. The financial report will be presented at the November Staff Meeting. Instead of the regular October staff meeting, there will be a briefing on annual enrollment on Wednesday, October 6, 2010.

14.82 IT Monthly Reports (Flowers)

The Monthly IT report was reviewed. Refinements continue to ACCPAC, and the MIS Team is continuing to test pc's to replace the current ones when the lease expires. CorVel notes should have started October 1.

14.83 IT Minute (Flowers)

Members of AQC were shown how to quickly switch between windows on their PC's when multiple screens are open.

Other Matters and Notices

- No STARS reports are available through the CG's office at this time, and this is hindering the SAF's ability to close out FY 09/10.
- Bobby Collins will present his monthly CompEndium report on October 5.
- Pat Foti of Munich RE will be conducting an internal claims audit October 5-7.
- Guy Carpenter staff will present their internal actuary analysis and preliminary renewal expectations on October 8.

###

**AQC Meeting Minutes
October 11, 2010**

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

Recorder: Cambre

Meeting was called to order.

Minutes from the 10/4/2010 meeting were approved.

14.84 Weekly Performance Indicators (Spann)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of September 27-October 1, 2010.

14.85 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

14.86 Budget Status Report (Murphy)

AQC reviewed the status of the monthly Budget Status report. It was noted that a SCEIS error made in January 2010 was corrected September 7, 2010, and, as such, reporting for September reflects this correction.

14.87 Monthly HR Report (Murphy)

The Monthly HR report was reviewed. A new auditor, Kirk Adair, started work October 11.

14.88 IT Minute (Flowers)

Steve discussed the status of the Renewal Process and noted that the rates for the upcoming year have been determined and set. Test EMODS will be run October 11, and test renewals will be run October 18. The actual renewals will be sent out November 2.

Other Matters and Notices

- A question was sent, via the SAF Suggestion program, regarding an employee taking extended lunches on a routine basis. It was reiterated that supervisors need to be aware of where there employees and that if there is a problem, it is addressed.
- It was noted that based on the Actuarial Report, the SAF was able to implement a base rate reduction of 3.1% for the upcoming policy year. It was also noted that FY 09/10 was a very profitable year, and that the agency was able to set the reserves at the maximum rates.
- The Claims Audit conducted the week of October 4 was very positive, and some suggestions and recommendations were made that will be reviewed by SAF.
- Guy Carpenter presented several reinsurance options that will be reviewed.
- The detailed budget for SAF was submitted the week of October 4.
- FY 2010 has been the SAF's best financial year to date as far as decreasing the Fund's deficit and increasing reserves.
- The Contract Attorney Meeting scheduled for October 12 will be October 11 at 4:30 p.m.
- There will be a Supervisor's Meeting October 12 at 9:30 a.m.
- There will be no AQC meeting October 18.
- There will not be a CorVel meeting in October.

###

**AQC Meeting Minutes
October 27, 2010**

AQC Members present were: Gregory, Lightsey, Coleman, Andrews, Flowers, Murphy, and Spann.
Others Present: Highsmith, Hansford, Williams, Johnson and Praylow

Recorder: Cambre

Meeting was called to order.

Minutes from the 10/11/2010 meeting were approved.

14.84 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the weeks of October 4-8 and October 11-15, 2010.

14.85 Follow-up on Policyholder Renewals (AQC)

AQC reviewed the status of policyholder account payments.

14.86 Business Team Reports (Spann, Highsmith, Hansford, Johnson, Praylow and Coleman)

AQC reviewed and discussed the monthly Business Team Reports of all SAF Teams.

14.87 Legal Team Report (Polk)

This item will be carried over to the next AQC Meeting.

14.88 IT Minute (Flowers)

Steve reviewed traffic flow/visits to SAF Website for July-October 2010 and noted that only about half of the registered policyholders are utilizing the secure areas of the website.

Other Matters and Notices

- A suggestion was received regarding the mail courier service for mail. AQC will review current costs and performance..
- A new Claims Tech, Anita Iari, will begin on November 2, 2010.
- Holiday leave requests should be submitted immediately. Employees may not take more than 30 days of annual leave in a year.
- There are two subcommittees that will begin meeting this week, The State Agency Restructuring Study Committee and The Joint Other Funds Oversight Study Committee.

**AQC Meeting Minutes
November 1, 2010**

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

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

Recorder: Cambre

Meeting was called to order.

Minutes from the 10/27/2010 meeting were approved.

14.89 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of October 11-15, 2010.

14.90 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

14.91 TRIGGER (Harmon)

AQC reviewed and discussed September's TRIGGER report. Gerald will review telephone expenses and report back to AQC.

14.92 Human Resource Report (Murphy)

AQC reviewed and discussed October's Human Resources Report. A new Claims Tech, Anita Iari, will start work November 2.

14.93 Legal Team Report (Polk)

AQC reviewed and discussed October's Legal Team Report.

14.94 November General Staff Meeting (Gregory)

The agenda items for the November 10 Staff meeting will include: 1) Financial Report; 2) Introduction of New Employees; 3) Legal Update; 4) Commission Update; 5) Employee of the Year nominations 6) Team of Quarter (3rd quarter).

14.95 IT Minute (Flowers)

Steve discussed automatic population when typing in e-mail addresses and emphasized the importance of entering e-mail addresses into Contacts if it is an address you will use again since auto-population of addresses is not always successful.

Other Matters and Notices

- Renewals will be mailed out November 2.
- Donations to the SAF Leave Pool need to be submitted to Donna Ready by December 31.

**AQC Meeting Minutes
November 8, 2010**

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

Recorder: Cambre

Meeting was called to order.

Minutes from the 11/1//2010 meeting were approved.

14.96 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of October 25-29, 2010.

14.97 Follow-up on Policyholder Renewals (Lightsey)

AQC reviewed the status of policyholder account payments. Harry reiterated the importance of sharing concerns from major policyholders to ensure consistent communication-especially communication between auditors, claims staff, and management.

14.98 Budget Status Report, October 2010 (Gerald)

AQC reviewed and discussed October's Monthly Budget Report. The increased telephone expenses are due to an increase in price from the current provider (EBIX) for electronic form transfers from SAF to WCC. Steve will contact EBIX regarding their pricing.

14.99 ITT Monthly Report (Steve)

AQC reviewed and discussed October's ITT Monthly Report. Medical bills received are still decreasing while medical documentation (notes) is increasing.

15.00 IT Minute (Steve)

Currently there are 318 policyholders registered for online access to their accounts. In the past month, 60 of those registered users have logged in to their accounts.

Other Matters and Notices

- A suggestion was received regarding DME requisitions. This will be discussed at the next Supervisors Meeting and reviewed by AQC.
- There will be a General Staff Meeting Wednesday, November 10. Items include Financial Report; HR Report; Legal Update and reminder concerning Employee of the Year.
- The new Claims Tech will work with the Floaters in addition to serving as the backup for Elaine.
- There will be a Supervisors Meeting Tuesday, November 9.

**AQC Meeting Minutes
November 15, 2010**

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

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

Recorder: Cambre

Meeting was called to order.

Minutes from the 11/8/2010 meeting were approved.

15.01 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of November 1-5, 2010.

15.02 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments. A couple of the past due premiums have been revised to reflect correct amount due after audits.

15.03 Business Team Reports (Spann, Highsmith, Hansford, Johnson, Crosby, Praylow and Coleman)

AQC reviewed and discussed the monthly Business Team Reports of all SAF Teams. Harry commended Team Leaders for decreasing the average numbers of days to close a case to less than 180 days. It was also noted that the Auditors are working on state account audits, and should be able to catch up on the audits completed. They are on track with the city/county audits.

15.05 Legal Team Report (Cyndy)

Members of AQC reviewed the monthly Legal Team Report.

15.04 Trigger (Harmon)

Members of AQC reviewed the Trigger Report for October 2010. Two accounts canceled in October 2010. Harry reiterated the importance of providing excellent customer service to policyholders.

15.06 IT Minute (Steve)

Members of AQC were advised on how to utilize an interactive guide on SAF Net that allows users to determine where commands from Office 2003 can be found in Office 2007.

Other Matters and Notices

- It was noted that SAF ranks 5th among all state agencies by the Human Affairs Commission for goal attainment.
- There will be Contract Attorney Meeting at 10:00 a.m. on Tuesday, November 16.
- Paradigm will make a claims presentation at 3:00 p.m. on Tuesday, November 16.
- The SAF's Annual Thanksgiving Lunch will be Friday, November 19.
- Ballots for the 2010 Employee of the Year have been sent out and are due by December 1.
- The holiday leave schedule has been sent out by Gerald, and all requests for holiday leave need to be submitted by November 19.

**AQC Meeting Minutes
November 22, 2010**

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

Meeting was called to order.

Minutes from the 11/15/2010 meeting were approved.

15.07 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of November 8-12, 2010.

15.08 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.09 IT Minute (Steve)

Steve explained the reason for SAF Network outages and the corrective actions.

AQC Meeting Minutes
November 29, 2010

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

Meeting was called to order.

Minutes from the 11/22/2010 meeting were approved.

15.10 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of November 15-19, 2010.

15.11 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.12 IT Minute (Steve)

Members of AQC were updated on the successful replacement of a network switch.

**AQC Meeting Minutes
December 6, 2010**

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

Recorder: Cambre

15.13 Weekly Performance Indicators (Andrews)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of November 22-26, 2010.

15.14 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.15 General Staff Meeting (Harry)

Ray will preside over the December staff meeting which will include a presentation on Christmas safety; and the selection of the Agency Employee of the Year.

15.16 ITT Monthly Report (Steve)

A successful test Medicaid Claim file was sent, and the electronic Medicaid Claim Filing will go live in January 2011. Steve is reviewing IT staffing responsibilities and duties, and will report back to AQC.

15.17 IT Minute (Steve)

Members of AQC were shown a shortcut to drag and drop information from one open file to another.

Other Matters and Notices

- The Accountability Report has been updated, and the revised copy is available online at the SAF website.
- There will be a CorVel meeting Monday, December 6.
- There will be a Supervisors Meeting Tuesday, December 7.
- There will be a General Staff Meeting Wednesday, December 8.

**AQC Meeting Minutes
December 13, 2010**

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

Others Present: Praylow

Recorder: Cambre

15.18 Weekly Performance Indicators (Spann)

AQC reviewed and discussed the Weekly Performance Indicators report for the week of November 29-December 3, 2010.

15.19 Follow-up on Policyholder Renewals (Harmon)

AQC reviewed the status of policyholder account payments.

15.20 Monthly Team Report (Lula)

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

15.21 Monthly Human Resources Report (Gerald)

AQC reviewed and discussed the Monthly Human Resource Report.

15.22 Monthly Budget Report (Gerald)

Members of AQC reviewed and discussed the Monthly Budget Report.

15.23 IT Minute (Steve)

Steve showed members of AQC how to view all notes in CMS once a claim is open.

Other Matters and Notices

- A suggestion received after last week's staff meeting regarding the dress code has previously been discussed and addressed by AQC.