

# RESTRUCTURING & SEVEN-YEAR PLAN

## SC Workers' Compensation Commission

Date of Submission: March 31, 2015

Please provide the following for this year's Restructuring and Seven-Year Plan Report.

	Name	Date of Hire	Email
Agency Director	Gary M Cannon	March 16, 2009	<a href="mailto:gcannon@wcc.sc.gov">gcannon@wcc.sc.gov</a>
Previous Agency Director			

	Name	Phone	Email
Primary Contact:	Gary M Cannon	803-737-5744	<a href="mailto:gcannon@wcc.sc.gov">gcannon@wcc.sc.gov</a>
Secondary Contact:	Grant Duffield	803-737-5718	<a href="mailto:gduffield@wcc.sc.gov">gduffield@wcc.sc.gov</a>

Is the agency vested with revenue bonding authority? (re: Section 2-2-60(E))	NO
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I have reviewed and approved the enclosed 2015 Restructuring and Seven-Year Plan Report, which are complete and accurate to the extent of my knowledge.

Current Agency  
Director  
(Sign/Date):



(Type/Print Name): Gary M Cannon

If applicable,  
Board/Commission  
Chair  
(Sign/Date):



(Type/Print Name): T. Scott Beck

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# EXECUTIVE SUMMARY

## I. Executive Summary

### A. Historical Perspective

The SC Worker's Compensation Commission has not made changes to the agency's purpose or mission since its inception. Measures to increase the agency's efficiency and effectiveness have been implemented resulting in the containment of personnel cost and other operating cost, reduction in the processing and adjudicating time of cases, implementation of the use of electronic imaging and transmission of data and accessibility of case information to stakeholders via the Internet. (See Historical Perspective Chart).

### B. Purpose, Mission and Vision

The mission of the South Carolina Workers' Compensation Commission is to provide an equitable and timely system of benefits to injured workers and to employers in the most responsive, accurate, and reliable manner possible. The Commission strives for fairness and equity to all stakeholders, continuous improvement to the workers' compensation system, internal and external business processes, effective communication with stakeholders and containment of system costs while ensuring accessible medical services to claimants. To accomplish the Mission, the Commission has 4 goals:

1. Ensure statutory and regulatory requirements and agency policies and practices are implemented and applied in a fair and consistent manner to all system stakeholders.
2. Develop and propose reasonable policies and regulations to control the cost of workers' compensation in the State.
3. Interact and engage system stakeholders for feedback to improve efficiencies and effectiveness of system.
4. Adopt a continuous improvement program to enhance the effectiveness and efficiency of the Commission's business processes and procedures.  
(See Purpose & Mission Table)

### C. Key Performance Measure Results

The agency's major achievements during the period covered by this report include:

- Partnered with private sector stakeholders to develop and implement enhancement to Verification of Coverage web portal to include registration for notification of mid-term cancellation of coverage to reduce insurance fraud.

- 
- Partnered with stakeholder groups and amended the medical services fee schedule for ambulatory surgery to allow a special fee for surgically implantable devices in order to control medical cost to the system.
  - Convened focus/advisory groups to provide stakeholder guidance on issues involving claims processing, medical services oversight, hearing processes, etc.
  - Conducted continuing education on the use of eCase to stakeholder groups.
  - Established a system to track number of days to complete review of contested medical bills.
  - Upgraded Electronic Data Interface (EDI) system for reporting claims to Release 3 format
  - Improved procedures to coordinate and schedule venues for single commissioner hearings and informal conferences with state agencies, local governments, and educational institutions. Added 21 available venues statewide.
  - Conducted one Claims Administration Workshops for stakeholders in Columbia in May 2014. A total of 71 attended, including attorneys, adjusters and claims processes with insurance companies, third party administrators, employers and other stakeholders.
  - Established system to process motions, mediation, and informal conference requests to track and monitor timeliness.
  - Requested and received legislative approval of new regulations to implement mediation procedures for claims.
  - Implemented Phase I of the system to allow receipt of electronic payments of registration fees for Commission sponsored seminar (CAME).
  - Implemented use of information technology systems to improve the process for scheduling and serving proper notice for Compliance Show Cause Hearings.
  - Established system to process motions, mediation, and informal conference requests to track and monitor timeliness.
  - Continued implementation of process to scan and create an electronic image of incoming case file documents for electronic storage and access.
  - Developed and implemented a data access web portal to refer claimants to SC Department of Vocational Rehabilitation.
  - Requested and received legislative approval of statutory change to enact reliable funding source for Commission operations.

Does the agency already provide the information requested on this page, or similar information, in a report required by another entity? If yes, add the appropriate information to the Similar Information Requested Chart. If the agency looks in the Excel document attached, there is a template for the agency to complete for any questions which ask for the same information under the tab labeled, "Similar Info Requested."

# ORGANIZATIONAL PROFILE

## *II. Organizational Profile*

Workers' Compensation Commission has a total of 54 employees. 54 are FTEs of which 8 are unclassified; 46 are classified, and 2 Temporary.

The Commission consists of seven Commissioners appointed by the Governor with the advice and consent of the Senate for terms of six years. The Governor designates one commissioner as Chair for a term of two years. The Chair may serve two terms in a six-year period, though not consecutively. The Chair is the chief executive officer of the Commission and responsible for implementing the policies established by the Commission in its capacity as the governing board. Commissioners are responsible for hearing and determining all contested cases, conducting informal conferences, approving settlements, and hearing appeals. In their judicial role, Commissioners conduct legal proceedings throughout the state.

It is the responsibility of the Commission to administer the Act, found in Title 42 of the Code of Laws of South Carolina. In accordance with the Administrative Procedures Act, the Commission also promulgates rules and regulations necessary to implement the provisions of Title 42.

1. See Key Deliverables Chart
2. See Key Customers Chart
3. See Key Stakeholders Chart
4. See Key Partner Agency Chart.

5. The agency's performance improvement system(s);

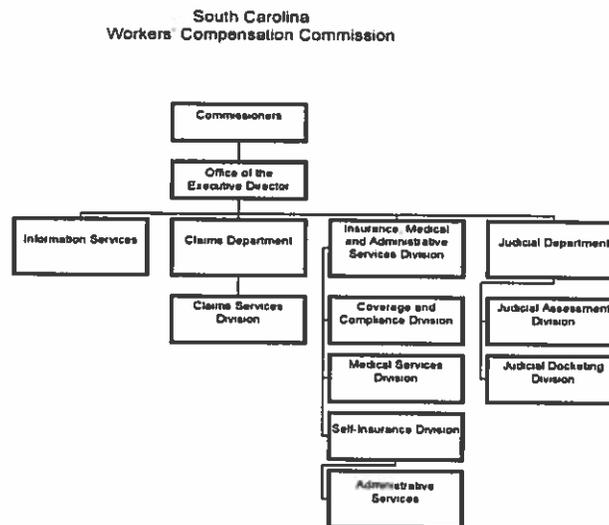
In order to pursue these goals, the Commission committed to build a culture of continuous review and improvement of policies, procedures and business practices; increased efficiency and effectiveness; and fairness and consistency. The Commission utilizes use of new Information Technology Management Systems to achieve many of the objectives that follow herein. Financial considerations and human resource capacity pose key strategic challenges to the organization as it seeks to deploy new information technology management systems. Our financial challenges mirror those of other public sector organizations; namely "how do we best leverage our limited resources to facilitate improvements for our stakeholders and those we serve"? New information technology systems allow staff to access and process data efficiently and effectively.

Internally, the strategic challenge arises with the adoption of the new processes by all segments of the business operation and the proper training of human resources to utilize the new process in the most efficient and effective manner. Deployment of the new IT initiatives is intended to reduce the fiscal burden of the workers compensation program on the business community, while continuing to provide excellent services to our

customers. The organization expects to embrace and successfully address the fundamental resource challenges such deployment may generate.

Externally, the deployment of new information technology management processes will allow external business partners to interface with the Commission electronically for the submission of required data to meet legally imposed deadlines. The new electronic interface will allow business partners to be more efficient and reduce cost of operations by reducing expenditures for fines and assessments. As a substantial portion of the Commission's annual operating expenses are offset by the collection of such fines and assessments, the implementation of this information technology management system may create a strategic challenge for the Commission in future years.

6. The agency's organizational structure in flow chart format;



7. Details about the body to whom the Agency Head reports;

- a. Complete the. In the Excel document attached, there is a template to complete under the tab labeled, "Overseeing Body-General" and "Overseeing Body-Individual Member."

The Commission consists of seven Commissioners appointed by the Governor with the advice and consent of the Senate for terms of six years. The Governor designates one commissioner as Chair for a term of two years. The Chair may serve two terms in a six-year period, though not consecutively. The Chair is the chief executive officer of the Commission and responsible for implementing the policies established by the Commission in its capacity as the governing board.

The day-to-day administration and operation of the Commission is the responsibility of the Executive Director who is appointed by and serves at the pleasure of the seven

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Commissioners acting in their capacity as the board of directors of the agency. The Executive Director functions as the Commission's chief operating officer.

See the Overseeing Body Chart

See the Major Program Areas Chart

#### 8. Major Program Areas

The Judicial Department is responsible for scheduling contested matters for hearing as well as scheduling informal conferences throughout the state. The department oversees the joining of issues for hearings as well as preparing the docket for Full Commission Reviews. Case preparation in anticipation for a hearing consists of reviewing pleadings, requesting additional documentation from the parties, preparing a case synopsis, and maintaining the docket for Full Commission Panel Appeals.

Administration and management of injury reports and any resulting claims are the responsibilities of the Claims Department. After an injury is reported to the Claims Department, claims personnel monitor its progress through the system. Individual case records are reviewed to ensure the requirements of the Workers' Compensation Act and the rules and regulations of the Commission are being observed. Conflicts of a non-judicial nature are often resolved in the Claims Department.

The Insurance, Medical and Administrative Services Department is responsible for responsible for a variety of internal programs, including finance, budgeting, purchasing, inventory, facility maintenance, motor vehicles, mail and printing, and office services as well as administrative operations of the Commission. This department is also responsible for maintaining and monitoring workers' compensation insurance coverage records for all employers required to carry insurance under the Act, enforcing compliance with the Act, administering the workers' compensation self-insurance program, establishing payment systems and fee schedules for medical providers, and resolving disputed medical bills. The Coverage Division maintains insurance records for employers who purchase coverage from commercial insurance carriers. The responsibility for investigating uninsured employers to determine if they are subject to the workers' compensation law is the responsibility of the Compliance Division. Under certain conditions, South Carolina employers may self-insure against losses resulting from on-the-job injuries. Qualifying and regulating the self-insured employers is the responsibility of the Self-Insurance Division.

The department's Medical Services Division is responsible for maintaining the fee schedule that regulates charges by doctors and hospitals and for approving various fees and charges in accordance with the established schedules.

The Information Services Department is responsible for the coordination and management of the flow of information throughout the Commission; responsible for all the data processing and information systems development and maintenance. The department also provides statistical reports and a framework for tracking data to each department. The IT staff is tasked with reviewing each area of the agency to ensure

redundant systems and process are eliminated and work flow is streamline to maintain efficiency in meeting the agency's goals.

9. Please identify any emerging issues the agency anticipates may have an impact on its operations in the upcoming five years.

Mediation will continue to be a major factor in the settlement of cases in the system.

The economy is a driving force behind the activities in the workers' compensation system. In a strong economy jobs are created and individuals are employed. On the job injuries will occur.

The Coverage and Compliance division will continue to seek new ways to ensure employers comply with the insurance requirements of the statute. This includes conducting educational programs for employers groups.

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# ORGANIZATIONAL PROFILE

### *III. Laws (Statutes, Regulations, Provisos)*

This section asks for state and federal statutes, regulations and provisos ("Laws") which apply to the agency.

1. See Legal Standards Chart

### *IV. Reports and Reviews Statutes*

This section asks for information about reports the agency is required to submit to a legislative entity and the agency's internal review process.

1. See Agency Reporting Requirements Chart
2. See Internal Audit Chart

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# RESTRUCTURING REPORT

## V. Key Performance Measurement Processes

A key performance measure reviewed by executive leadership is the number of claims filed with the Commission, the number of cases docketed for single Commissioner hearing, number of cases appealed to Full Commission, number of cases appealed to higher court, number of Informal Conferences scheduled and conducted, time element involved in setting contested cases for hearings and the timely scheduling of appellate reviews. The charts may be found in the Judicial Activity Worksheet.

Another key measure is the amount of time involved in reviewing and recording injury reports. Executive leadership also monitors the time factor in verification of workers' compensation coverage and properly receiving all taxes due to the State. Fine assessments and collections are indicators of compliance with the Workers' Compensation Act. The measures are also used to determine the educational needs of constituents.

Workers' Compensation systems vary greatly among the states. However, one general comparison among states is the average medical cost per claim. See Medical Cost Comparison Worksheet.

# RESTRUCTURING REPORT

## V. Key Performance Measurement Processes (cont.)

### A. Results of Agency's Key Performance Measurements

#### Mission Effectiveness

1. What are the agency's actual performance levels for two to four of the agency's key performance measurements for mission effectiveness (i.e., a process characteristic indicating the degree to which the process output (work product) conforms to statutory requirements (i.e., is the agency doing the right things?))?

See Statistical Data Worksheet Lines 8, 9, 11,15,16,17

#### Mission Efficiency

2. What are the agency's actual performance levels for two to four of the agency's key performance measurements for mission efficiency (i.e., a process characteristic indicating the degree to which the process produces the required output at minimum resource cost (i.e., is the agency doing things right?)) including measures of cost containment, as appropriate?

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See Statistical Data Worksheet Lines 8, 9, 11,15,16,17

Quality (Customer Satisfaction)

3. What are the agency's actual performance levels for two to four of the agency's key performance measurements for quality (i.e., degree to which a deliverable (product or service) meets customer requirements and expectations (a customer is defined as an actual or potential user of the agency's products or services)) for the agency as a whole and for each program listed in the agency's Major Program Areas Chart?

See Statistical Data Worksheet Lines 8, 9, 11,15,16,17

Workforce Engagement

4. What are the agency's actual performance levels for two to four of the agency's key performance measurements for workforce engagement, satisfaction, retention and development of the agency's workforce, including leaders, for the agency as a whole and for each program listed in the agency's Major Program Areas Chart?

See FTE Worksheet, Number of Employees and Employee Tenure Chart

Operational/Work System Performance

5. What are the agency's actual performance levels for two to four of the agency's key performance measurements for operational efficiency and work system performance (includes measures related to the following: innovation and improvement results; improvements to cycle or wait times; supplier and partner performance; and results related to emergency drills or exercises) for the agency as a whole and for each program listed in the agency's Major Program Areas Chart?

See Statistical Data Worksheet Lines 8, 9, 11,15,16,17

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# RESTRUCTURING REPORT

## V. Key Performance Measurement Processes (cont.)

### B. Most Critical Performance Measures

The three key performance measurement processes most critical to achieving the overall mission of the agency are the total number of claims received and processed, the number request for hearings, the number of days to process the request for a hearing, and the number of hearings conducted.

### C. Databases/Document Management

The Commission contracts with the SC Division of Technology Operations to provide server functionality and Internet connectivity. The following information systems are used in the daily business processes: Progress (case data management), On-Base Imaging System (document imaging), Microsoft Outlook, and Apple programs (IPad).

### D. Recommended Restructuring

#### Internal Restructuring

As Electronic Data Interface (EDI) systems are implemented to allow stakeholders to submit data electronically, the number of FTE's currently keying claims data from paper documents will not be required. The positions will be repurposed to review claims data submitted electronically to ensure statutory and regulatory compliance. As the number of paper documents received by the Commission decrease, the number of FTE's necessary to process and retain the paper documents will decrease. The positions will be repurposed for electronic document management. At this time, we do not project the need for statutory or regulatory changes to implement the internal restructuring. However, for financial stability, it will be necessary to renew statutory provisions to allow the Commission to retain fifty percent of the Self Insurance Tax proceeds for operational purposes by 2019.

#### External Restructuring

None.

## VI. Seven-Year Plan

### A. General

The top strategic objectives of the agency that will have the biggest impact on the agency's effectiveness in accomplishing its mission are:

1. Implement system to receive and process all Commission forms electronically including the scanning of all incoming case file documentation for electronic reference.
2. Replace the claims manual review processes with electronic review and electronic notification of deficiency.
3. Provide access to SCWCC claim file images via eCase web portal to registered users.
4. Enhance the eService via a mobile application to allow iPad use for review, processing and delivery of Single Commissioner Notices, Decision and Orders, and Full Commission orders and settlements.
5. Implement Second Report of Injury (SROI) EDI Release 3, Forms 16, 17, 18, and 19 electronically by implementing EDI Release 3 Second Report of Injury (SROI).
6. Develop and implement system to automate all processes of the Rule to Show Cause hearings conducted by the Commission.
7. Provide mobile electronic access to data to eliminate need for Commissioners to transport paper documents case file to hearings.

### B. Current Recommended Actions

As Electronic Data Interface (EDI) systems are implemented to allow stakeholders to submit data electronically, the number of FTE's currently keying claims data from paper documents will not be required. The positions will be repurposed to review claims data submitted electronically to ensure statutory and regulatory compliance. As the number of paper documents received by the Commission decrease, the number of FTE's necessary to process and retain the paper documents will decrease. The positions will be repurposed for electronic document management. The desired outcome will allow stakeholders to remit required claims data electronically rather than via paper documents. This will increase the efficiency of stakeholders submitting data and decrease the potential for the stakeholder being fined for violating regulations thereby reducing their costs. This will result in the reduction in the fine revenue received by the Commission. The first phase of implementing the EDI claims management system was March 1, 2015. Subsequent phases of the system will be implemented by 2015, subject to authorization of funding by the General Assembly.

At this time, we do not project the need for statutory or regulatory changes to implement the internal restructuring. However, for financial stability of the Commission it will be necessary to renew statutory provisions enacted in Act 95 by the General Assembly in

## SEVEN-YEAR PLAN

### VI. Seven-Year Plan (cont.)

#### C. Additional Questions

What top three strategic objectives of the agency will have the biggest impact on the agency's effectiveness in accomplishing its mission?

1. Administer the workers' compensation laws of this State in a fair, impartial and timely manner; (for example: the Commission finds that such fair and impartial administration is a key factor in improving efficiency, accuracy and cost-affectedness.)
2. Continually strive to improve the quality of services and products, such that the Commission upholds the tenants of its mission while minimizing the fiscal impacts on the South Carolina business community;
3. Ensure a professionally trained staff;
4. Provide information to foster an understanding of and compliance with the workers' compensation laws of the State of South Carolina.

What are the fundamentals required to accomplish the objectives?

Continuous improvements of business processes; effective communication with stakeholders through continued use of ad hoc advisory committees and focus groups to communicate and partner with stakeholders for improvements in business processes and seek input on policy direction of the Commission; and professionally trained staff;

What links on the agency website, if any, would the agency like listed in the report so the public can find more information about the agency?

[www.wcc.sc.gov](http://www.wcc.sc.gov)

Is there any additional information the agency would like to provide the Committee or public?

The Commission's website [www.wcc.sc.gov](http://www.wcc.sc.gov) is updated on a regular basis with Information about the current activities, reports and data about Commission.

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Consider the process taken to review the agency's divisions, programs and personnel to obtain the information contained in response to all the previous questions in the Restructuring Report and Seven-Year Plan ("Process"). State the total amount of time taken to do the following:

Complete the Process 40-60 hours (estimate)

Complete this Report 30 hours (estimate)

5. See Personnel Involved Chart

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# CHARTS APPENDIX

## VII. Excel Charts

Please send an electronic copy of the entire Excel Workbook and print hard copies of each of the Charts to attach here. Please print the charts in a format so that all the columns fit on one page. Please insert the page number each chart begins on below.

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Agency Name: SC Workers' Compensation Commission  
 Agency Code: R080  
 Agency Section:

## Similar Information Requested Chart

Agency Submitting Report	Restructuring Report Question #	Name of Other Report	Section of Other Report	Entity Requesting Report	Freq. Other Report is Required
Workers' Compensation		Restructuring Report and Cost Savings Plan		SC Senate	Annual
Workers' Compensation	All	Accountability Report	All	General Assembly	Annual
Workers' Compensation	All	Annual Report	All	General Assembly	Annual

# Historical Perspective Chart

Agency Name: SC Workers' Compensation Commission  
 Agency Section: R080  
 Agency Code:

Agency Submitting Report	Year	Description of Restructuring that Occurred	Description of Major Change in Agency's Purpose or Mission
Worker's Compensation	N/A	None	None

## Purpose/Mission/Vision Chart

Agency Submitting Report	Date Agency created	Purpose	Mission	Vision	Legal Standards Cross References
Workers' Compensation	1935	To provide an equitable and timely system of benefits to injured workers and to employers in the most responsive, accurate, and reliable manner possible.	To provide an equitable and timely system of benefits to injured workers and to employers in the most responsive, accurate, and reliable manner possible.	Continuous improvement of business processes and procedures, fairness and equity to all stakeholders, communication with stakeholders, accessible medical services to claimants and containment to system costs.	Purpose: Title 42, Regulation 67 Mission: Title 42, Regulation 67 Vision: Title 42, Regulation 67

Key Deliverables Chart

Agency Name: SC Workers' Compensation Commission  
 Agency Code: R080  
 Agency Section:

Agency Submitting Report	Item #	Deliverable (i.e. product or service)	Three Most Significant (#1, #2, #3)	Primary Method of Delivery	What can be done to reduce the general public and/or other agencies initial need for this deliverable? (i.e. preventive measures before the citizen or agency needs to come to the agency)	What can be done to reduce the general public and/or other agencies need to return for this deliverable? (i.e. preventive measures to ensure they do not need to come back to the agency for this service or product after already receiving it once)	If deliverable is identified as one of the three most significant, what would allow the agency to focus on it more?	Major Program Areas Cross Reference
Workers' Compensation	1	claims received & processed	1	FTE, US Postal Service, email, information technology	On the job accident prevention programs	On the job accident prevention programs	financial resources for information technology programs	Claims
Workers' Compensation	2	hearings requested & conducted	2	FTE, US Postal Service, email, information technology	On the job accident prevention programs, increase availability of mediation	On the job accident prevention programs, increase availability of mediation	financial resources for information technology programs (use of teleconferencing for hearings)	Judicial/Commissioners
Workers' Compensation	4	employers non-compliant (coverage)	3	FTE, US Postal Service, email, information technology	access to additional data resources of employers	access to additional data resources of employers	financial resources for information technology programs, cooperation with other state agencies	Insurance, Medical Services
Workers' Compensation	3	mediations requested/conducted	4	FTE, US Postal Service, email, information technology	FTE, US Postal Service, email, information technology	FTE, US Postal Service, email, information technology	additional use of information technology (use of teleconferencing for hearings)	Judicial
Workers' Compensation	5	cost control	5	medial fee schedules				Commissioners, Insurance, Medical Services

# Key Customers Chart

Agency Name: SC Workers' Compensation Commission  
 Agency Section:  
 Agency Code: R080

Agency Submitting Report	Item #	Customer Segments	Requirements/Expectations	Deliverables Cross References
Workers' Compensation	1	Injured workers (claimants)	fair and timely processing of claim, fair and equitable adjudication of claim, temporary and total compensation, provision of medical services and return to work	1,2,3,4,5
Workers' Compensation	2	Employers/Insurance carriers	fair and timely processing of claim, fair and equitable adjudication of claim, temporary and total compensation, provision of medical services and return to work	1,2,3,4,5
Workers' Compensation	3	Medical Service providers	fair and timely payment for services rendered	1,2,3,4,5
Workers' Compensation	4	Attorneys	fair and equitable adjudication of claim, fair payment for services rendered	1,2,3,4,5

# Key Stakeholder Chart

Agency Name: SC Workers' Compensation Commission  
 Agency Section:  
 Agency Code: R080

Agency Submitting Report	Item #	Stakeholder Group	Requirements/Expectations	Deliverables Cross References
Workers' Compensation	1	employers	fair and timely processing of claim, fair and equitable adjudication of claim, reasonable temporary and total compensation, prompt provision of medical services and prompt return to work, and control of cost to system	1,2,3,4,5
Workers' Compensation	2	injured workers	fair and timely processing of claim, fair and equitable adjudication of claim, reasonable temporary and total compensation, prompt provision of medical services and prompt return to work	1,2,3,4,5
Workers' Compensation	3	insurance carriers	fair and timely processing of claim, fair and equitable adjudication of claim, reasonable temporary and total compensation, prompt provision of medical services and prompt return to work, and control of cost to system	1,2,3,4,5
Workers' Compensation	4	attorneys	fair and equitable adjudication of claim, fair payment for services rendered	1,2,3,4,5
Workers' Compensation	5	medical service providers	fair and timely payment for services rendered	1,2,3,4,5

# Key Partner Agencies Chart

Agency Name: SC Workers' Compensation Commission  
 Agency Code: R080  
 Agency Section:

Agency Submitting Report	Agency w/ Impact on Mission Success	Partnership Arrangement Established	Performance Measures Routinely Reviewed Together	Major Program Areas Cross Reference
Workers' Compensation	SC Department Employment and Workforce	Exchange of data quarterly	number of employers obtaining insurance coverage	Insurance & Medical Services (Compliance)
Workers' Compensation	SC Court of Appeals	Statutory	cases appealed to higher court	Judicial, Commissioners
Workers' Compensation	SC Circuit Court	Statutory	cases appealed to higher court	Judicial, Commissioners
Workers' Compensation	SC Department of Vocational Rehabilitation	Statutory	number of cases referred	Judicial, Claims
Workers' Compensation	SC Department of Insurance	Statutory	number of referrals	Insurance & Medical Services (Compliance)
Workers' Compensation	SC Bureau of Protective Services	As needed	number of cases requiring security	Judicial, Commissioners
Workers' Compensation	SC Attorney General's Office	As needed	referral of fraud cases	Insurance & Medical Services (Compliance), Commissioners

Overseeing Body - General Chart

Agency Submitting Report	Type of Body (i.e. Board, Commission, etc.)	# of Times per Year Body Meets	Total # of Individuals on the Body	Are Individuals Elected or Appointed?	Who Elects or Appoints?	Length of Term	Limitations on Total Number of Terms	Limitations on Consecutive Number of Terms	Challenges imposed or that Agency staff and the Body have faced based on the structure of the overseeing body	Other Pertinent Information
Workers' Compensation	Commission	12	7	Appointed	Governor/confirmed by Senate	6 years	none	none	none	none

Overseeing Body - Individual Members Chart

Agency Name: SC Workers' Compensation Commission  
 Agency Code: R080  
 Agency Section:

Agency Submitting Report	Name of Individual on Body	Contact Information	Profession	Date First Started Serving on the Body	Last Date Served on the Body	Length of Time on the Body (in years)	Senator or House Member? (put Senate or House)	Major Program Areas Cross Reference
Worker's Compensation	T. Scott Beck	803-737-5698	Attorney	7/1/2008		6 1/2 years		Commissioner
Worker's Compensation	Susan S. Barden	803-737-5660	Attorney	7/1/2004		10 1/2 years		Commissioner
Worker's Compensation	R. Michael Campbell, II	803-737-5678	Business	5/27/2014		10 mos.		Commissioner
Worker's Compensation	Avery B. Wilkerson, Jr.	803-737-5697	Business	7/1/2008		6 1/2 years		Commissioner
Worker's Compensation	Melody L. James	803-737-5668	Attorney	4/26/2012		3 years		Commissioner
Worker's Compensation	Aisha Taylor	803-737-5692	Attorney	1/31/2013		2 years		Commissioner
Worker's Compensation	Gene McCaskill	803-737-5663	Business	1/3/2012		3 years		Commissioner

Agency Submitting Report	Program/Title	Purpose	FY 2012-13 Expenditures			FY 2013-14 Expenditures			Key Performance Measures Cross Reference	Legal Standards References
			General	Other	Federal	TOTAL	General	Other		
Workers' Compensation	Commissioners	The SCWCC Claims Department provides administrative oversight to approximately 65,000 claims filed per year by employees who have experienced an on-the-job injury. The Claims department processes the original filing of the claim and administers the subsequent statutorily required reports submitted by the employer or insurance carrier.	\$1,451,087 75%	\$476,441 25%	0	\$1,927,528 100%	\$1,503,978 78%	\$423,040 22%	\$1,927,018 100%	Title 42, Regulation 67
Workers' Compensation	Executive Director, Administrative, Information Technology	The Executive Director is the chief operating officer of the Commission. Administrative services provides a variety of internal programs, including finance, budgeting, human resources, purchasing, inventory, facility maintenance, motor vehicles, mail and printing, office services, and affirmative action, as well as administrative operations of the Commission. Information Services is responsible for the coordination and management of the flow of information throughout the Commission; responsible for all the data processing and information systems development and maintenance.	\$209,848 20%	\$862,461 80%	0	\$1,072,309 100%	\$188,983 16%	\$969,778 84%	\$1,158,761	Title 42, Regulation 67
Workers' Compensation	Claims	Administration and management of injury reports and any resulting claims are the responsibilities of the Claims Department. After an injury is reported to the Claims Department, claims personnel monitor its progress through the system. Individual case records are reviewed to ensure the requirements of the Workers' Compensation Act and the rules and regulations of the Commission are being observed. Conflicts of a non-judicial nature are often resolved in the Claims Department.	\$98,698 14%	\$595,441 86%	0	\$694,139 100%	\$58,207 9%	\$561,415 91%	\$619,622 100%	Title 42, Regulation 67

Agency Name: SC Workers' Compensation Commission  
 Agency Code: R080  
 Agency Section:

Agency Submitting Report	Program/Title	Purpose	FY 2012-13 Expenditures			FY 2013-14 Expenditures			Key Performance Measures Cross Reference	Legal Standards Cross References
			General	Other	Federal	TOTAL	General	Other		
Workers' Compensation	Insurance & Medical Services	The Insurance and Medical Services Department is responsible for maintaining and monitoring workers' compensation insurance coverage records for all employers required to carry insurance under the Act, enforcing compliance with the Act, administering the workers' compensation self-insurance program, establishing payment systems and fee schedules for medical providers, and resolving disputed medical bills. The Coverage Division maintains insurance records for employers who purchase coverage from commercial insurance carriers. The responsibility for investigating uninsured employers to determine if they are subject to the workers' compensation law is the responsibility of the Compliance Division. Under certain conditions, South Carolina employers may self-insure against losses resulting from on-the-job injuries. Qualifying and regulating the self-insured employers is the responsibility of the Self-Insurance Division. The department's Medical Services Division is responsible for maintaining the fee schedule that regulates charges by doctors and hospitals and for approving various fees and charges in accordance with the established schedules.	\$44,982 6%	\$699,985 94%	0	\$744,967 100%	\$43,292 5%	\$795,426 95%	\$838,718 100%	Title 42, Regulation 67
Workers' Compensation	Judicial	The Judicial Department is responsible for scheduling contested matters for hearing as well as scheduling informal conferences throughout the state. The department oversees the joining of issues for hearings as well as preparing the docket for Full Commission Reviews. Case preparation in anticipation for a hearing consists of reviewing pleadings, requesting additional documentation from the parties, preparing a case synopsis, and maintaining the docket for Full Commission Panel Appeals.	\$38,760 7%	\$528,367 93%	0	\$567,127 100%	\$49,407 9%	\$479,378 91%	\$528,785 100%	Title 42, Regulation 67

Remainder of Programs: List any programs not included above and show the remainder of expenditures by source of funds.

5050000  
3000000

Remainder of Expenditures:		% of Total Budget					

# Legal Standards Chart

Agency Name: SC Workers' Compensation Commission  
 Agency Code: R080  
 Agency Section:

Agency Submitting Report	Item #	Statute/Regulation/Provisos	State or Federal	Summary of Statutory Requirement and/or Authority Granted
Workers' Compensation	1	Title 42, SC Code of Laws	State	Laws designed to provide a satisfactory means of handling occupational injuries and related disabilities.
Workers' Compensation	2	Regulation 67	State	Section 42-3-30 authorizes the Commission to promulgate rules and regulations relating to the administration of the workers' compensation laws necessary to implement the provisions of Title 42. provides
Workers' Compensation	3	Budget Provisos	State	Three provisos contained in the Appropriations Act of the SC General Assembly authorizes the Commission to retain all revenues earned from the sale of Medical Services Provider Manual; retain all revenue earned from educational seminars; and retain and expend all revenues received as a result of a \$25.00 filing fee each requested hearing, settlement, or motion.

Agency Reporting Requirement	Report Name	Reporting Agency	Law Reporting Report	Statute/Model of Report	Year First Required to Complete Report	Frequency	Number of Days in which to Complete Report	Agency to which Report is Submitted					
Workers Compensation	1. Annual Report	Annual Report	11-20-10	Increased Efficiency/Save	2015	Annually	30	March	6	0-200,000	180	March, June, and Sept	Workers Compensation
Workers Compensation	2. Annual Report	Annual Report	11-20-10	Increased Efficiency/Save	2015	Annually	30	January	6	0-10,000	180	March, June, and Sept	Workers Compensation
Workers Compensation	3. Annual Report	Annual Report	6-23-20	Statutory requirement	2015	Annually	30	September	4	0-200,000	180	March, June, and Sept	Workers Compensation
Workers Compensation	4. Annual Report	Annual Report	6-23-20	Statutory requirement	2015	Annually	30	September	4	15,000-50	180	March, June, and Sept	Workers Compensation
Workers Compensation	5. Annual Report	Annual Report	6-23-20	Statutory requirement	2015	Annually	30	September	4	0-200,000	180	March, June, and Sept	Workers Compensation
Workers Compensation	6. Annual Report	Annual Report	6-23-20	Statutory requirement	2015	Annually	30	September	4	0-200,000	180	March, June, and Sept	Workers Compensation
Workers Compensation	7. Annual Report	Annual Report	6-23-20	Statutory requirement	2015	Annually	30	September	4	0-200,000	180	March, June, and Sept	Workers Compensation
Workers Compensation	8. Annual Report	Annual Report	6-23-20	Statutory requirement	2015	Annually	30	September	4	0-200,000	180	March, June, and Sept	Workers Compensation

Agency Submitting Report	Does Agency have Internal Auditors? Y/N	Date Internal Audit/Review	Individuals responsible for Internal Auditors	Name and contact information for field Internal Auditor	General subject matters audited	Who makes decisions when an internal audit is conducted?	Information considered when determining whether to conduct an internal audit	Do internal auditors conduct an agency wide risk assessment annually? Y/N	Do internal auditors routinely evaluate the agency's performance measurement and improvement systems? Y/N	Total Number of Audits performed in last five fiscal years	9 of months for longest audit	Avg. # of months needed to conduct audit	Date of most recent Peer Review of Self-Assessment by SCBAA or other entity (if other entity, name of that entity)
Workers' Compensation	No												

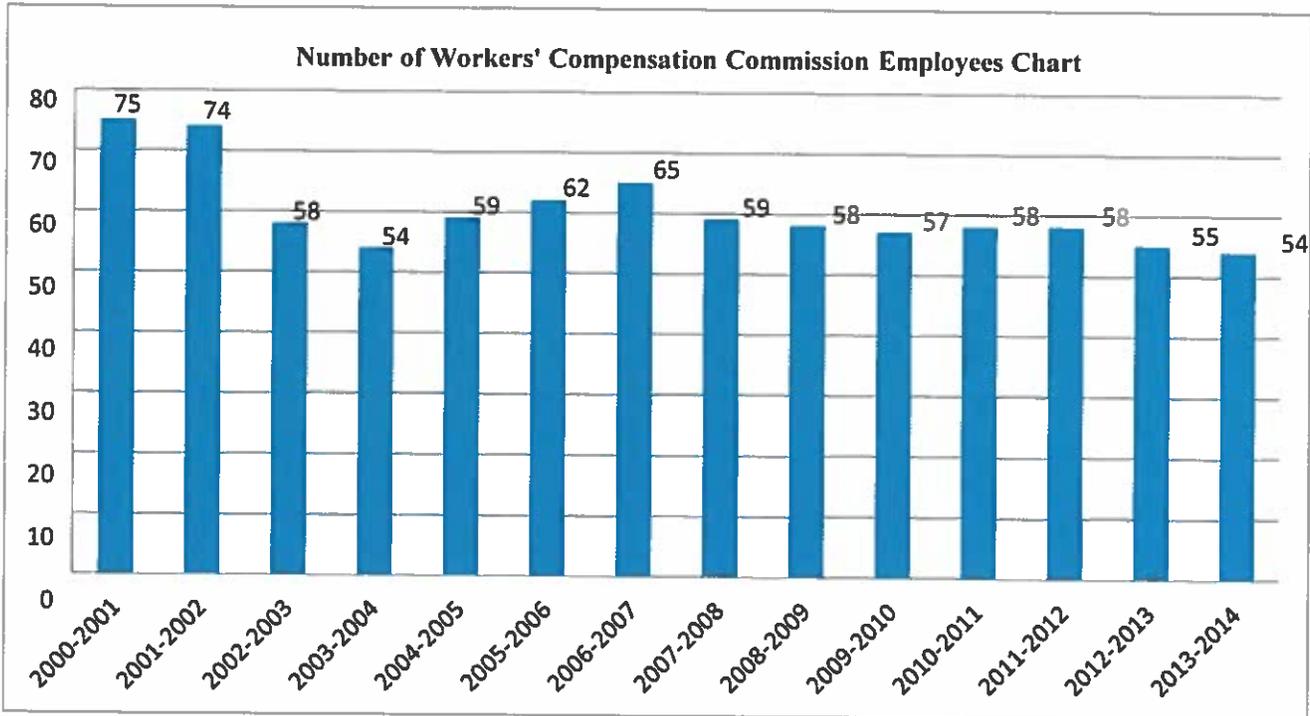
**Personnel Involved Chart**

Agency Name: SC Workers' Compensation Commission  
 Agency Code: R080  
 Agency Section:

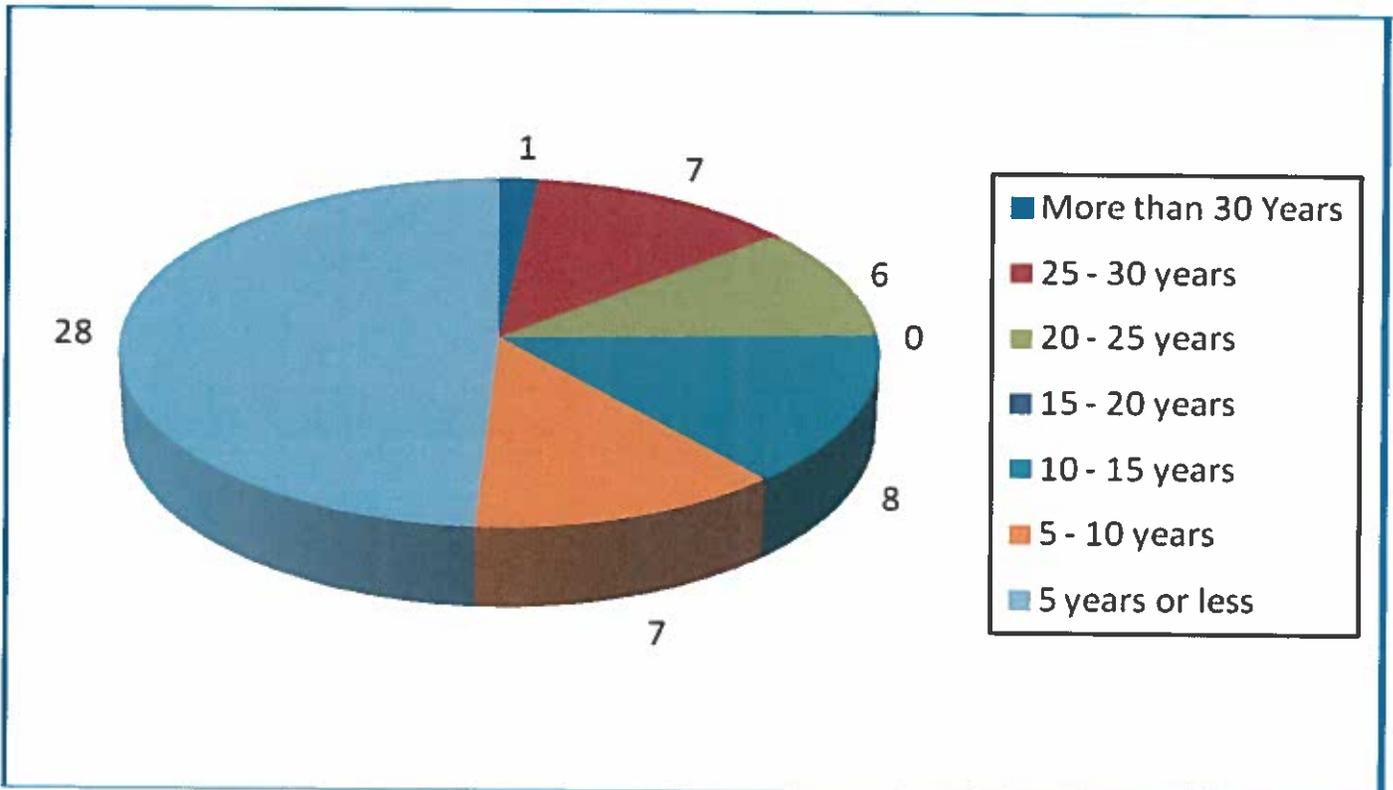
Agency Submitting Report	Name	Phone	Email	Department/Division	Title	Question	Role in Answering Question
SC Workers' Compensation Commission	Gary M. Cannon	803-737-5744	gcannon@wcc.sc.gov	Executive	Executive Director	All	Data Resource, report respondent
SC Workers' Compensation Commission	Grant Duffield	803-737-5718	gduffield@wcc.sc.gov	Information, Medical & Administrative	Director	All	Data Resource
SC Workers' Compensation Commission	Sonji Spann	803-737-6226	sspann@wcc.sc.gov	Claims	Director	All	Data Resource
SC Workers' Compensation Commission	Amy Bracy	803-737-5672	abracy@wcc.sc.gov	Judicial	Director	All	Data Resource
SC Workers' Compensation Commission	Betsy Hartman	803-737-5685	bhartman@wcc.sc.gov	Information Technology	Director	All	Data Resource
SC Workers' Compensation Commission	Keith Roberts	803-737-5701	keroberts@wcc.sc.gov	Executive	Legal Counsel	All	Data Resource
SC Workers' Compensation Commission	Alicia Osborne	803-737-5671	alosborne@wcc.sc.gov	Human Resources	Manager	All	Data Resource

### South Carolina Workers' Compensation Commission Statistical Recap

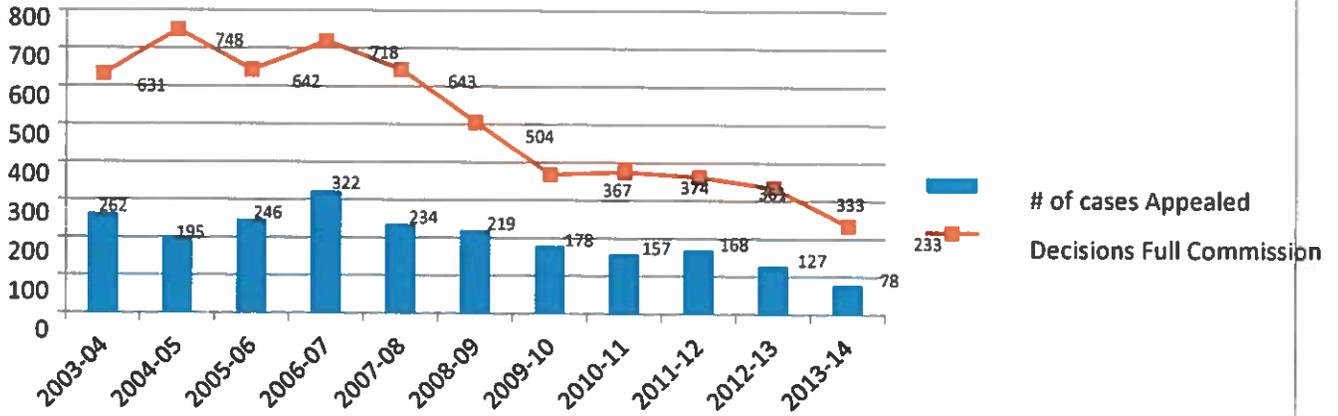
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014
1. Number of Employers Purchasing Insurance	80,872	79,034	76,748	75,006	75,137	75,893	77,475	76,775
2. Number of Employers Qualifying as Self-Insurers	3,420	3,049	2,605	2,101	1,936	1,868	2,072	2,099
3. Investigations Active Beginning of Fiscal Year	73	228	127	336	425	681	461	352
4. Investigations Initiated	895	695	1,092	1,375	1,690	921	902	1,088
5. Investigations Set for Show Cause Hearings/ Consent Agreements Received	78	113	111	193	137	268	97	42
6. Total Investigations Closed	149	132	344	409	284	327	224	275
7. Investigations Active at Close of Fiscal Year	740	796	443	1,257	1,434	1,220	963	988
8. Number of Accident Cases Filed with the Commission	228	127	334	425	681	461	352	341
A. New Cases	80,452	73,795	71,973	58,753	67,354	61,788	62,213	65,300
i. WCC Cases Created	77,670	70,897	70,235	57,178	64,785	59,408	60,163	63,346
ii. Minor Medical Reported (12M)	32,579	26,564	24,575	23,686	23,594	22,784	22,279	23,184
B. Reopened cases	45,091	44,333	45,660	33,492	41,191	36,624	37,884	40,162
A. Individually Reported Accidents	2,782	2,898	1,738	1,575	2,569	2,380	2,050	1,954
B. Minor Medical Only Accidents Reported in Summary	75,522	75,251	71,973	62,536	68,510	63,042	62,933	66,387
C. Total Compensation & Medical Cost Paid	30,431	30,918	26,313	29,044	27,319	26,418	25,049	26,225
D. Total Compensation & Medical Cost Paid on Closed Cases	45,091	44,333	45,660	33,492	41,191	36,624	37,884	40,162
E. Medical Costs	\$ 748,231,154	\$ 896,565,112	\$ 922,740,888	\$ 824,291,483	\$ 849,552,678	\$ 867,040,779	\$ 870,081,767	\$ 903,733,966
F. WCC Closed Cases	\$ 282,934,055	\$ 332,226,192	\$ 422,442,693	\$ 296,016,200	\$ 318,618,953	\$ 327,601,559	\$ 328,566,630	\$ 341,956,118
G. Minor Medical Reported (12M)	\$ 252,066,571	\$ 306,941,336	\$ 398,299,833	\$ 278,417,101	\$ 288,725,975	\$ 303,826,838	\$ 302,161,486	\$ 314,416,288
H. Compensation	\$ 30,867,485	\$ 26,714,594	\$ 24,142,860	\$ 17,599,099	\$ 29,892,978	\$ 23,774,721	\$ 26,405,144	\$ 27,539,830
I. Temporary Total Compensation Agreements (806)	\$ 466,524,517	\$ 564,338,920	\$ 500,298,190	\$ 528,275,283	\$ 530,933,725	\$ 539,439,220	\$ 541,515,137	\$ 561,777,848
J. Supplemental Compensation Agreements	16,788	16,630	15,512	15,580	15,872	16,399	15,352	14,995
K. Applications for Stop Payment expedited hearing	4,451	3,616	3,600	3,674	3,853	3,481	3,331	2,859
L. Cases Docketed for Hearings	3,328	2,464	2,515	2,206	1,825	1,769	1,648	1,682
M. Cases Assigned for Informal Conferences	10,205	11,092	9,866	10,912	9,644	11,121	10,162	9,553
N. Hearings Conducted by Single Commissioners	5,429	5,167	3,734	6,264	5,307	4,706	4,417	4,404
O. Informal Conferences Conducted	2,199	2,580	2,345	2,211	1,968	1,738	1,392	1,229
P. Decisions, Opinions & Orders, Single Commissioners	4,027	3,682	3,141	3,549	3,758	3,262	2,981	2,745
Q. Cases Appealed to Full Commission for Review	2,231	2,323	2,444	2,100	2,021	1,844	1,455	1,324
R. Reviews Conducted by Full Commission or Panel	968	876	700	647	607	560	507	344
S. Decisions and Opinions by Full Commission or Panel	644	446	450	357	303	264	262	173
T. Commission Decisions Appealed to Higher Court	718	643	504	367	374	361	333	233
U. Common Law Settlements	322	234	219	178	157	168	127	78
V. Attorney Fee Approvals	9,755	10,385	10,506	10,715	9,949	10,372	10,127	10,195
W. Self-Insurance Tax Collected and Deposited to the General Fund	10,295	10,197	9,969	9,343	8,700	8,857	8,502	8,357
	\$5,862,301	\$5,480,671	\$5,330,997	\$4,909,303	\$4,775,811	\$4,663,681	\$4,812,942	\$4,835,681



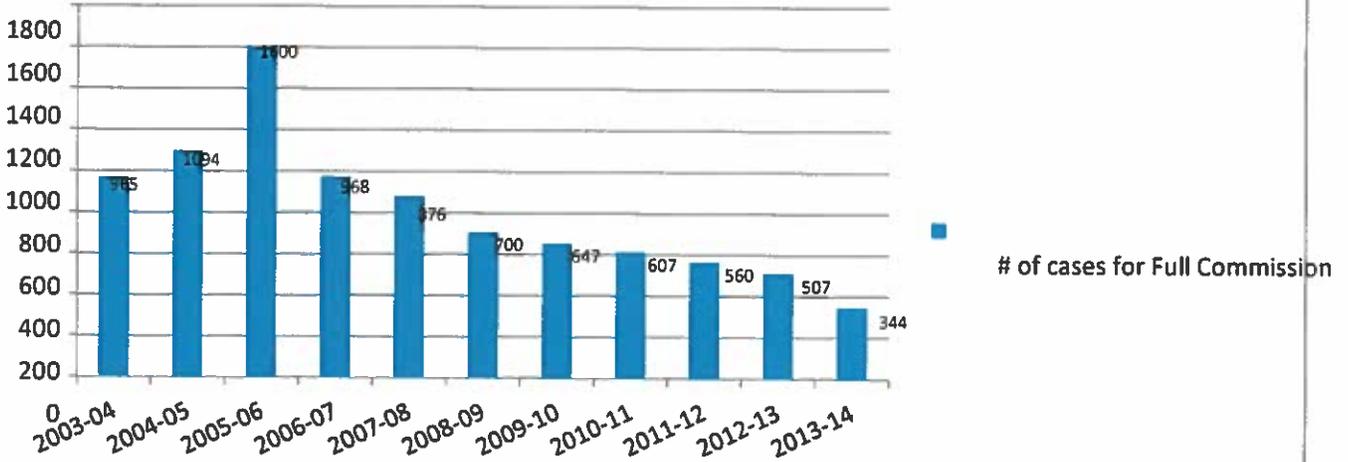
### Employee Tenure Data



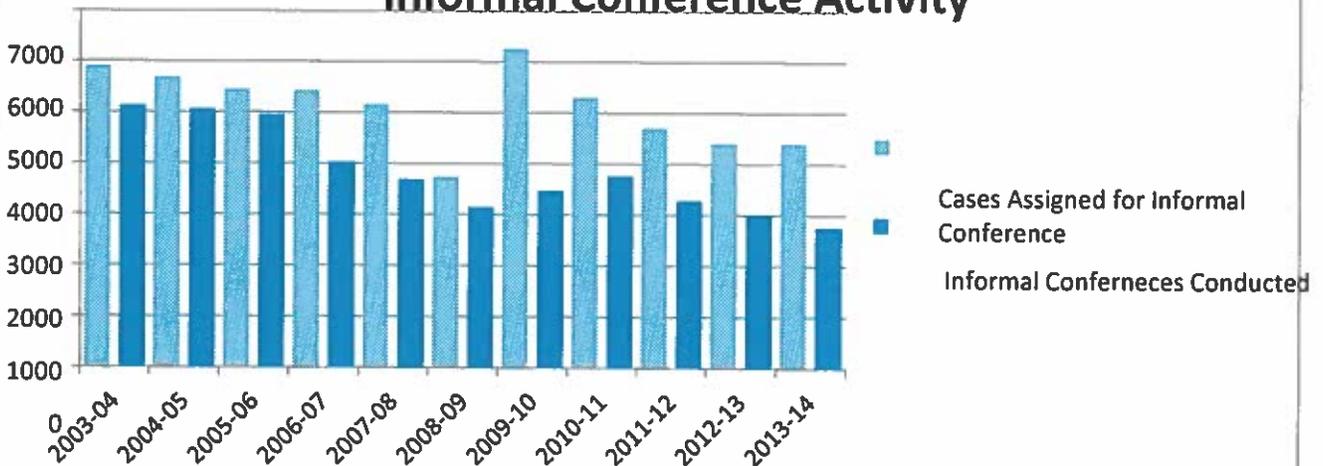
## Appeals to a Higher Court



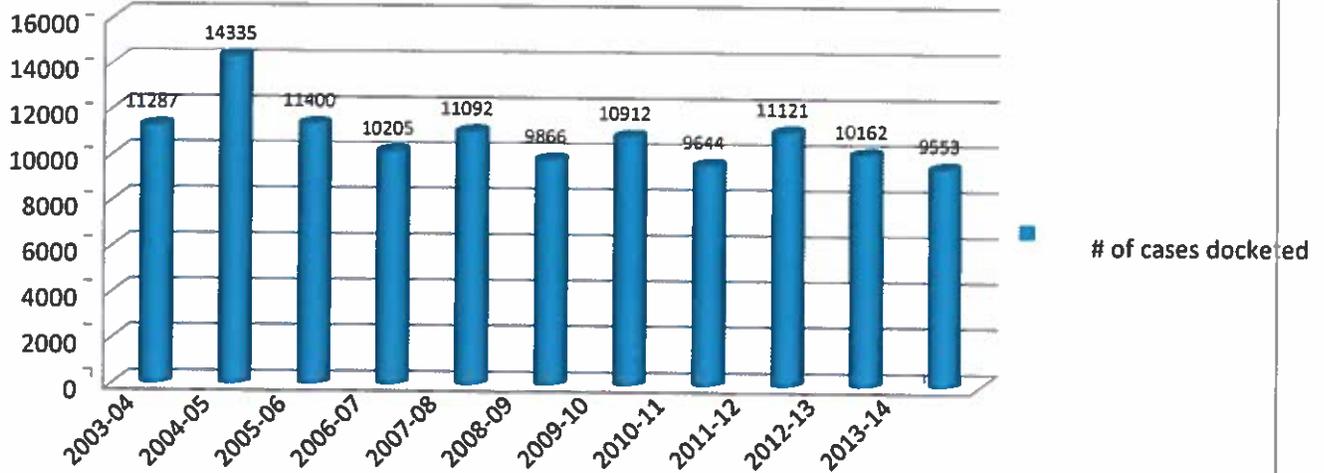
## Full Commission Activity



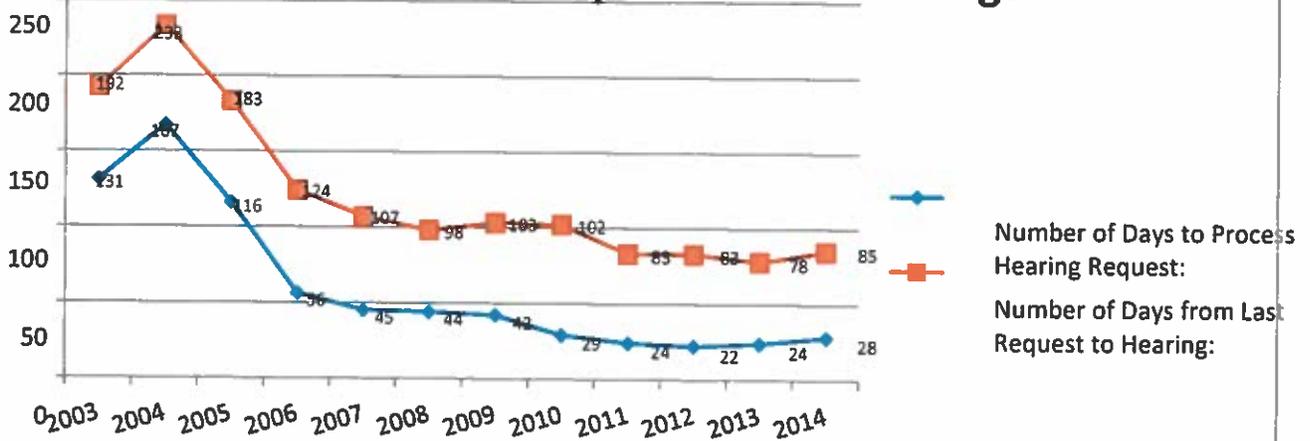
## Informal Conference Activity



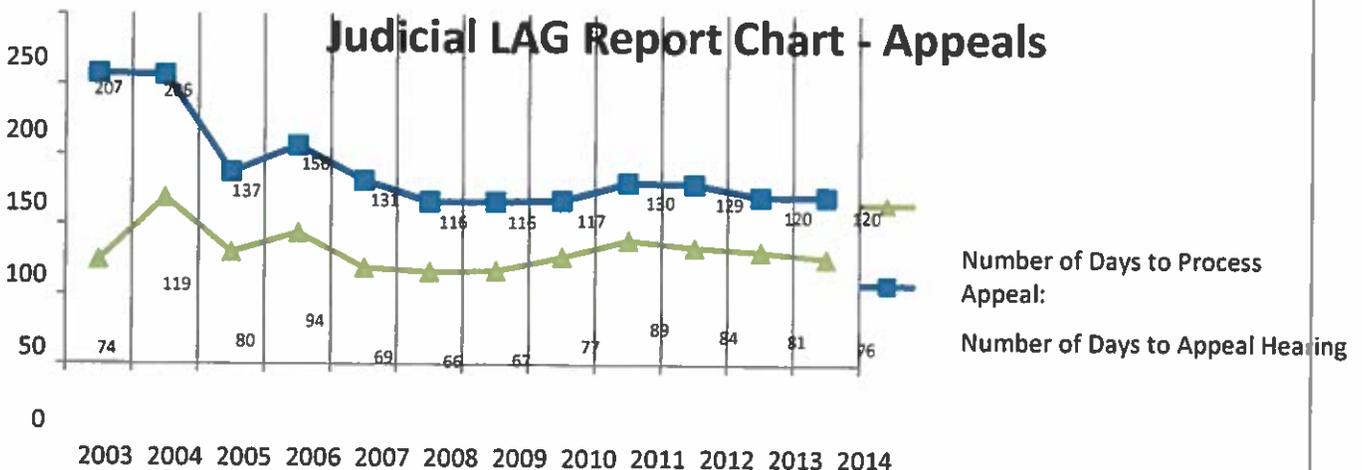
### Cases docketed for Single Commissioner Hearing



### Judicial LAG Report Chart - Hearings



### Judicial LAG Report Chart - Appeals



South Carolina  
Workers' Compensation Commission

