



## Division of Workers' Compensation

# INFORMATION

### **Mission Statement**

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To actively ensure the self-execution of the workers' compensation system through educating and informing all stakeholders in the system of their rights and responsibilities, compiling and monitoring system data, and holding parties accountable for meeting their obligations.

### **Organizational Goals**

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- Serve as a comprehensive resource to all system stakeholders.
- Create an unparalleled real-time workers' compensation information environment and measure the health of the workers' compensation system.
- Be the leading catalyst in promoting and advocating accident prevention in the workplace

# Division of Workers' Compensation

## Bureau of Compliance

The Bureau of Compliance serves to ensure that employers comply with their statutory obligation, under Chapter 440, F.S., to obtain appropriate workers' compensation insurance coverage for employees. Attainment of this objective levels the economic playing field for all employers, adds premium dollars to the system that were previously evaded due to non-compliance, provides coverage for employees that were previously without coverage due to non-compliance and ensures that covered employees with work-related injuries receive their statutory benefits. The Bureau accomplishes its mission through:

- Enforcement investigations
- Management of the exemption process
- Education of employers

The Bureau conducts onsite investigations of worksites to determine employer compliance and issues stop-work orders and assesses penalties against employers found not to be in compliance. The Bureau reviews applications from individuals seeking to utilize the exemption provisions of the Workers' Compensation Law and issues exemptions to those determined eligible. The Bureau participates in employer conferences and workshops to educate employers about workers' compensation coverage requirements.

### Contact Information:

Bureau Chief	Robin Delaney	<a href="mailto:Robin.Delaney@myfloridacfo.com">Robin.Delaney@myfloridacfo.com</a>	(850) 413-1775
Investigation Manager	William Dorney	<a href="mailto:William.Dorney@myfloridacfo.com">William.Dorney@myfloridacfo.com</a>	(850) 413-1825
Exemption Unit Supervisor	Lisa Payne	<a href="mailto:Lisa.Payne@myfloridacfo.com">Lisa.Payne@myfloridacfo.com</a>	(850) 413-1823

**Florida Administrative Code: Contains all relevant rules of the Bureau's compliance with F.S. 440**

**The administrative rules relating to the Bureau of Compliance can be found in Chapter 69L-6, Florida Administrative Code.**

# Division of Workers' Compensation

## Bureau of Monitoring and Audit

The mission of the Bureau of Monitoring and Audit is to ensure timely and accurate benefits to injured workers, timely payments for medical services, as well ensuring that self-insured employers maintain adequate financial strength to meet their workers compensation liabilities. The Bureau uses a wide variety of strategies to accomplish this mission, all of which contribute to the Division accomplishing its goal of ensuring the self execution of the workers compensation system.

- The audit section monitors insurer performance through audits of workers compensation insurers and claims handling entities. Audits include a review of claims handling patterns and practices for compliance with the requirements of Chapter 440, Florida Statutes. Compliance audits of claims handling practices include the review of claims files for timely and accurate payments of compensation, timely payments of medical bills, and timely filing of claim forms with the Division. Enforcement of statutory requirements in these areas is conducted through the issuance of penalties and the education of claims administrators. The audit section also investigates and enforces compliance with compensation orders of judges of compensation claims (JCCs).
- The penalty section monitors the performance of insurers and TPAs through the Centralized Performance System (CPS). The Centralized Performance System (CPS), an essential web-based, interactive tool that assists in the monitoring and assessing of indemnity performance and trends, allows insurers to access and respond to their performance information in real-time.
- CPS aggregates insurer performance results monthly, identifies all penalties, tracks all communications and penalty payments of the insurers.
- The permanent total section ensures the accuracy and timeliness of the payment of permanent total benefits and permanent total supplemental benefits to injured workers.
- The self-insurance section monitors individual self insurers to insure they have the financial strength and ability to pay all current and future workers compensation claims. The section is responsible for the calculation and review of experience ratings, certification of service companies for self insurers, and conducting payroll audits of self insurers.

Bureau Chief	Pam Macon	<a href="mailto:Pam.Macon@myfloridacfo.com">Pam.Macon@myfloridacfo.com</a>	(850) 413-1708
Audit Section	Vacant		
Penalty Section	Derrick Richardson	<a href="mailto:Derrick.Richardson@myfloridacfo.com">Derrick.Richardson@myfloridacfo.com</a>	(850) 413-1671
Permanent Total	Charles Williams	<a href="mailto:Charles.Williams@myfloridacfo.com">Charles.Williams@myfloridacfo.com</a>	(850) 413-1793
Self Insurance	Dwayne Manning	<a href="mailto:Dwayne.Manning@myfloridacfo.com">Dwayne.Manning@myfloridacfo.com</a>	(850) 413- 1784

# Division of Workers' Compensation

## **Bureau of Monitoring and Audit**

**Florida Administrative Code- Contains all relevant rules of the Bureau's compliance with F.S. 440**

**The administrative rules relating to the Bureau of Monitoring and Audit can be found in Chapters 69L-3, 69L-7, 69L-24 and 69L-56, Florida Administrative Code.**

# Division of Workers' Compensation

## Employee Assistance and Ombudsman Office

The mission of the Employee Assistance and Ombudsman Office (EAO) is to help prevent and resolve disputes between injured workers and employers/carriers by facilitating the provision of benefits that are due. Its activities contribute to the Division's first goal, to serve as a comprehensive resource to all system stakeholders, and include the following:

- The Early Intervention Program (EIP) provides early and proactive contact with the injured employee, which allows the Employee Assistance Office to disseminate information to the employee about his or her rights and obligations under the workers' compensation law. This helps to prevent and resolve disputes between the employee and the employer/insurance carrier. Through this personal contact with injured employees the Employee Assistance Office also serves a system monitoring by documenting and reporting any findings of non-compliance with the workers' compensation law.
- EAO assists the employee in drafting a petition for benefits and explains the procedures for filing petitions for benefits
- EAO investigates unpaid medical bills submitted by the health care provider or facility in attempt to effect a disposition
- EAO reviews and investigates Notices of Denials (DWC-12s) submitted to the Division by the employer/carrier.

### Contact Information:

Bureau Chief	Stephen Yon	<a href="mailto:Stephen.Yon@myfloridacfo.com">Stephen.Yon@myfloridacfo.com</a>	(850) 413-1786
Customer Service	Linda Hayes	<a href="mailto:Linda.Hayes@myfloridacfo.com">Linda.Hayes@myfloridacfo.com</a>	(850) 413-1861
Employee Assistance	Margaret Howard	<a href="mailto:Margaret.Howard@myfloridacfo.com">Margaret.Howard@myfloridacfo.com</a>	(850) 413-1960

**Florida Administrative Code: Contains all relevant rules of the Bureau's compliance with F.S. 440**

**The administrative rules relating to the Employee Assistance and Ombudsman Office can be found in Chapter 69L-26, Florida Administrative Code.**

# Division of Workers' Compensation

## Assessments Unit

The mission of the Assessments Unit is to ensure the availability of resources for the administration of the Workers' Compensation Administration Trust Fund and Special Disability Trust Fund through the calculation and collection of assessments from carriers writing compensation insurance in the state and self-insurers. The Assessment Unit accomplishes its goal by implementing the following core functions:

### Assessment Rates

- Project assessable premium and assessment revenues,
- Estimate expenses of administration of chapter 440, F.S.,
- Calculate Special Disability Trust Fund assessment rate, and
- Present relevant information, including that above, to the Chief Financial Officer for consideration in determining applicable assessment rates.

### Carriers and Self-Insurance Funds

- After receiving information on newly authorized carrier via the CHEC# Assignment Team, notify carriers of their obligation to:
  - Pay quarterly assessments on Florida workers' compensation premiums,
- Distribute Carrier and Self-Insurance Fund Quarterly Premium Report to registered carriers and self-insurance funds.

### Individual Self-Insurers

- Compute the self-insurer's premiums and advanced assessments, and
- Distribute the Self-Insurer Quarterly Assessment Invoice.

### Revenue Receipts

- Monitor assessment revenue processing (as deposited by the DFS Cash Receipts Unit).
- Reconcile Assessment Unit revenue records with deposit records provided by the DFS Cash Receipts Unit.

### Contact Information:

Assessments Unit	Gene Smith	<a href="mailto:Gene.Smith@myfloridacfo.com">Gene.Smith@myfloridacfo.com</a>	(850) 413-1644
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**Florida Administrative Code: Contains all relevant rules of the Bureau's compliance with F.S. 440**

# Division of Workers' Compensation

## Office of Special Disability Trust Fund

The mission of the Office of Special Disability Trust Fund is to encourage the employment of workers with pre-existing permanent physical impairments and to reimburse employers or their carriers for benefits provided to an employee with a pre-existing impairment that is subsequently injured in a compensable workers' compensation accident occurring on or before December 31, 1997. The Office of Special Disability Trust Fund accomplishes its mission by implementing the following core functions:

- Determine eligibility of employer/carrier claims for reimbursement of eligible benefit costs,
- Audit and adjust employer/carrier reimbursement requests on eligible claims,
- Issue payments to employer/carriers on approved reimbursement requests,
- Maintain accurate claim files, databases, and payment history, and
- Administer payment of Permanent Total Supplemental Benefits to eligible injured workers on behalf of the Bureau of Monitoring and Audit, PT Section.

### Contact Information:

Office of Special Disability Trust Fund	Kelly Fitton	<a href="mailto:Kelly.Fitton@myfloridacfo.com">Kelly.Fitton@myfloridacfo.com</a>	(850) 413-1805
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**The administrative rules relating to the Office of Special Disability Trust Fund can be found in Chapter 69L-10, Florida Administrative Code.**

# Division of Workers' Compensation

## Bureau of Data Quality and Collection

The mission of the Bureau of Data Quality and Collection (DQC) is to collect workers' compensation claims, medical, and proof of coverage data in an efficient and effective manner in order to provide accurate, meaningful, timely and readily accessible information to all stakeholders within the workers' compensation system. The Bureau's mission contributes significantly to both of the first two Division goals: serving as a comprehensive resource and developing an unparalleled real-time information environment. It accomplishes its mission by:

- Collecting and monitoring workers' compensation medical data from claims submitted by health care providers (physicians, dentists, hospitals and pharmacists) to ensure data quality and compliance with statutory payment and filing requirements.
- Establishing, examining and collecting claims data for all lost time workers' compensation injuries so the Division can ensure the provision of accurate and timely payment of benefits to injured workers.
- Collecting and evaluating all workers' compensation proof of coverage data, including, endorsement, cancellation, and reinstatement information via electronic data interchange.
- Collecting and evaluating workers' compensation accident and claims information via electronic data interchange.
- Processing and complying with public records and subpoena requests by disseminating requested workers' compensation information.
- Serving as records repository for workers' compensation claims records archived via electronic imaging technology.
- All data collection processes include systems design and development, administrative rule promulgation, and electronic penalties.
- Provide quality information on the workers' compensation system and work-related injuries, illnesses, and fatalities to the public, policymakers and others.

### Contact Information:

Bureau Chief	Don Davis	<a href="mailto:Don.Davis@myfloridacfo.com">Don.Davis@myfloridacfo.com</a>	(850) 413-1711
Medical EDI Submissions	Theresa Pugh	<a href="mailto:Theresa.Pugh@myfloridacfo.com">Theresa.Pugh@myfloridacfo.com</a>	(850) 413-1721
Proof of Coverage	Tonya Granger	<a href="mailto:Tonya.Granger@myfloridacfo.com">Tonya.Granger@myfloridacfo.com</a>	(850) 413-1709
EDI Claims	Tonya Granger	<a href="mailto:Tonya.Granger@myfloridacfo.com">Tonya.Granger@myfloridacfo.com</a>	(850) 413-1709
Public Record and Data Requests	Glenda McClamma	<a href="mailto:Glenda.McClamma@myfloridacfo.com">Glenda.McClamma@myfloridacfo.com</a>	(850) 413-1715

# Division of Workers' Compensation

## **Bureau of Data Quality and Collection**

**Florida Administrative Code: Contains all relevant rules of the Bureau's compliance with F.S. 440.**

**The administrative rules relating to the Bureau of Data Quality and Collection can be found in Chapters 69L-56 and 69L-7, Florida Administrative Code.**

# Division of Workers' Compensation

## Office of Medical Services

The mission of the Office of Medical Services is to ensure the availability and accessibility of workers' compensation health care delivery systems to render medically necessary services and care for the treatment of an injured employee's compensable injury. The Office of Medical Services accomplishes its mission by implementing and following core functions:

- Providing administrative support in the development of statewide schedules of maximum reimbursement allowances for medically necessary treatment, care, and attendance provided by HCPs.
- Certifying Health Care Providers (HCP) for use by WC Carriers in identifying HCPs authorized to receive reimbursement for services rendered under the workers' compensation law.
- Certifying Expert Medical Advisors (EMA) to provide peer review or expert medical consultation, opinions, and testimony for a Judge of Compensation Claims (JCC) and the Division to resolve disputes related to reimbursement, differing opinions of health care providers, and health care and physician services rendered under the Florida Workers' Compensation health care delivery system, including utilization issues. Determination of HCP over utilization or violations of the workers' compensation law.
- Resolving utilization and reimbursement disputes between HCPs and carriers by rendering a determination of the appropriateness of a carrier's disallowance or adjustment of reimbursement to a HCP based on applicable reimbursement schedules and rules adopted for the implementation of the FL WC health care delivery system.
- Monitoring medical claims data, submitted to carriers and filed with the Division, to evaluate HCP compliance with established standards of care and rules adopted by the Division and to determine if HCPs are engaging in overutilization, improper billing or other violations of Chapter 440, F.S.
- Providing technical assistance to health care providers and other industry stakeholders in the implementation of the FL WC system.

### Contact Information:

Program Administrator	Eric Lloyd	<a href="mailto:Eric.Lloyd@myfloridacfo.com">Eric.Lloyd@myfloridacfo.com</a>	(850) 413-1689
Sr. Management Analyst I	Lavounia Bozman	<a href="mailto:Lavounia.Bozman@myfloridacfo.com">Lavounia.Bozman@myfloridacfo.com</a>	(850) 413-1950
HCP Certification	Brenda Copeland	<a href="mailto:Brenda.Copeland@myfloridacfo.com">Brenda.Copeland@myfloridacfo.com</a>	(850) 413-1943

EMA Certification	Lori Boyd	<a href="mailto:Lori.Boyd@myfloridacfo.com">Lori.Boyd@myfloridacfo.com</a>	(850) 413-1949
Health Care Provider Violations	Beverly Williams	<a href="mailto:Workers.compmedservice@myfloridacfo.com">Workers.compmedservice@myfloridacfo.com</a>	(850) 413-1939
Reimbursement Disputes	Twan Jackson	<a href="mailto:Twan.Jackson@myfloridacfo.com">Twan.Jackson@myfloridacfo.com</a>	(850) 413-1946

**Florida Administrative Code- Contains all relevant rules of the Bureau's compliance with F.S. 440.**

**The administrative rules relating to the Office of Medical Service can be found in Chapters 69L-7, 69L-29, 69L-30 and 69L-31, Florida Administrative Code.**

**Electronic-Signature Verification**

I,\_\_(type name here)\_, successfully submitted my registration forms to the Florida Department of Financial Services, Division of Workers Compensation. I have also received and reviewed the pertinent programmatic information regarding each bureau within the Division. I understand that I was provided a user name and password so that, in the future, I can access this information when necessary. I certify that to the best of my knowledge and belief all of the statements contained herein and on any attachments are **true, correct, and complete and made in good faith.**

**PLEASE SIGN THIS VERIFICATION RECEIPT BY TYPING YOUR PASSWORD BELOW.**

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