



SC Department of Archives & History

Electronic Records Transmittal Form

<p>Transmit Records To:          South Carolina Department of Archives &amp; 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"> <li>1) Decide which records are ready to be transferred.</li> <li>2) With the help of SCDAH, determine the best method of transfer for the chosen records.</li> <li>3) Complete the following transmittal form.</li> <li>4) Please complete one form per retention schedule.</li> <li>5) Send the completed form and transfer the electronic records to the Archives.</li> </ol>
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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:
9. Records Officer Email Address: mhansford@saf.sc.gov	
10. Name of Transfer Contact (if different from RO):	11. Telephone Number:
12. Transfer Contact Email Address:	

Part II: Record Information

13. Retention Schedule Number associated with these records: 12-302	
14. Retention Schedule Title associated with these records: Meeting Minutes (Executive)	
15. Variant Title (Within Agency): AQC Minutes	
16. Estimated size of Transfer (MB):	17. Inclusive Dates: 01/05/2009 - 12/21/2009
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 Minutes  
January 5, 2009**

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

**Recorder:** Lane Norris

**Minutes from the 12/29/2008 meeting were approved with correction.**

**10.66 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of December 22 - 25.

**10.67 IT Monthly Report (Flowers)**

AQC reviewed and discussed the December IT Monthly Report. Team Leaders were asked to remind their teams about the newly operational SAF Intra-Net.

**10.68 HR Monthly Report (Murphy)**

AQC reviewed and discussed the December HR Monthly Report. Harry requested Herman and Janice to provide transition recommendations with regard to the upcoming accounting vacancy, and requested Herman and Ray to provide transition recommendations with regard to the upcoming auditor vacancy. The recommendations are to be submitted to the Director by January 31.

**10.69 Holiday Coverage (Gregory)**

Team leaders were requested to review their team coverage during the holidays and provide a report to the Director.

**Other Items**

Jeff Gilbert (contract attorney) and Julie Williams (Key Risk) will conduct a training program for claims staff on new Medicare requirements on Wednesday, January 7 at 10:00.

**AQC Meeting Minutes  
January 12, 2009**

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

**Others Present:** Johnson

**Recorder:** Lane Norris

**Minutes from the 1/02009 meeting were approved with correction.**

**10.70 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of December 25 thru January 2, 2009. Sonji and Jim will follow-up on their team's performance.

**10.71 Audits (Johnson)**

AQC reviewed and approved a proposal to require a set number of sample cases be used for claims management audits.

**10.72 Policy # 22.02 Travel & Subsistence Expenses (Murphy)**

AQC reviewed and approved policy changes to Policy Number 22.02. Employees will not be reimbursed mileage expenses when a state vehicles is available for use.

**10.73 Courier Schedule (Murphy)**

Courier deliveries/pick-up will now be done first thing in the morning instead of mid-day to improve the efficient use of agency assets.

**10.74 November Trigger Report (Harmon)**

AQC reviewed and discussed the November Trigger Report.

**10.75 January General Staff Meeting (Gregory)**

The preliminary agenda for the January General Staff Meeting includes: (1.) Website Update, (2.) Legal Update, (3.) Employee of the Year, and (4.) Team of the Quarter.

**Other Items**

CorVel Meeting at 1:30 on January 12, 2009

Compendium Meeting at 10:30 on January 14.

Key Risk Meeting at 11:00 on January 14.

**Staff Suggestions**

A staff suggestion was submitted concerning notes getting indexed under the wrong description. Team Leaders will remind their teams that when this occurs they need to print a copy out so that the scanner can see what the error and make appropriate corrections.

**AQC Meeting Minutes**  
**January 26, 2009**

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

**Others Present:** Highsmith, Johnson, Praylow, and Spitzmesser

**Recorder:** Lane Norris

**Minutes from the 1/12/2009 meeting were approved with correction.**

**10.76 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of January 5 - 16. Sonji and Jim will follow-up on their team's performance for the week of December 29 - January 2.

**10.77 Business Team Reports (Highsmith, Johnson, & Coleman)**

AQC reviewed and discussed the December Business Team Reports. Melissa will follow up at AQC's next meeting on the Carolina Team.

**10.78 Legal Team Report (Polk)**

AQC reviewed and discussed the December Legal Team Report.

**10.79 Accounts Past Due (Harmon)**

AQC reviewed the list of accounts that are late on their premium payments. Out of 10 accounts that are past due 8 of them have been canceled with the Commission until payment is received. Harry requested Janice and Herman to prepare recommendations and proposed policy on cancellations/renewals for his review on or before the end of February, 2009.

**10.80 Trigger Report (Harmon)**

AQC reviewed and discussed the December Trigger Report.

**10.81 Budget Status Report (Murphy)**

AQC reviewed and discussed the December Budget Status Report.

**10.82 Hazardous Weather / Delayed Openings (Murphy)**

Due to delayed openings on January 20<sup>th</sup>, timesheets for January 20 should be filled out the following way: (1) if you were to report to work at 8:00 and got to work at 10:00 you should put 2.0 hours paid leave in under "Other Paid", (2) if you were to report to work at 8:30 and got to work at 10:00 you should put 1.5 hours paid leave under "Other Paid", and (3) if you were unable to come in to work at all then put the appropriate amount of paid leave under "Other Paid" and the remainder of your leave as "Annual Leave".

**10.83 Budget Hearing Report (Gregory)**

Harry updated AQC members on the 2009 Budget Hearing.

**10.84 Proper Contact when not Reporting to Work (Gregory)**

Team Leaders were asked to remind teams employees who will be delayed or prevented from coming to work or returning from lunch for any reason, should personally notify their immediate supervisor or in his/her absence, the team leader or HR Director.

**10.85 Voicemail (Gregory)**

Team leaders were asked to remind employees to check their voicemail regularly and change voicemail to reflect when they will be out on annual leave. Team leaders should also get an updated list of their employee's voicemail passwords.

**Other Items**

SAF is now receiving 12A's electronically from Key Risk and MUSC

**Staff Suggestions**

A staff suggestion was submitted requesting that the CareIQ form be put into Form Tools in CMS. Sonji will get the proper form to Steve to see if it can be accomplished.

**AQC Meeting Minutes**  
**February 2, 2009**

**AQC Members present were:** Gregory, Lightsey, Spann, Harmon, Flowers, Murphy, Crosby, Coleman, and Polk  
**Others Present:** Spitzmesser

**Minutes from the 1/26/2009 meeting were approved with correction.**

**10.86 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of January 12 – 23.

**10.87 Business Team Reports (Spitzmesser)**

Melisa presented the Carolina Business Team Report for December.

**10.88 HR monthly Report (Murphy)**

AQC reviewed and discussed the January HR Monthly Report.

**10.89 Joint Enforcement Teams – Sled / County Sheriffs (Gregory)**

Harry shared information with AQC regarding a joint law enforcement team proposed by SLED. The matter will be discussed in the auditor's monthly meeting.

**10.90 Managed Care Notes (Gregory)**

Steve will check with Jim to see what the status of improving notes received from Key Risk. The notes from Compendium are being received without problem.

**10.91 Dual Employment (Gregory)**

Sonji will discuss the matter with the managed care providers and report back on the current procedures for identifying/investigating dual employment.

**10.92 Follow-up on Policyholder Renewals (Harmon)**

AQC reviewed the list of policyholders that have not paid their premiums. Steve will check on "cleaning up" policyholder listings.

**AQC Meeting Minutes**  
**February 9, 2009**

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

**10.93 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of January 19 – 30.

**10.94 Strategic Plan Wrap-up (Andrews)**

AQC reviewed and discussed final revisions to the 2009 Strategic Plan.

**10.95 Follow-up on Policyholder Renewals (Harmon)**

Janice updated AQC on policyholder accounts that are currently past due.

**10.96 IT Monthly Report (Flowers)**

AQC reviewed and discussed the January IT Report.

**10.97 SAF Financial Position (Gregory)**

AQC reviewed our current financial position.

**Staff Suggestions**

There were two staff suggestions this week - one was regarding indexing subpoenas and second concerned the printing of extra sheet of paper when printing forms. Steve will look into both issues.

**AQC Meeting Minutes**  
**February 23, 2009**

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

**Others Present:** Hansford, Highsmith, and Praylow

**Minutes from the 02/9/2008 meeting were approved.**

**10.98 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of February 2 -9. There were 3 fines issued during that period.

**10.99 Strategic Plan Wrap-up (Andrews)**

AQC reviewed and discussed final revisions to the 2009 Strategic Plan and added professionalism to Goal 12.

**11.00 Business Team Reports (Hansford, Highsmith, Praylow, and Spann)**

AQC reviewed and discussed the January Business Team Reports.

**11.01 Legal Team Report (Polk)**

AQC reviewed and discussed the January Legal Team Report. There were two form 40's filed for the month of January.

**11.02 Follow-up on Policyholder Renewals (Harmon)**

Janice updated AQC on policyholder accounts that are currently past due.

**11.03 Trigger Report (Harmon)**

AQC reviewed and discussed the January Trigger Report.

**11.04 Budget Status Report**

AQC reviewed and discussed the January Budget Status Report.

**11.05 Security (Murphy)**

Gerald asked team leaders to please remind their teams that they need to come to the reception area and escort their visitors (that includes their children and family members). Also, please remind them not to open the doors for unescorted visitors.

**11.06 Courier Duty (Gregory)**

Routine courier duty should be done early in the morning or late in the afternoon.

**11.07 Auditorium Guest (Gregory)**

Harry asked team leaders to remind that their teams to please be polite and courteous to all guests who use the auditorium. Any problems/questions/suggestions related to the use of the auditorium should be addressed to Lane.

**11.08 EIP Audit (Gregory)**

Harry reported on the results of an audit related to SAF's EIP and the corrective action taken as a result of those findings: ensuring timely payment of premiums and reconciliation of particular account discrepancies.

**11.09 Legislative Update (Gregory)**

Harry updated AQC on what is going on Legislature issues.

**Staff Suggestions**

There were two staff suggestions this week - one was regarding training of new adjusters and the second one concerned scanning attorney documents into VI. David Andrews is already working on the adjuster training program, and Steve will review the scanning matter as well as creating a "transmittal record."

**Other Items**

Harry inquired about SAF's past Fraud Program efforts/challenges/successes. In the past, Willie has coordinated fraud investigations and will provide a summary and suggestions regarding the program.

**AQC Meeting Minutes**  
**March 3, 2009**

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

**Recorder:** Lane Norris

**Minutes from the 02/23/2008 meeting were approved.**

**11.10 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of February 23-27.

**11.12 Follow-up on Policyholder Renewals (Harmon)**

Janice updated AQC on policyholder accounts that are currently past due.

**11.13 HR Monthly Report (Murphy)**

AQC reviewed and discussed the February HR Report.

**Staff Suggestions**

There were no staff suggestions this week.

**Other Items**

Strategic Planning Briefings will be held in the auditorium this week on March 4 at 2:30, March 5 at 10:00 and 2:30, and March 6 at 10:00.

Pete Levintis will make a presentation to claims adjusters on how lawyers negotiate settlements at 11:00 Tuesday, March 10.

General Staff Meeting will be held at 3:00 on Wednesday, March 11.

Guy Carpenter will be conduct at reinsurance training program on March 11 and also coordinate a claims audit by Maiden RE on March 11 and 12.

**AQC Meeting Minutes**  
**March 9, 2009**

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

**Recorder:** Lane Norris

**Minutes from the 03/03/2008 meeting were approved.**

**11.13 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of February 23-27.

**11.14 Follow-up on Policyholder Renewals (Harmon)**

Janice updated AQC on policyholder accounts that are currently past due.

**11.15 ITT Monthly Report (Flowers)**

AQC reviewed and discussed the ITT Monthly Report for February.

**11.16 March General Staff Meeting (Gregory)**

The preliminary agenda for the March General Staff Meeting includes the following: (1) New Employee, (2) Legal Update, and (3) HR Update.

**Staff Suggestions**

There were no staff suggestions this week.

**Other Items**

Pete Levintis will make a presentation to claims adjusters on how lawyers negotiate settlements at 11:00 Tuesday, March 10.

General Staff Meeting will be held at 3:00 on Wednesday, March 11.

Guy Carpenter will be conduct at reinsurance training program on March 11 and also coordinate a claims audit by Maiden RE on March 11 and 12.

**AQC Meeting Minutes**  
**March 16, 2009**

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

**Others Present:** Highsmith, Johnson, and Praylow

**Recorder:** Lane Norris

**Minutes from the 03/09/2009 meeting were approved.**

**11.17 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of February 27 thru March 6.

**11.18 Business Team Reports (Highsmith, Johnson, and Praylow)**

AQC reviewed and discussed the February Business Team Reports.

**11.19 Follow-up on Policyholder Renewals (Harmon)**

Janice updated AQC on policyholder accounts that are currently past due. She is going to prepare a report of monthly payment policyholders and will follow-up on York County DSN.

**11.20 Legal Team Report (Polk)**

AQC reviewed and discussed the February Legal Team Report.

**11.21 Budget Status Report (Murphy)**

AQC reviewed and discussed the February Budget Status Report.

**Staff Suggestions**

There was on staff suggestion this week pertaining to the clear folders used by investigators for IC Conferences. Team Leaders are to remind their investigators to return the clear folders to the claims techs.

**AQC Meeting Minutes**  
**March 23, 2009**

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

**Recorder:** Lane Norris

**Minutes from the 03/16/2009 meeting were approved.**

**11.21 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of March 9 - 13.

**11.22 Follow-up on Policyholder Renewals (Harmon)**

Janice updated AQC on the status of policyholder account payments.

**11.23 Trigger Report (Harmon)**

AQC reviewed and discussed the February Trigger Report.

**11.24 2008 - 2009 Budget Reductions (AQC)**

In response to the increased severity of the state's financial situation, the agency has temporarily suspended the Benchmark Increase program effective March 1, 2009. AQC will continue to monitor the situation and review the status of the program every three months.

**11.25 Vendor and Policyholder Relations (Gregory)**

Team leaders were asked to remind their teams of the importance of returning phone calls in a timely manner, clearing voicemail, and being courteous to all calls.

**Staff Suggestions**

There were two staff suggestion this week: a suggestion regarding supplies and a suggestion pertaining to the approval of requisitions for DME equipment.

In accordance with budget reductions, the agency has restricted the purchase of non-essential supplies for the remainder of the fiscal year. If, however, there is something needed, please email a request to Lane and she will determine if the item is available.

Gerald is going to review the approvals for DME equipment to see whether there is any unnecessary delay between requisition submission and approval.

**AQC Meeting Minutes**  
**March 30, 2009**

**AQC Members present were:** Gregory, Lightsey, Harmon, Spann, Flowers, Murphy, Andrews, Crosby, and Polk  
**Recorder:** Lane Norris

**Minutes from the 03/23/2009 meeting were approved.**

**11.26 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of March 13 - 20. Harry commended the Claims Department and MIS for their work on reducing fines.

**11.27 Follow-up on Policyholder Renewals (Harmon)**

Janice updated AQC on the status of policyholder account payments.

**11.28 Policy 53.00 Family Medical Leave Act of 1993 (Murphy)**

AQC adopted changes to Policy Number 53.00, Family Medical Leave Act to conform the policy to current law. Gerald will notify staff of the updated policy.

**AQC Meeting Minutes**  
**April 6, 2009**

**AQC Members present were:** Gregory, Lightsey, Harmon, Spann, Flowers, Murphy, Andrews, and Crosby  
**Recorder:** Lane Norris

**Minutes from the 03/30/2009 meeting were approved.**

**11.29 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of March 16 - 27. There was a closed case error dating back several years which skewed the report. An updated report will be presented at the next meeting.

**11.30 Follow-up on Policyholder Renewals (Harmon)**

Janice updated AQC on the status of policyholder account payments. She will follow up with the report of policyholders making monthly premium payments and the associated cost to SAF.

**11.31 ITT Monthly Report (Flowers)**

AQC reviewed and discussed the March ITT Monthly Report.

**Staff Suggestions**

There were 3 staff suggestions submitted:

1. There was a suggestion regarding adjusters getting CPT codes prior to approval. If this happens they should contact Janice for guidance on how to process the bill.
1. There was a suggestion about bank charges when confirming a cleared check. Janice will talk with Karen and Traci about procedures to avoid/minimize bank charges (.30 charge to confirm a check cleared the bank, \$1.00 to print the check).
2. There was a suggestion about the courier mail service. Steve has spoken with our courier vendor and the manager is taking action to make sure our mail is picked up and delivered on schedule.

**AQC Meeting Minutes**  
**April 13, 2009**

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

**Recorder:** Lane Norris

**Minutes from the 04/06/2009 meeting were approved.**

**11.32 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of March 30 thru April 3.

**11.33 Follow-up on Policyholder Renewals (Harmon)**

Janice updated AQC on the status of policyholder account payments. Cancellation notices have been mailed on accounts that are past due. Team Leaders should remind their adjusters not to accept claims with accident dates after April 1 on past due accounts.

**11.34 Policyholders Paying Monthly (Harmon)**

AQC reviewed the list of accounts that are paying monthly.

**11.35 Trigger Report (Harmon)**

AQC reviewed and discussed the March Trigger Report

**11.36 Budget Status Report (Murphy)**

AQC reviewed and discussed the March Budget Status Report

**11.37 HR Monthly Report (Murphy)**

AQC reviewed and discussed the March HR Monthly Report.

**11.38 April General Staff Meeting (Gregory)**

The preliminary agenda for the April General Staff Meeting is the following: New Employee, Service Awards, and Team of the Quarter.

**AQC Meeting Minutes**  
**April 21, 2009**

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

**Others Present:** Johnson and Praylow

**Recorder:** Lane Norris

**Minutes from the 04/13/2009 meeting were approved.**

**11.39 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of April 6 – 10. Sonji reported on the 2 fines received by the Crescent Team.

**11.40 Follow-up on Policyholder Renewals (Harmon)**

Janice reported on the status of policyholder account payments.

**11.41 Business Team Reports (Johnson / Praylow / Spann)**

AQC reviewed and discussed the March Business Team Reports.

**11.42 Legal Team Report (Polk)**

AQC reviewed and discussed the March Legal Team Report

**Staff Suggestions**

A suggestion was submitted regarding backup provided for Elaine. The current backup procedure and alternatives will be reviewed by the Claims Manager.

**AQC Meeting Minutes**  
**April 28, 2009**

**AQC Members present were:** Gregory, Lightsey, Flowers, Murphy, Andrews, Spann, Polk, and Crosby  
**Recorder:** Lane Norris

**Minutes from the 04/21/2009 meeting were approved.**

**11.43 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of April 13 – 17. Sonji reported on the one fine received by the Carolina Team.

**11.44 Employee Satisfaction Survey (Andrews)**

The Employee Satisfaction Survey will be on SAFnet from April 30 to May 15.

**11.45 Follow-up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**Other Items**

Al's retirement party will be held on Thursday, April 30 in the Auditorium at 12:00.

**AQC Meeting Minutes**  
**May 12, 2009**

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

**Minutes from the 04/28/2009 meeting were approved.**

**11.46 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of April 27 thru May 1.

**11.47 Follow-up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**11.48 HR Monthly Report (Murphy)**

AQC reviewed and discussed the April Monthly HR Report.

**11.49 Budget Status Report (Murphy)**

AQC reviewed and discussed the April Budget Status Report

**11.50 ITT Monthly Report (Flowers)**

AQC reviewed and discussed the April ITT Monthly Report.

**Other Items**

General Staff Meeting Wednesday, May 13, at 3:00. The preliminary agenda is as follows: (1) Introduction of New Employee, (2) Legal Update – 2 cases, (3) Service Awards, (4) Team of the Quarter, and (5) IT Update.

Employer Updates have been scheduled for the following dates: Charleston, June 2, Greenville, June 9, and Columbia, June 11.

Maiden Re will be here Thursday, May 14 to do a Claims Audit and Management meeting.

**AQC Meeting Minutes**  
**May 18, 2009**

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

**Others Present:** Highsmith, Johnson, and Praylow

**Recorder:** Norris

**Minutes from the 05/12/2009 meeting were approved.**

**11.51 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of May 4 -8. David will follow-up at next weeks meeting on why medical bills processed is lower than last year.

**11.52 Business Team Reports (Highsmith, Johnson, Praylow, and Spann)**

AQC reviewed and discussed the April Business Team Reports. Lula and Jim will follow-up on April Investigations and IC Conferences.

**11.53 Legal Team Report (Polk)**

AQC reviewed and discussed the April Legal Team Report.

**11.54 Trigger Report (Harmon)**

AQC reviewed and discussed the April Trigger Report.

**Staff Suggestions**

It was suggested that adjusters and others be able to use SAFnet to retrieve a copy of checks that have been paid instead of having to request a copy through the Accounting Department. Unfortunately, security issues with the bank prohibit additional access.

**AQC Meeting Minutes  
June 1, 2009**

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

**Minutes from the 05/18/2009 meeting were approved.**

**11.55 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of May 11 - 22.

**11.56 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**11.57 General Staff Meeting (Gregory)**

The preliminary agenda for the next General Staff Meeting includes: (1) Employee Satisfaction Survey Results, and (2) Safety

**Other Items**

CorVel Meeting at 1:30 on June 1.

Employer Update in Charleston on Tuesday, June 2.

**AQC Meeting Minutes  
June 8, 2009**

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

**Minutes from the 06/01/2009 meeting were approved.**

**11.58 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of May 25 - 29.

**11.59 Employee Satisfaction Survey Results (Andrews)**

AQC reviewed the results of the Employee Satisfaction Survey.

**11.60 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments. Janice is going to check with Auditors to verify that all July policyholder renewals have been mailed.

**11.61 ITT Monthly Report (Flowers)**

AQC reviewed and discussed the May ITT Monthly Report.

**11.62 Budget Status Report (Murphy)**

AQC reviewed and discussed the May Budget Status Report.

**11.63 HR Monthly Report (Murphy)**

AQC reviewed and discussed the May HR Monthly Report.

**Staff Suggestions**

There was one staff suggestion this week pertaining to the use of the intercom. Members of switchboard will be encouraged to help the effectiveness of the system by speaking slowly and clearly.

**Other Items**

The preliminary agenda for the next General Staff Meeting includes: (1) Employee Satisfaction Survey Results, (2) Legal Update, and (3) Safety Speaker.

Jonathan Phillip will be in the office this week performing the annual agency audit.

Employer Updates will be held Tuesday, June 9 in Greenville and Thursday, June 11 in Columbia.

**AQC Meeting Minutes**  
**June 22, 2009**

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

**Other's Present:** Highsmith

**Minutes from the 06/08/2009 meeting were approved.**

**11.64 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of June 1 - 12

**11.65 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**11.66 Business Team Reports (Spann / Highsmith)**

AQC reviewed and discussed the May Business Team Reports. Palmetto Team Reports are carried over until next week's meeting.

**11.67 Legal Team Report (Polk)**

AQC reviewed and discussed the May Legal Team Report.

**11.68 Trigger Report (Harmon)**

AQC reviewed and discussed the May Trigger Report.

**11.69 Position Description and EPMS Planning Stages (Murphy)**

Gerald is going to review all EPMS's to update position descriptions.

**11.70 2009-10 Outlook (Gregory)**

Harry discussed the outlook for SAF's workers compensation program in 2009-2010.

**Other Items**

Auditors will be in the office on July 13.

**AQC Meeting Minutes**  
**June 22, 2009**

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

**Minutes from the 06/22/2009 meeting were approved.**

**11.71 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of June 15 -19. The IT Department will have a fine tickler in operation by July 31 that will pre-notify adjusters as to the need of filing required forms.

**11.72 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**11.73 Follow - up on Business Team Reports (Praylow)**

Lula will email AQC the May Business Team Reports for the Palmetto Team.

**11.74 End of Year Report (Department Heads)**

Department Heads reported to AQC on performance and successes during the 2008-09 fiscal year as well as expected opportunities and challenges for 2009-10.

**Other Items**

CorVel Meeting, Thursday, July 2 at 1:30

Internal Auditor's Meeting, Monday, July 6 at 11:00.

Auditors will be in the office on July 13.

**AQC Meeting Minutes**  
**July 20, 2009**

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

**Others Present:** Highsmith, Johnson, and Praylow

**Recorder:** Norris

**Minutes from the 06/29/2009 meeting were approved.**

**11.75 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of June 22 thru July 3.

**11.76 Business Team Reports (Highsmith, Johnson, Praylow, & Spann)**

AQC reviewed and discussed the June Business Team Reports. Norma will email the Floater Team's report.

**11.77 Legal Team Report (Polk)**

AQC reviewed and discussed the June Legal Team Report.

**11.78 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**11.79 Trigger Report (Harmon)**

AQC reviewed and discussed the June Trigger Report

**11.80 ITT Monthly Report (Flowers)**

AQC reviewed and discussed the June ITT Monthly Report.

**11.81 HR Monthly Report (Murphy)**

AQC reviewed and discussed the Jun HR Monthly Report.

**AQC Meeting Minutes**  
**July 27, 2009**

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

**Recorder:** Norris

**Minutes from the 07/20/2009 meeting were approved.**

**11.82 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of July 6 thru 17.

**11.83 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**11.84 Budget Status Report for FY 08-09 (Murphy)**

AQC reviewed and discussed the Budget Status Report for FY 2008-2009.

**11.85 Management Retreat (Gregory)**

AQC discussed scheduling a management retreat to review agency objectives, challenges, and strategies. AQC will review possible retreat dates at its next meeting.

**Staff Suggestions**

There were two staff suggestions submitted to AQC. The first concerned the handling of mileage reimbursement request by records management. Steve and Janice will review and update staff as appropriate. The second suggestion dealt with the process of ordering DME. Harry, Herman, Janice, and Sonji will meet with Claims Techs to review the current process and discuss possible improvements and training.

**AQC Meeting Minutes**  
**August 3, 2009**

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

**Recorder:** Norris

**Minutes from the 07/27/2009 meeting were approved.**

**11.86 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of July 20 thru 24.

**11.87 Policyholder Survey (Andrews)**

AQC reviews the results of the 2008-2009 Policyholder Survey. Team Leaders were asked to review comments and contact policyholders who had questions or concerns. They will follow-up with AQC once they have contacted policyholders. The deadline to complete policyholder follow-up is August 31, 2009.

**11.88 Accountability Report (Andrews)**

AQC reviewed the guidelines for the 2008-2009 Accountability Report. David asked AQC to submit their data for the report no later than August 21.

**11.89 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**Staff Suggestions**

There was a staff suggestion submitted to AQC dealing with the handling of phone calls from providers about medical bills. Harry asked Janice, Norma, Sonji, and David to meet and review the current process for the handling of medical bill inquiries and make recommendations, if appropriate and necessary, for revisions. An update and training session will be held for adjusters and accounting personnel prior to the staff meeting on August 19.

**Other Items**

Auditors Meeting at 11:00 on August 3.

CorVel Meeting at 1:30 on August 3.

Supervisors Meeting at 9:30 on August 4.

General Staff Meeting at 3:00 on August 19.

**AQC Meeting Minutes**  
**August 17, 2009**

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

**Minutes from the 08/03/2009 meeting were approved.**

**11.90 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of August 3 - 7.

**11.91 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**11.92 Trigger Report (Harmon)**

AQC reviewed and discussed the July 2009 Trigger Report.

**11.93 ITT Monthly Report (Flowers)**

AQC reviewed and discussed the July ITT Monthly Report.

**11.94 Budget Status Report (Murphy)**

AQC reviewed and discussed the July Budget Status Report.

**11.95 HR Monthly Report (Murphy)**

AQC reviewed and discussed the July HR Monthly Report.

**Staff Suggestions**

There was a staff suggestion submitted to AQC with regards to with Regulation 67-1305, Medical Bill Review. Cyndy will review and provide a legal analysis to AQC.

**Other Items**

The preliminary agenda for the August General Staff Meeting on Wednesday, August 19 includes: (1) SAF Intranet, (2) Legal Update, and (4.) Training –Medical Calls

A Management Retreat is being scheduled for September 22, 2009.

**AQC Meeting Minutes**  
**August 24, 2009**

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

**Others Present:** Highsmith, Johnson, and Williams **Absent:** Praylow

**Recorder:** Norris

**Minutes from the 08/17/2009 meeting were approved.**

**11.96 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of August 10-14.

**11.97 Business Team Reports (Highsmith, Johnson, Spann)**

AQC reviewed and discussed the July Business Team Reports. Lula will present the Palmetto Team Reports at the next AQC meeting.

**11.98 Legal Team Reports (Polk)**

AQC reviewed and discussed the July Legal Team Report.

**11.99 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**12.00 Follow-up on Policyholder Survey Results (Team Leaders)**

Jim Crosby reported on his follow-up to the Policyholder Survey with regard to Carolina Team accounts. Sonji and Ray will report on their team accounts at the next AQC meeting.

**12.01 Zero Based Budget 2010-2011 (Murphy)**

Gerald requested team leaders to submit their zero based budget for 2010-11 by September 21.

**12.02 Quarterly Review of Benchmark & Incentive Program (Murphy)**

AQC will continue to review the Benchmark and Incentive Program on a quarterly basis. At this time the programs remain suspended as economic considerations have not changed.

**12.03 Management Retreat (Gregory)**

The management retreat is scheduled for September 22. AQC members are asked to submit agenda items to Mr. Gregory by Monday, August 31.

**AQC Meeting Minutes**  
**August 31, 2009**

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

**Others Present:** Praylow

**Recorder:** Norris

**Minutes from the 08/24/2009 meeting were approved.**

**12.04 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of August 17 – 21. Lula reported on the Palmetto Team fine.

**12.05 Follow-up on Business Team Reports (Praylow)**

Lula reported on the Palmetto Team Reports.

**12.06 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**12.07 Follow-up on Policyholder Survey Results (Coleman/Spann)**

Ray and Sonji reported on their follow-ups to the Policyholder Survey in connection with Palmetto and Crescent Teams accounts.

**12.08 Medical Bill Payment (Polk)**

Cyndy provided a legal analysis of Compensation Regulations and the Fee Schedule as they relate to medical bills submitted two years after date of service. The Agency's Policy to review these submissions on a case by case basis will remain in effect.

**12.09 Management Retreat (Gregory)**

The management retreat is scheduled for September 22. AQC members are asked to continue to submit topics and items for discussion to Mr. Gregory.

**AQC Meeting Minutes  
September 14, 2009**

**AQC Members present were:** Gregory, Lightsey, Flowers, Spann, Crosby, Polk, and Murphy  
**Recorder:** Norris

**Minutes from the 08/31/2009 meeting were approved.**

**12.10 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of August 24 thru September 4. The Palmetto had one fine that was rescinded but is still showing up on the report. Sonji is going to talk with our managed care vendors to insure that they are sending us medical notes in a timely manner so that all decisions are able to be made 14 days of injury.

**12.11 Follow – up on Policyholder Renewals (Lightsey)**

AQC reviewed the status of policyholder account payments.

**12.12 ITT Monthly Report (Flowers)**

AQC reviewed and discussed the August ITT Monthly Reports.

**12.13 HR Monthly Report (Murphy)**

AQC reviewed and discussed the August HR Monthly Report. Two new employees are starting this week, Cheryl Bennett on September 14 and Helen Burch on September 17.

**12.14 Budget Status Report (Murphy)**

AQC reviewed and discussed the August Budget Status Report. Gerald asked team leaders to submit their 2010-2011 budgets to him no later than noon September 15.

**12.09 Management Retreat (Gregory)**

Harry reminded AQC that the management retreat is scheduled for next Tuesday, September 22.

**Staff Suggestions**

A suggestion was submitted concerning the dress code and Sunshine Committee events. AQC again reviewed the agency's dress code policy. After noting that the current dress code has been in effect since 1995 and that employees have routinely been allowed to dress more casually than provided in the policy, AQC unanimously decided that no change to the policy should be made. AQC will encourage the Sunshine Committee to discuss and review ideas for possible events this fall.

**Other Items**

Steve will conduct training on SAFnet updates at the Team Meetings this week.

The Accountability Report will be finalized and submitted on September 15, 2009.

**AQC Meeting Minutes  
September 21, 2009**

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

**Others Present:** Highsmith, Praylow, and Williams

**Recorder:** Norris

**Minutes from the 09/15/2009 meeting were approved with changes.**

**12.16 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of August 31 thru September 11. Sonji will review and report back to AQC concerning the percentage of medical bills paid within 30 days of receipt.

**12.17 Business Team Reports (Highsmith, Praylow, Williams, and Spann)**

AQC reviewed and discussed the August Business Team Reports.

**12.18 Legal Team Report (Polk)**

AQC reviewed and discussed the August Legal Team Report.

**12.19 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**12.20 Trigger Report (Harmon)**

AQC reviewed and discussed the August Trigger Report.

**12.21 Management Retreat (Gregory)**

The management retreat is September 22. Harry asked AQC to review the agenda and send any suggestions/deletions.

**Staff Suggestions**

A staff suggestion was submitted concerning how the severity of a Help Desk request is noted. Steve will review the Help Desk request and report back to AQC.

**Other Items**

Pre-renewal reinsurance meetings will be held September 23-24, 2009.

**AQC Meeting Minutes  
September 28, 2009**

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

**Recorder:** Norris

**Minutes from the 09/21/2009 meeting were approved.**

**Minutes from the 09/22/2009 management meeting where approved.**

**12.22 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of September 7 thru the 18. Sonji reported on the percent of medical bills paid within 30 days. David will follow-up with AQC on how many CorVel bills are getting paid within 30 days.

**12.23 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**12.24 Premium Processing Fees (Murphy, Harmon, & Flowers)**

AQC approved a processing fee of \$35.00 for quarterly/monthly payments of premiums.

**12.25 Agency Action Due Dates & Goals (Gregory)**

AQC adopted the action items and due dates developed at the management meeting on 9/22/2009.

**12.26 IT Minute (Flowers)**

Steve provided AQC tips on how to use the contact directory on SAFnet.

**Staff Suggestions**

A staff suggestion was received commending AQC on the decision to transfer clincher preparation to the Legal Department.

**AQC Meeting Minutes**  
**October 12, 2009**

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

**12.35 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the week of September 28 – October 2. The Palmetto Team actually has 4 fines – two of the six reported were actually fine reversals. A help desk has been put in to correct the problem.

**12.36 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**12.37 Budget Status Report (Murphy)**

AQC reviewed and discussed the September Budget Status Report.

**12.38 SCEIS Update (Murphy)**

Gerald updated AQC on payroll and human resources training David, Donna, and he are receiving prior to the go live date of December 2, 2009.

**12.39 Registered Mail / Freight Charges (Polk, Flowers, & Murphy)**

Cyndy, Steve, and Gerald presented an analysis of freight and express delivery charges for the last fiscal year to AQC. The majority of charges for freight included Interagency Mail Services and Courier Duty. As of now, SAF does not track how much is spent on registered mail because it comes out of postage account, but it will be recorded for the next 3 months and reported back to AQC.

**12.26 IT Minute (Flowers)**

AQC reviewed the website features that can be accessed by policyholders.

**Staff Suggestions**

Three staff suggestions this week. One pertained to changing the form 27 in forms-tools to allow limiting the requested period of records from a medical provider. Cyndy is going to review the suggestion and report back to AQC. The second suggestion pertained to having the inter-agency mailing list added to the contact directory on SAFnet. Steve is going to look into this and report back to AQC. The final suggestion dealt with locator and employees timeliness at work versus quality of work. Though AQC felt the suggestion was confusing two separate issues (timeliness and quality), the locator issue has been addressed by the posting of relevant information on SAFnet.

**Other Items**

Contract Attorneys Meeting – 9:00 October 13, 2009

Supervisors Meeting – 9:30 October 13, 2009

EIP training will be held in the Auditorium at 2:00 on Wednesday, October 14.

**AQC Meeting Minutes**  
**November 16, 2009**

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

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

**Minutes from the 11/09/2009 meeting were approved.**

**12.63 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of November 2-6, 2009.

**12.64 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**12.65 Business Team Reports (Highsmith, Praylow, Williams, and Spann)**

AQC reviewed and discussed the October Business Team Reports.

**12.66 Monthly Legal Report (Polk)**

AQC reviewed and discussed the October Legal Team Report.

**12.67 Trigger Report (Harmon)**

Carried over until next meeting.

**12.61 EMPS Improvements (Andrews, Spann, and Polk)**

AQC reviewed recommendations to improve input from legal and adjusters in the evaluation of claim techs. The recommendations will be forward to the supervisors for input and discussion at the next supervisors meeting.

**12.68 IT Minute (Flowers)**

Steve provided AQC tips on how to fax from your desktop.

**Staff Suggestions**

A staff suggestion was submitted concerning the cleanliness of the claims area. The area will be inspected and recommendations discussed at the next AQC meeting.

**Other Items**

Annual Thanksgiving Luncheon will be held at 11:30 on Friday November 20, 2009.

**AQC Meeting Minutes**  
**December 21, 2009**

**AQC Members present were:** Gregory, Lightsey, Andrews, Flowers, Harmon, Spann, Crosby, Polk, and Murphy.  
**Others Present:** Matt Hansford, Willie Highsmith, Norma Johnson and Jackie Williams.

**Minutes from the 12/10/2009 meeting were approved.**

**12.89 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the week of December 7, 2009-December 11, 2009.

**12.90 Follow – up on Policyholder Renewals (Harmon)**

AQC reviewed the status of policyholder account payments.

**12.91 Business Team Reports (Spann)**

AQC reviewed and discussed the monthly Business Team Reports. The Palmetto Team Report will be presented at the next AQC meeting.

**12.92 Legal Team Report (Polk)**

AQC reviewed and discussed the monthly Legal Team Report.

**12.93 Budget Status Report (Murphy)**

AQC reviewed and approved the monthly Budget Status Report.

**12.94 Adjuster Caseload**

AQC received a report on adjuster caseloads and the process towards goals established at the Management Retreat.

**12.95 IT Minute (Flowers)**

Steve explained the functionality of “tips” posted on SAFnet.