



SC Department of Archives & History

Electronic Records Transmittal Form

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Part I: Agency Information

1. Record Group Number: 228	2. Date of Transfer: 04/07/2022
3. Agency Name: South Carolina State Accident Fund	4. Division Name: Executive
5. Address: P.O. Box 1166, Lexington, SC 29071	6. Name of Records Officer (RO): Matthew Hansford
7. Records Officer Telephone Number: 803-896-5821	8. Records Officer Signature: <i>Matthew Hansford</i>
9. Records Officer Email Address: mhansford@saf.sc.gov	
10. Name of Transfer Contact (if different from RO):	11. Telephone Number:
12. Transfer Contact Email Address:	

Part II: Record Information

13. Retention Schedule Number associated with these records: 12-302	
14. Retention Schedule Title associated with these records: Meeting Minutes (Executive)	
15. Variant Title (Within Agency): AQC Minutes	
16. Estimated size of Transfer (MB):	17. Inclusive Dates: 01/09/2006 - 12/18/2006
18. Electronic Media included (Please check all that apply):	19. To the best of your knowledge, do these records contain Personally Identifiable Information (PII): <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
<input type="checkbox"/> Tape <input type="checkbox"/> CD/DVD <input type="checkbox"/> Hard drive <input type="checkbox"/> Removable Hard drive <input checked="" type="checkbox"/> Other	If yes, what kind? (Please check all that apply): <input type="checkbox"/> Social Security Numbers <input type="checkbox"/> Credit Card Numbers <input type="checkbox"/> Passwords or PINs <input type="checkbox"/> Other Please describe:
20. File Format(s) included (Please check all that apply):	
<input checked="" type="checkbox"/> PDF or PDF/A <input type="checkbox"/> Microsoft Office <input type="checkbox"/> Word <input type="checkbox"/> Excel <input type="checkbox"/> PowerPoint <input type="checkbox"/> Access <input type="checkbox"/> Publisher <input type="checkbox"/> Images <input type="checkbox"/> JPEG <input type="checkbox"/> TIFF <input type="checkbox"/> PNG <input type="checkbox"/> Other <input type="checkbox"/> Database (.accdB, .mdb, .dbf, .sql) <input type="checkbox"/> Email (.pst files) <input type="checkbox"/> Audio (.wav, .aiff, .wma, .mp3, .m4a) <input type="checkbox"/> Video (.avi, .mp4, .mov, .wmv) <input type="checkbox"/> Other Please describe:	

AQC Meeting 01/09/2006

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

Minutes from the 12/19/2005 meeting were approved as amended.

06.01 ITT Monthly Report (Flowers)

Steve distributed the December 2005 ITT Monthly Report. Steve reported that Weston continues to work on the new website. The electronic versions of the quarterly and monthly reports are ready and electronic submission of the 12A's is still being worked on. The website should be ready in approximately four weeks.

Steve also reported that on Saturday, January 22, 2006 the new exchange server and Microsoft Office 2003 will be installed. He asked that AQC members remind their teams to clean out their e-mails before January 22, 2006. Steve will conduct a small training session on Microsoft Office 2003.

Executive Session

The AQC met in Executive Session to discuss personnel matters. No other business was discussed during the session.

Upon resuming the Regular Meeting, AQC took the following actions in Open Session:

06.02 Adjuster Position (Spann)

Sonji distributed the position description for the vacant adjuster position on the Pilot team. She requested and the AQC approved the position be filled.

06.03 Personnel Issue (Polk)

Cyndy informed the AQC that Brenda Bullard will be retiring effective January 18, 2006. Cyndy distributed the mission enhancement, vision enhancement, justification and position description for the position to be vacated by Brenda. Cyndy requested the position be re-classed to full time and filled. She also requests that a temporary employee be hired until the position is filled. The AQC briefly reviewed and discussed the responsibilities of the position. **The AQC approved the hiring of a temporary employee and will further review the responsibilities of the position to determine if a full time position is needed.**

06.04 January General Staff Meeting (AQC)

The AQC compiled the agenda items for the January General Staff Meeting. Agenda items include IT upgrades, the new automated message, a report of the performance measures and a staff suggestion.

Staff Suggestions

There was one suggestion submitted this week regarding the allowable time for employee breaks. The AQC discussed the suggestion and Gerald will address it at the January General Staff Meeting.

AQC Meeting 01/23/2006

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

Minutes from the 01/09/2006 meeting were approved.

06.05 Trigger Report (Harmon)

Janice distributed the December 2005 Trigger Report which was reviewed. Among the reported balances, it was specifically noted that the Trust Fund is 25% higher while claims paid are 22% higher. The AQC briefly discussed the 22% increase in claims paid. Following AQC, Harry, Herman, Sonji, Steve, and Vicki will meet to further discuss determining what part of medical and/or indemnity is the origin of the 22% increase.

06.06 Applications Analyst I Position (Flowers)

Steve distributed the position description, mission, goals, justification and list of job duties for the position that is being vacated by Weston Goodwin. Steve requested and the AQC approved that the position be filled. Steve informed the AQC that he would like to contract an employee for implementation of the website.

06.07 ITSI (Flowers)

Steve began by stating that he believes that purpose of the ITSI (Information Technology Steering Team) team has evolved and a new charter should be done. Steve requested input from the AQC and will present to AQC a draft charter.

06.08 System Security (Murphy/Flowers)

Gerald began by distributing a System Security Fact Sheet and copy of Policy 18 titled "Computer Systems and Information Technology." The AQC discussed the current security measures in place when handling a claim. The team leaders will review the policy at the team meetings.

06.09 BARS Report (Murphy)

Gerald distributed the BARS report for December 2005 and informed the AQC that expenditures should be at 50%. The Business Support Team budget for contractual services is above 50% due to the hiring of temporary employees. The AQC briefly discussed that employer contributions are usually slightly higher because of billing procedures.

06.10 Business Team Report (Team Leaders)

Ray distributed the team reports for December. He pointed out that one of the Pilot team numbers is distorted in the Claim Process Milestone Tracking report because of a date entered incorrectly in CMS, however, this has been corrected.

The data for percent of days pending in the Investigations Status report does not appear to be correct, therefore, Sonji will look into it.

Russell report that he and Walter continue to work on the Projected Claims and Incident Rate In Current Fiscal Year Report. He stated that we will track the incident rate as NCCI and OSHA do. The new report should be ready next month.

Staff Suggestions

There were two suggestions submitted this week. The first suggestion was regarding personnel issues. Harry will address this suggestion.

The second suggestion was requesting that the providers listed on the 12M or 12A be entered as a Claim Party when the claim is set up. Sonji will review and address the suggestion.

AQC Meeting 03/06/2006

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

Minutes from the 02/23/2006 meeting were approved.

Items having no report or carry over:

06.27 Team Reports (Business Team Leaders)

06.24 State Employee Recognition Activities (Murphy)

As follow up to last week's discussion, Gerald informed the AQC that the State Workers' Compensation Fund was established on April 17, 1943 and became a permanent agency on April 17, 1947. Russell, Cyndy, David, and Janice will be in charge of planning the Employee Recognition Activities for the week of April 17th.

06.28 Contract Attorneys (Gregory)

A Contract Attorney questionnaire was distributed and reviewed. At the March General Staff meeting, Harry will request that adjusters and supervisors complete the questionnaire and submit it in the staff stuff box anonymously or signed.

06.29 Letterhead/Business Cards (Gregory)

Harry informed the AQC that the new business cards and letterhead are ready for distribution. A standardized logo is used on the letterhead and business cards and other versions should not be used. Employees in need of business cards should contact Jamie.

06.30 March General Staff Meeting (AQC)

The AQC compiled agenda items for the March General Staff Meeting. Agenda items include Introductions, Staff Stuff Suggestion, Contract Attorney Questionnaire, Training Update and a Legislative Update.

Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 04/03/2006

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

Recorder: Touchberry

Minutes from the 03/27/2006 meeting were approved.

06.42 April General Staff Meeting (Touchberry)

AQC was informed that Shannon Argetsinger, a special agent with the US Drug Enforcement Administration, will be talking about Methamphetamines. It was also discussed that Gerald would talk about the suggestions received since last General Staff Meeting.

06.43 Newsletter (Touchberry)

Jamie informed AQC that the newsletter is almost complete. She will send the newsletter to AQC members for help proofreading prior to sending it to policyholders.

06.44 Weekly Performance Report (Gregory)

AQC discussed the agency results reflected on the most recent Weekly Performance Indicators Report. Sonji reported that she had addressed the matter with regard to the Pilot team. Russell and Ray will look into their teams' performance. Harry also requested Team Leaders to continue addressing the matter of fines at every team meeting.

Staff Suggestions

There was one suggestion received about MIS use of vacant space and offices. Steve will address this issue at the General Staff Meeting.

There was a suggestion received about perfume worn by other employees. Team Leaders were asked to address this topic at their next team meeting.

There was one suggestion received about accounting denying bills and paying them late when an itemized bill is sent in. Gerald explained that accounting does not deny bills and will talk with Dot and Monica about this issue.

AQC Meeting 04/10/2006

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

Minutes from the 04/03/2006 meeting were approved.

06.45 April General Staff Meeting (AQC)

The AQC compiled the April General Staff Meeting agenda items. Agenda items include introductions & recognitions, staff staff suggestions and a guest speaker.

06.46 ITT Monthly Report (Flowers)

AQC reviewed the March ITT Monthly Report. An item of significant note is 202 Help Desk requests were received and 201 Help Desk requests were closed during the month, which is the highest number since implementation of the Help Desk. Steve also reported that two employees on extended leave have returned to work and the Applications Analyst I position has been reposted.

06.47 Vacant Adjuster Position (Spann)

Sonji distributed the mission and vision enhancement, justification and the position description of the adjuster position to be vacated by Linda Glass. Sonji requested and the AQC **approved** the position be filled.

Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 05/15/2006

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

Minutes from the 05/08/2006 meeting were approved.

06.62 BARS Report (Murphy)

AQC reviewed the April BARS Report and the BARS Account Status by Department Report.

06.63 Management Retreat (Gregory)

The Management Retreat is scheduled for June 12th in Columbia. AQC members will notify Harry of topics for discussion.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 05/22/2006

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

Minutes from the 05/15/2006 meeting were approved.

06.63 Management Retreat (Gregory)

Harry will be distributing to AQC members a draft of the topics to be discussed at the Management Retreat. The overall question to be addressed is "how we can do a better job next year, individually and as a group."

06.64 Business Team Reports (Team Leaders)

The AQC reviewed in detail the Business Team Reports. Sonji and Russell will further review the details and updates to several reports, including the Claim Process Legal Case Report, the All Accepted Claims Payments and Reserves by Business Team Report and the Accepted Claims and Incident Rate Report.

06.65 Legal Team Report (Polk)

The AQC reviewed the April Legal Team Report and a document explaining the different WC forms in the report. Cyndy explained the discrepancy in the Legal Team Report and Informal Conference Disposition Report.

06.66 Trigger Report (Harmon)

AQC reviewed the April Trigger Report.

06.67 May General Staff Meeting (AQC)

The staff meeting scheduled for Wednesday, May 24th will be postponed and rescheduled for a later date.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 06/26/2006

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

Minutes from the 06/05/2006 meeting were approved.

Items having no report or carried over:

06.69 Employee Satisfaction Survey (Andrews – 5 min)

06.70 BARS Report (Murphy)

AQC reviewed the May BARS Report and the BARS Account Status by Department.

06.71 Budget (Murphy)

Gerald requested that Team Leaders submit any changes to the 2006-2007 budget by 1:00 p.m.

06.72 Copiers (Murphy)

Gerald informed the AQC that the lease is expiring on the copiers and four new copiers will be leased.

06.73 Legal Report (Polk)

The AQC reviewed the May Legal Report and a document explaining the different WC forms in the report.

06.74 Trigger Report (Harmon)

The AQC reviewed the May Trigger Report and a detailed report of Third Party receipts.

06.75 Business Team Reports (Team Leaders)

The AQC reviewed in detail the Business Team Reports. Russell will further review discrepancies in the Accepted Claims Incident Report.

06.76 Matrix

The AQC approved updates to Policy 19.01 titled "Posting, Interviewing and Hiring Practices," and Appendix G, the Matrix Decision Model.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 07/10/2006

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

Minutes from the 07/03/2006 meeting were approved.

06.80 ITT Monthly Report (Flowers)

AQC reviewed the monthly ITT report for June 2006. Steve will be meeting with a vendor to begin implementation of the website.

06.81 July General Staff Meeting (AQC)

The AQC discussed agenda items for the July General Staff Meeting. Agenda items will include Introductions, policy revisions and updates, the Internal Survey, Second Injury Fund RFP, and Sunshine Committee.

06.82 Retreat Follow Up (Gregory)

AQC reviewed to-date progress on Action Items identified at the Management Retreat.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 07/24/2006

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

Minutes from the 07/10/2006 meeting were approved.

06.83 Legal Team Report (Polk)

AQC reviewed the June Legal Team Report and a document explaining the different WC forms. Harry asked Claims Supervisors be reminded that Form 24's and Form 40's should be resolved before going to a hearing.

06.84 Trigger Report (Harmon)

AQC reviewed the June Trigger Report and a detailed report of TPY receipts. Janice informed the AQC that the report does not include 13th month figures and she will be further defining the number of policies reflected in the report to include only active policies.

06.85 Business Team Reports (Team Leaders)

AQC reviewed in detail the Business Team Reports. Sonji informed AQC that Team Leaders will begin meeting with Claim Supervisors to discuss the reports.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 07/31/2006

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

Also present: Touchberry **Recorder:** Lewter

Minutes from the 07/24/2006 meeting were approved with minor amendments.

06.86 Accountability Report (Andrews)

David briefly reviewed the updates to the requirements of the Accountability Report. The category assignments are as follows: Category 1 Leadership-Sonji, Category 2-Strategic Planning-David, Category 3-Customer Focus-Ray, Category 4-Measurement, Analysis and Knowledge Management-Save, Category 5-Human Resources-Gerald, Category 6-Process Management-Russell & Cyndy, and Category 7-Results-Janice & Herman. Draft versions should be submitted to David by August 11th.

06.87 External Survey Comments (Gregory)

Harry asked that AQC members review the External Survey Comments for discussion at next week's meeting. David will redistribute comments categorized by Team and Policyholder.

06.88 Sunshine Committee (Gregory)

Harry informed the AQC that a few employees have resigned and new members have joined the Sunshine Committee. Many activities have been planned and AQC members are encouraged to participate.

Staff Staff Suggestions

There was one suggestion submitted this week regarding a Benchmark program for employees other than Adjusters and Indexers. Since this is currently being looked at, AQC determined it would be premature to respond to the suggestion.

AQC Meeting 08/07/2006

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

Also present: Touchberry **Recorder:** Lewter

Minutes from the 07/31/2006 meeting were approved.

06.87 External Survey Comments (Gregory)

The AQC discussed the external survey comments in detail and determined which of the comments will be further reviewed and/or addressed. David will review the results at the August General Staff Meeting.

06.89 ITT Monthly Report (Flowers)

AQC reviewed the July ITT Monthly Report.

06.90 Budget Presentation Format (Murphy)

The Business Support Team Budget Request for FY 2007-2008 was distributed as an example of the Zero Based Budget format for this year's budget request. AQC reviewed the budget request in detail.

06.91 August General Staff Meeting (AQC)

The AQC compiled the agenda items for the August General Staff Meeting. Items include Community Health Charities, External Survey Results, Kudos, and Sunshine Committee Update.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 08/14/2006

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

Minutes from the 08/07/2006 meeting were approved with a minor amendment.

06.87 External Survey Comments (Gregory)

Team Leaders reported on their progress with contacting policyholders in response to comments on the External Survey.

06.92 Drug Discount (Team Leaders)

In response to a suggestion on the External Survey, AQC discussed the discount for policyholder drug programs. It was agreed that discounts should continue to be applied in the premium audit because the drug program should be completed before a policyholder is eligible to receive the discount.

06.93 Training Update (Polk)

Cyndy reported that Adjuster Training is scheduled for August 22, 2006. Jeff Gilbert will conduct the training on Case Preparation.

06.94 Travel Charges (Rush/Gregory)

The AQC discussed of the possibility of travel charges being applied to the respective claim and/or policy associated with the travel. Gerald and Janice will begin capturing travel charges for investigators, agency attorneys, and premium auditors in a spreadsheet; and AQC will continue to study this matter.

06.95 BARS Report (Murphy)

AQC reviewed the July BARS report.

06.96 Budget Presentations (Team Leaders)

AQC reviewed the proposed Agency Budget for FY 2007-2008 and Team Leaders presented their FY 2007-2008 team budget proposals.

06.97 WC Conference (Gregory)

Harry informed AQC of the employees recommended and selected to attend the Workers' Compensation Educational Conference.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting August 21, 2006

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

Minutes from the 08/14/2006 meeting were approved with a minor amendment.

06.87 External Survey Comments (Gregory)

Team Leaders reported on their progress with contacting policyholders in response to comments on the External Survey. Ray will confirm that contact information has been updated on several accounts, and Russell is continuing his efforts to contact three remaining policyholders. Harry is also following up with several accounts that have already been contacted as well as planning visits to Clarendon Memorial Hospital and MUSC.

06.93 Training Update (Polk/Andrews)

Cyndy reported that on August 22, 2006 Jeff Gilbert will conduct Case Preparation training for adjusters. David reported that Claims Administration made Easy training will occur on September 7, 2006, followed by Dr. Redman (neurologist) on the 8th. He also reported future tentative training for October, November, and December.

06.98 Trigger Report (Harmon)

AQC reviewed and discussed the final report for 2005-06. Janice pointed out that there were not any major changes from the 12th month to the final 13th month report.

06.99 Vacant IT Positions (Flowers/Coleman)

AQC approved the request to post two IT Positions.

AQC approved the request to fill and post an adjuster position.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting August 28, 2006

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

Minutes from the 08/21/2006 meeting were approved.

06.100 Business Team Reports (Team Leaders)

AQC reviewed in detail the Business Team Reports and discussed the current number of cases being settled and closed. Ray will further review the difference in the number of revised estimates between the teams reflected in the Premium Process Management Measures Report.

06.101 Legal Team Report (Polk)

AQC reviewed the July Legal Team Report. Cyndy noted the report now contains three years of data, the Form 40's filed during the report period were for medical treatment and the number of Form 21's has increased.

06.102 Management Retreat Update (Gregory)

Harry briefly reviewed the management action items and due dates. He also reminded AQC members to sit and observe other agency personnel and their job functions.

Staff Staff Suggestions

There were two suggestions submitted this week. The first suggestion was regarding an incentive and reward program. That matter is currently under review following management retreat recommendations.

The second suggestion was regarding the Internal Survey and the opportunity to evaluate individual performances of specific members of other teams. The survey already provides this opportunity through "comments" and this will be discussed at the September General Staff Meeting.

AQC Meeting September 11, 2006

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

Minutes from the 08/28/2006 meeting were approved.

06.103 ITT Monthly Report (Flowers)

AQC reviewed the August ITT Monthly Report. Steve reported that he is in the process of interviewing for the two vacant Applications Analyst positions.

06.104 BARS Report (Murphy)

AQC reviewed the August BARS Report and the BARS Account Status by Department Report.

06.105 September General Staff Meeting (AQC)

The AQC compiled agenda items for the September General Staff Meeting. Agenda items include the Internal Survey and a Safety Item.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting September 18, 2006

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

Minutes from the 09/11/2006 meeting were approved.

06.106 Trigger Report (Harmon)

AQC reviewed the July Trigger Report.

06.107 Legal Team Report (Polk)

AQC reviewed the August Legal Team Report. An item of significant note is thirty-seven Form 21's were filed in the month of August, a significant increase over the last two years and the result of efforts to close old claims.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting September 25, 2006

AQC Members present were: Gregory, Lightsey, Murphy, Spann, Coleman, Polk, and Harmon
Also Present: Touchberry Recorder: Lewter

Minutes from the 09/18/2006 meeting were approved.

06.108 Business Team Report (Team Leaders)

AQC reviewed in detail the Business Team Reports. All Reports will be run on the last business day of each month, and presented to AQC no later than the third Monday of the month.

06.109 Trigger Report (Harmon)

AQC reviewed the August Trigger Report.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting October 2, 2006

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

Minutes from the 09/25/2006 meeting were approved.

06.110 Management Retreat Update & Status Report (AQC)

AQC briefly reviewed the action items and due dates.

06.111 Internal Survey Update (Andrews)

David informed the AQC that participation in the Internal Survey was good. The results will be compiled and forwarded to the Director for review.

06.112 Training Update (Andrews)

Cyndy reported that Adjuster Training is scheduled for October 17th at 2:00. Steve Stublely will conduct training on case preparation, repetitive trauma injuries, and medicare set aside trust. Sonji reported that Greg Line and claim staff with the Workers' Compensation Commission will be here on October 18th for a general discussion regarding workers' compensation claims.

06.113 Claim Tech Training Manual/Claim Tech Eval (Spann)

Sonji reported that the Claim Tech Training Manual is complete and the group is currently working to tie Claim Tech responsibilities to the Claim Audit.

06.114 October General Staff Meeting (AQC)

The AQC compiled the agenda for the October General Staff Meeting. Agenda items include the Updated Evacuation Plan, IT Security, United Way, Open Enrollment and Introductions.

06.115 Sunshine Committee (Lewter)

Vicki informed the AQC of the Sunshine Committee plans for agency events. Events include a raffle and Halloween costume contest in October, the Thanksgiving Luncheon in November and a Christmas Party in December.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting October 09, 2006

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

Minutes from the 10/02/2006 meeting were approved.

06.116 ITT Monthly Report (Flowers)

AQC reviewed the September ITT report. Steve informed the AQC that one of the two vacant Application Analyst positions has been filled.

06.117 BARS Report (Murphy)

AQC reviewed the September BARS Report and BARS Account Status by Department report.

06.118 Recording Telephone Conversations (Murphy)

AQC discussed the possible purchase of a telephone recorder. This matter was referred to Legal for research prior to further review and discussion.

06.119 Management Retreat Action Item (Murphy)

AQC reviewed General Staff Recognition & Incentive suggestions in follow-up to the Management Retreat goals and plans. Following discussion, Gerald, Steve, Cyndy and Sonji were requested to further consider and propose incentives that will encourage and reward high standards of performance excellence.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting October 16, 2006

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

Minutes from the 10/09/2006 meeting were approved.

06.120 Business Team Report (Team Leaders)

AQC reviewed the September Business Team reports.

06.121 Legal Team Report (Polk)

AQC reviewed the September Legal Team Report. Team leaders were requested to remind adjusters that the SAF does not have any set policy regarding lump sum payments; all settlement payments are decided on a case by case basis.

06.121 Leave (Murphy)

Murphy updated AQC on the state policy which allows only 30 days of annual leave a year. Supervisors and team leaders were asked to monitor leave balances and make certain employees do not exceed 30 days of annual leave in a year.

The 2006 Holiday Leave form is on the R: drive for team leaders to enter holiday leave for their team members.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting October 30, 2006

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

Minutes from the 10/16/2006 meeting were approved.

06.123 Trigger Report (Harmon)

AQC reviewed the September Trigger Report and briefly discussed items of interest.

06.124 Claim Tech Training Manual (Spann)

The Claim Tech Training Manual is being reviewed by Harry, Herman, Cyndy and Norma. Sonji will proceed with coordinating the training.

AQC discussed possible changes in handling Durable Medical Equipment purchases upon implementation of the new medical bill review contract services. Following further review, it may be necessary to update the Claim Tech Training Manual and Procurement Policy.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting November 6, 2006

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

Minutes from the 10/30/2006 meeting were approved.

06.125 ITT Monthly Report (Flowers)

AQC reviewed the October ITT Report.

06.126 Continuing Education for New Adjusters (Andrews)

David distributed and reviewed the Continuing Education Plan for New Adjusters. The Plan will be implemented in January 2007.

06.127 Vacant Claim Adjuster (Spann)

AQC approved the request to fill and post one adjuster position.

06.128 November General Staff Meeting (AQC)

AQC compiled the agenda items for the November General Staff Meeting. Agenda Items include Introductions, a guest speaker from Department of Corrections-Recycling Services, Financial Update, and Telephone Option 4.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting November 13, 2006

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

Minutes from the 11/06/2006 meeting were approved.

06.129 BARS Report (Murphy)

AQC reviewed the October BARS Report and BARS Account Status by Department report.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
November 20, 2006

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

Recorder: Soucek

Minutes from the 10/30/2006 meeting were approved with correction.

06.130 Legal Team Report (Polk)

AQC reviewed the October Legal Team Report.

06.131 Business Teams Report (Spann)

The AQC reviewed in detail the Business Team Reports

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Minutes-November 27, 2006

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

Also Present: Soucek **Recorder:** Lewter

Minutes from the 11/20/2006 meeting were approved with correction.

06.132 Individual and Team Recognition Program (Gregory)

AQC will review for further discussion Policy 32.01 titled "Team & Individual Recognition Programs."

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Minutes-December 4, 2006

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

Minutes from the 11/27/2006 meeting were approved with correction.

06.133 Individual and Team Recognition Program (Gregory)

AQC approved Policy 32.01 titled "Team & Individual Recognition Programs."

06.134 December General Staff Meeting (AQC)

AQC compiled the agenda items for the December General Staff Meeting to include Policy 32.01 and Strategic Planning.

06.135 Trigger Report (Harmon)

AQC reviewed the October 2006 Trigger Report and items of interest.

Staff Stuff Suggestions

There were no suggestions submitted this week.

**AQC Meeting Minutes
December 18, 2006**

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

Minutes from the 12/11/2006 meeting were approved.

06.137 Business Teams Report (Spann)

The AQC reviewed in detail the Business Team Reports. Supervisors will be directed to follow-up on issues of concern regarding timeliness of investigations and entry of required data.

06.138 Legal Team Report (Polk)

The AQC reviewed the November Legal Team Report.

06.139 BARS Report (Murphy)

The AQC reviewed the November BARS Report.

06.140 Medical Bills Images (Flowers)

The AQC reviewed the Medical Bills Scanning Issues & Options.

Staff Stuff Suggestions

There were no suggestions submitted this week.