

Division Goals for Fiscal Year 2001

By the end of fiscal year 2001, the division will move closer to accomplishment of its overall goals by achieving specific results in the five major areas below.

Accessibility to Customers, Suppliers and Process Partners to Inform and Remove Barriers that Inhibit the Self-execution of the System

- The number of partners faxing First Reports of Injury or Illness (DWC-1s) to the division for purposes of early intervention will more than double to reach 100.

- Early intervention will be provided to every injured worker by January 2001.

- At least three partners in private industry will actively promote billboards and public service announcements developed by the division.

- The Bureau of Compliance will conduct at least six training and outreach seminars for exemption process customers.

- The proof of coverage database will be current, accurate, and available to the public via the Internet by June 1, 2001.

- The Bureau of Rehabilitation and Medical Services will develop an e-mail address list for quick electronic distribution of bulletins and manuals.

- The division will implement a consistent method for obtaining customer feedback.

- The division will implement a division-wide methodology for handling complaints from customers.

Efficient and Effective Operations

- The quality of medical data collected by the division will increase with respect to baseline measures of medical data quality. Data quality will be monitored quarterly by the Data Quality Audit Consulting Team using prescribed indicators.

- Docketing orders and orders of the Judges of Compensation Claims will be transmitted through electronic document management.

- Compliance coverage documents that are not submitted electronically will also be managed through electronic imaging.

- The number of claims documents submitted electronically will increase by 3%.

- The average cost per carrier audit will be reduced by 5%.

- The average time to process an exemption form will decrease by 10%.

Accurate Benefit Payments and Appropriate and Timely Services to Injured Workers

- The number of workers newly protected by workers' compensation insurance will increase by 3% over fiscal year 2000 figures.

- To encourage better carrier performance, a new section will be added to audit reports that will include data showing the three-year performance of the audited carrier in relation to the comparable performance of all carriers.

■ The average time between receipt of a Petition for Benefits in the division and transmission to a judge's office will decrease by 10%.

■ Security deposits for self-insured employers will be raised to 80% of the value of outstanding claims.

to improve return-to-work rates.

***Equitable Distribution of Cost
to Ensure a Viable Workers'
Compensation Marketplace***

***Return of Injured Workers to
Gainful Employment***

■ The successful Miami-Dade return-to-work pilot project, which provided early training in re-employment skills, will be implemented statewide

■ The number of Special Disability Trust Fund claims closed as result of investigations and settlements will increase by 10-20% by December 31, 2001.

