



Office of Workers' Compensation Administration Annual Report

2015

Workers' Compensation Administration Annual Report



John Bel Edwards
Governor

Ava Dejoie, Executive Director
Louisiana Workforce Commission

Sheral Kellar, Director
Office of Workers' Compensation Administration

The Louisiana Workforce Commission, Office of Workers' Compensation (OWCA), respectfully submits its 2015 Annual Report. This report, past annual reports and other OWCA information are available on the LWC's website, www.laworks.net and at the Louisiana State Library. In accordance with Executive Order BJ-08-08, the OWCA will disseminate this Annual Report via electronic means whenever possible. However, 100 hard copies of the 2015 Annual Report have been published at a cost of \$159.58. L.S.A.-R.S 43.31 requires copies to be made available upon request to individuals without the ability to receive this information in an electronic format. This document was published by the Louisiana Workforce Commission and OWCA, Post Office Box 94040, Baton Rouge, Louisiana 70804-9040.

The material in this publication is in the public domain and may be reproduced without permission if the State of Louisiana, Office of Workers' Compensation Administration is cited as the source.

L.S.A.-R.S 23:1310.10 provides that:

Annually, on or before the first day of April, commencing in 1990, the director shall prepare and submit a report for the prior calendar year to the governor, the chief justice of the supreme court, the president of the Senate, the speaker of the House of Representatives, and each member of the legislature, which shall include a statement of the number of awards made and the causes of the accidents leading to the injuries for which the awards were made, total workload data of the workers' compensation judges, a detailed report of the work load of each workers' compensation judge, a detailed statement of the expenses of the offices of the director of worker's compensation and the workers' compensation judges, together with any other matter which the director deems proper to report, including any recommendations he may desire to make.

Table of Contents

Letter to the Governor	5
Executive Summary	6
Organizational Chart	8
Leadership Biographies	9
Office of Workers' Compensation Funding and Expenditures	12
Administration	14
Finance and Audit Section	15
Fraud and Compliance Section	16
Hearings Section	20
Medical Services Section	24
Records Management Section	26
Second Injury Board	31
Workplace Safety Section	33
Workers' Compensation Councils	37
Statewide District Directory	38

Table and Charts

OWCA Expenditures Table	12
OWCA Expenditures Chart	13
Fraud Investigations Initiated and Completed	17
Fraud Criminal Referrals	17
Fraud Employer Compliance	18
Hearings Section Activities	21
Hearings Average Day Delay for 1008s	23
Medical Guidelines Disputes and Independent Medical Examination Comparison	25
Workplace Injury by Cause	28
Percentage of Workplace Injury by Cause	28
Workplace Fatalities Reported Claims	29
Printed Forms Received and Records Requested	29
Causes of Workplace Fatalities	30
Causes of Workplace Fatalities (in percent)	30
SIF Claims Received, Closed and Ongoing	32
Second Injury Board	32
OSHA Visit Breakdown	35
OSHA Total Visits	35
OSHA Percentage of Goals Completed	36
Workplace Safety	36

Letter to The Governor

Dear Governor Edwards:

The 2015 Workers' Compensation Administration Annual Report serves as an overview on the progress of the Office of Workers' Compensation Administration (OWCA) under the Louisiana Workforce Commission.

The Louisiana Office of Workers' Compensation Administration (OWCA) was created in 1983 to administer the Louisiana Workers' Compensation Act. Although many significant changes to the law's provisions have occurred since then, the basic premise has remained the same: that employees injured in the workplace should be compensated regardless of who is at fault. Its purpose is to provide protection to the injured employee through employer safety efforts, medical treatment and partial compensation for lost income. The office exercises its authority under Chapter 10 of Title 23 of the Louisiana Revised Statutes and is established within the Louisiana Workforce Commission (LWC). The OWCA is administered by a director of the LWC pursuant to R.S. 36:307. The OWCA operates on a fiscal year that begins July 1 each year and ends June 30 of the following year.

Please feel free to reach out to me or Sheral Kellar, director of the OWCA, with any questions or concerns about this report. Thank you for your time.

Sincerely,

Ava Dejoie
Executive Director
Louisiana Workforce Commission



Executive Summary

In 2015, the Office of Workers' Compensation Administration (OWCA) continued to direct its focus on the improvement of services that promote an early return to work and the improvement of workplace safety and health throughout Louisiana.

In 2015, the Hearings Section received 4,525 disputed claims for compensation, a decrease from 2014. The section continues to assist parties in resolving their disputes through both adjudication and mediation. In 2015, the Hearings Section conducted 2,385 trials and mediated 1,861 disputes. Additionally, 5,230 settlements were approved. The average delay for resolving disputed claims for compensation was seven months. Despite this accomplishment, the Hearings Section strives to reach a goal of 180 days, or six months, for resolving disputed claims.

In calendar year 2015, the Finance and Audit Section of the OWCA completed 5 percent more audits of self-insured employers and group funds than it completed in calendar-year 2014. As some entities had never been audited, this increase is admirable given the complexity of first-time audits. The goal is ultimately to have 100 percent of auditable entities reviewed at least once every three years. Delinquent receivables for OWCA and Second Injury Board remain at historically-low levels, while increased scrutiny of the securities posted has resulted in increases of over \$14 million in posted security. The unit will be included in portions of the SIB software design and build, which is scheduled for vendor selection in March 2016.

The Fraud and Compliance Section provides the OWCA with a strong program to fight fraud. During 2015, the Fraud and Compliance Section continued high standards of investigation and ensured the continued prosecution of criminal activity. The section participated in training seminars to educate the public about the penalties for workers' compensation fraud and encouraged the use of its nationwide toll-free hotline (800-201-3362) and online resources to report suspected fraud directly to the OWCA. This section continued to work cooperatively with the Office of Unemployment Insurance Administration on both claim and tax-fraud investigations. These joint efforts should result in an increase in fraud detection in coming years. In 2015, the Fraud and Compliance Section conducted investigations of individuals, self-insured entities and employers. Subsequently, it referred numerous files to the Louisiana Attorney General's to determine if prosecution was warranted.

The Records Management Section responded to more than 12,117 requests for public information with a response time goal of less than three days. There were 25,257 workers' compensation claim forms (1007s, 1002s and 1003s) mailed to the section, a decrease of 2 percent from the previous year. The Records Management Section publishes the OWCA Annual Report and Quarterly Activity Reports, which highlight accomplishments of the OWCA concerning workplace fatalities, injuries and illnesses. The new LWC-WC-1002 form which became effective August 2013 drove a 40 percent over-the-year increase in the number of hard-copy 1002s processed in 2013, a 36 percent over-the-year increase in 2014 and a three percent over-the-year increase in 2015. In addition, the Louisiana Legislature passed laws mandating that trading partners including insurers, self-insured employers and claim administrators submit the First Report of Injury (FROI) by Electronic Data Interchange (EDI) effective Jan. 1, 2014.



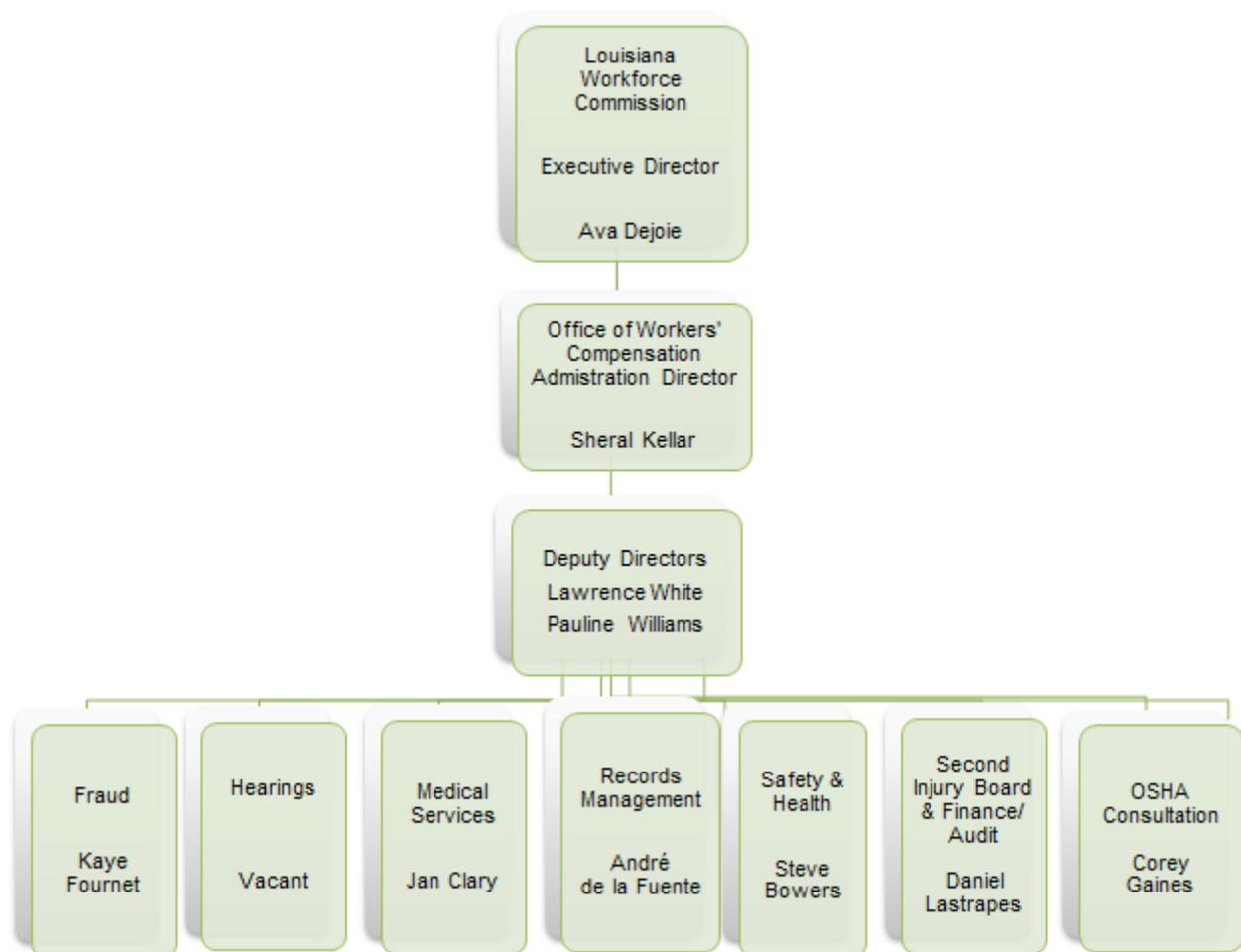
As of February 2016, approximately 161 Trading Partners have reported for 738 unique Subsidiary Insurers. In 2015 the OWCA received 8823 FROI claims with a 2015 date of injury with more than seven days of lost time via EDI. In 2016, the office anticipates 100 percent FROI EDI compliance via <http://lwcedi.info/>.

The Second Injury Board Accounting Unit finished 2014 with 188 outstanding reimbursement requests with 79 percent of those being less than 30 days old. At year-end 2015, the outstanding reimbursement request number dropped to 54 non-settlement requests with 100 percent of the requests being less than 30 days old. The Compliance Unit had an increase in pending claims in 2014. An effort was made in 2015 to address that increase and resulted in year-end 2015 pending claim counts falling to 789 from 1040 at year-end 2014. That is a drop of 24 percent. Litigated file counts are up 15 percent over last year. The new Risk Management Information system has reached the proposal stage and a final contractor will be selected in early March 2016.

In 2015, the Workplace Safety Section distributed 8,954 quarterly safety reports (LWC-WC-1017A), which are completed by employers and help identify those who are experiencing above-average levels of injuries for their industry classification. This section also provided 761 on-site facility inspections to ensure compliance with workplace safety provisions.

The Louisiana On-Site OSHA Consultation Program continues to provide a quality product with overall consultation visits, effective outreach and employee training. The number of employees the program reaches has greatly increased and several new initiatives have been put in place. Injury and illness rates in Louisiana continue to be the lowest in the nation, after Washington, D.C. and the number of fatalities in our state has decreased significantly since 2009.

Organizational Chart



Ava Dejoie, Executive Director



Ava Dejoie is executive director of the Louisiana Workforce Commission. She was appointed by Gov. John Bel Edwards in January 2016.

As executive director, Dejoie is responsible for providing the strategic vision to enhance the growth of Louisiana’s economy and its workforce, with emphasis on the creation of family-sustaining jobs. The commission monitors employment, administers unemployment compensation and tax funds, provides training resources for employers and job-seekers and oversees worker compensation benefits. The LWC also gathers and supplies information on the labor market and occupational sectors in Louisiana.

Dejoie has more than 15 years of leadership experience in public administration and is passionate about finding solutions that make Louisiana an outstanding place in which to live, work and grow a business. Her focus on the public policy field took root when she served as an intern in the office of U.S. Sen. John Breaux, D-La.

Dejoie joined the LWC in 2012 and most recently was statewide coordinator of its Rapid Response Team. In this role, she directed resources to workers displaced by corporate layoffs, shutdowns and other job-reduction actions. She earlier served as director of LWC special projects in the New Orleans area, including supervising the Avondale Employee Transition Center.

Dejoie’s extensive background in Louisiana workforce development includes experience as a business liaison for the Louisiana Department of Education. In addition, she served as a founding board member of the Louisiana Community and Technical College System from 1998-2007.

Dejoie also served as vice president of the Welfare to Work Partnership, the national business-led nonprofit organization in New Orleans that provides innovative workforce solutions for companies through the hiring, retention and promotion of welfare recipients and other unemployed workers. Dejoie supervised creation of the partnership’s law project, and was recognized for the accomplishment by President George W. Bush in ceremonies at the White House. While with the Department of Education, she also secured funding for a process technology laboratory at L.B. Landry High School in New Orleans.

Dejoie is a native of New Orleans and graduate of Ursuline Academy. She holds a Bachelor of Arts degree in political science and government from Loyola University of New Orleans.

Sheral Kellar, OWCA Director



Sheral C. Kellar is the director of the Office of Workers' Compensation Administration (OWCA), having been appointed by Louisiana Workforce Commission (LWC) Executive Director Ava Dejoie in January 2016. She has served at LWC as a workers' compensation judge since 1990 and as workers' compensation chief judge since 1999. Recently, she was appointed to the Louisiana State Bar Association's Access to Justice Commission by the chief justice of the Louisiana Supreme Court, the Honorable Bernette J. Johnson. In March 2014, she was inducted as a fellow of the College of Workers' Compensation Lawyers, a prestigious association of attorneys who possess the highest professional qualifications and ethical standards, character, integrity, professional expertise and leadership in the field of workers' compensation. She earned her undergraduate degree in business administration from Louisiana State University. She earned her juris doctor degree from the Paul M. Hebert Law Center at Louisiana State University.

Pauline M. Williams, OWCA Deputy Director



Pauline M. Williams was named deputy director of the OWCA in June 2015. She was previously the executive director of the Louisiana Second Injury Board and manager of the OWCA Finance and Audit Section, where she was responsible for all operations of the Second Injury Board, self-insurance approval and compliance, third-party administration provider approval and compliance and annual assessments and collections. She has been employed by the Louisiana Office of Workers' Compensation since 2007 and has more than 25 years of experience in the insurance industry. Her prior roles have included claims management, quality control and training for insurance carriers and third-party administrators. Her work has been primarily in Louisiana workers' compensation, but does include other lines of property and casualty insurance claims throughout the Eastern U.S. Pauline holds the CRM, CWCP and CMSP designations as well as a BA in business administration from Southeastern Louisiana University. She is formerly a member of the Kids' Chance Scholarship Committee and the Baton Rouge Claims Association.

Larry White, OWCA Deputy Director



Larry White was named deputy director of the Office of Workers' Compensation Administration in January 2009. Previously, White served as the I.T. Management Consultant for the office beginning in 1986. Prior to coming to the OWCA, he served in various capacities in the LWC IT Department and has been with the agency for 47 years.

OWCA Funding and Expenditures

The OWCA's sole source of funding is a tax assessment paid by workers' compensation insurance carriers and the self-insured. The fund is considered to be self-generated and dedicated and the OWCA's budget and expenditures are subject to legislative oversight and approval.

All insurers and employers who pay Louisiana workers' compensation benefits submit a report annually to the OWCA on a form showing the amount of actual Louisiana workers' compensation benefits paid the previous calendar year. While this assessment funds the operation of the OWCA, it does not pay workers' compensation benefits for injured workers.

The approved budget for fiscal year 2015 was \$14,133,204, including revenue increases, expenditure reductions and service restructuring with the intent to deliver the best results. The increases in expenditures are attributed to the office maintaining administrative service levels in most areas and making significant improvements in technology. During 2015, sections within the OWCA remained strong in the face of state budget deficits.

Table 1 shows OWCA expenditures for the past five years.

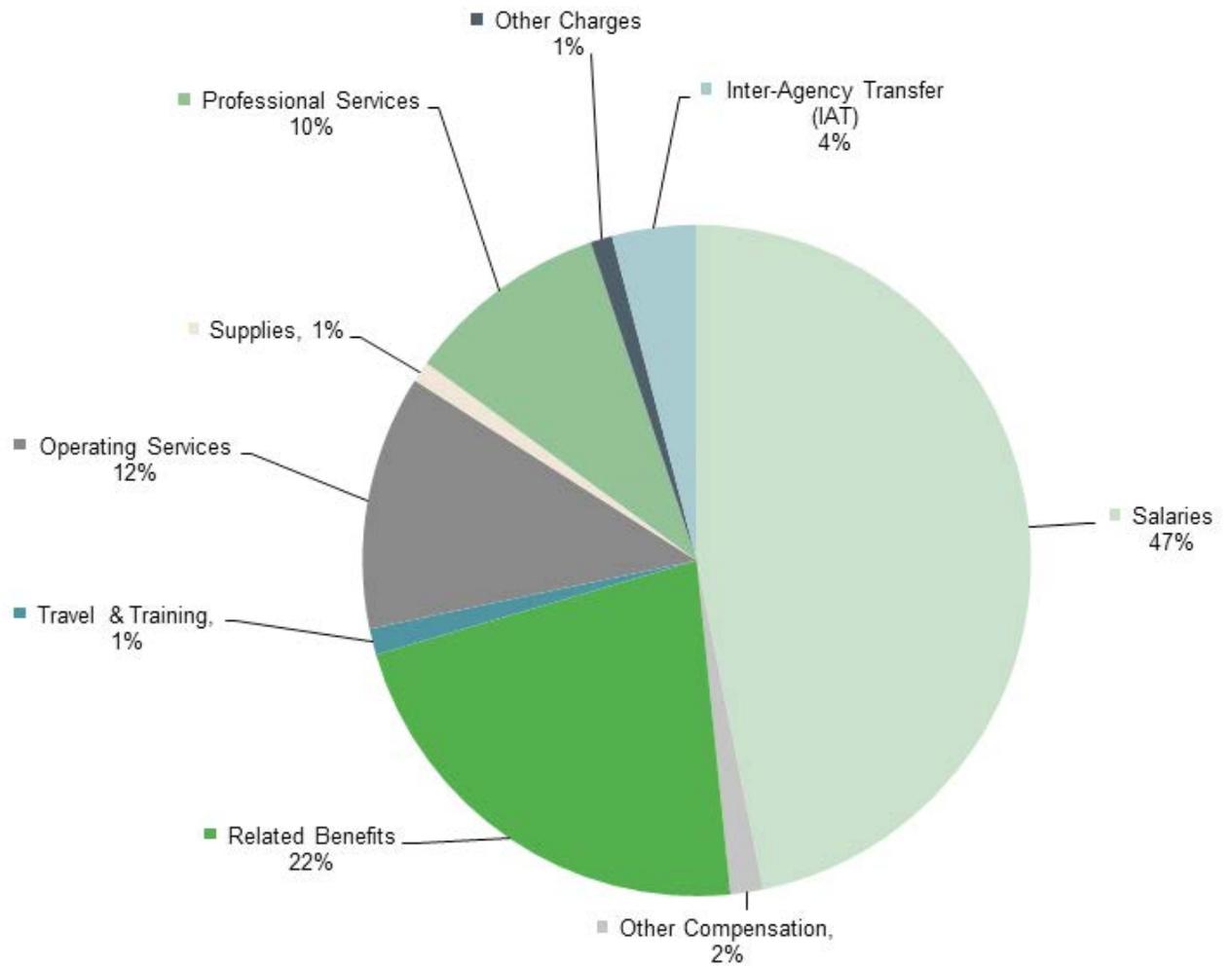
OWCA Expenditures Table

Estimated Expenditures to Administer the Workers' Compensation Act Fiscal Years

Description	Fiscal Year 2011	% of Total	Fiscal Year 2012	% of Total	Fiscal Year 2013	% of Total	Fiscal Year 2014	% of Total	Fiscal Year 2015	% of Total
Salaries	\$ 6,143,302	46	\$6,172,183	43	\$6,145,293	43	\$6,200,538	43	\$6,616,251	47
Other Compensation	\$ 171,508	1	\$223,190	2	\$391,508	3	\$223,190	2	\$223,190	2
Related Benefits	\$ 2,218,945	17	\$2,735,225	19	\$2,729,988	19	\$2,874,351	20	\$3,120,020	22
Travel & Planning	\$ 109,704	1	\$198,387	1	\$198,387	1	\$178,387	1	\$178,387	1
Operating Services	\$ 1,425,573	11	\$1,639,342	12	\$1,639,062	12	\$1,639,062	11	\$1,737,194	12
Supplies	\$ 140,740	1	\$202,656	1	\$202,656	1	\$140,619	1	\$140,619	1
Professional Services	\$ 960,734	7	\$1,390,452	10	\$1,390,452	10	\$1,382,452	9	\$1,390,452	10
Other Charges	\$ 1,126,567	8	\$1,019,867	7	\$20,147	.14	\$20,147	.14	\$150,000	1
Acquisitions	\$ 203,463	1	\$00	0	\$00	0	\$00	0	\$00	0
IAT	\$ 885,623	7	\$721,991	5	\$1,488,181	11	\$1,854,552	13	\$577,091	4
Total	\$ 13,386,159	100	\$ 14,303,293	100	\$14,205,674	100	\$14,513,298	100	\$14,133,204	100

OWCA Funding and Expenditures

OWCA Expenditures Chart
OWCA Expenditures for Calendar Year 2015
\$14,133,204



Administration

The OWCA is headquartered in Baton Rouge, Louisiana at 1001 N. 23rd St. Its mission is to ensure a manageable, cost-effective workers' compensation system. It is led by a strong administration team that meets the day-to-day challenges with a focus on customer service, early return to work and the improvement of workplace safety and health throughout Louisiana.

Administrative Section

Sheral Kellar, Office of Workers' Compensation Director

The OWCA is headed by a director who is appointed by and serves at the pleasure of the governor.

Contact Information

Telephone: 225-342-7561

Fax: 225-342-5665

Email: skellar@lwc.la.gov

Finance and Audit Section

Dan Lastrapes, Manager

The Finance and Audit Section is made up of a manager, supervisor, two auditors and an administrative coordinator. The unit is responsible for evaluating and recommending approval or denial of applications to become authorized self-insured employers or approved third-party administrators for workers' compensation programs. The unit determines appropriate levels of self-insurance retention and appropriate levels of security to be posted with the OWCA. This unit also collects and maintains records to ensure that self-insured employers remain financially sound, maintain proper levels of retention and security and remain in compliance with all self-insurance requirements. The unit is responsible for recommending annual assessment rates for the OWCA administrative assessment and the Second Injury Board assessment. Following approval of the assessment rate, Finance and Audit issues the assessment notices, posts receivables and acts on delinquent collections.

In 2015, the unit increased the total number of audits completed in 2014 by 5 percent. The unit improved the total percentage of all controlled entities being audited within 3 years from 74 percent to 84 percent with an ultimate goal of 100 percent. Delinquent receivables remain at historically low levels. Over \$14 million in increased security was generated in 2015 as a result of diligent review of self-insured entities.

Contact Information

Telephone: 225-342-7866

Toll Free: 800-201-3448

Fax: 225-342-7578

Manager: Dan Lastrapes, dlastrapes@lwc.la.gov

Supervisor: Jessica G. Griffis, jgriffis@lwc.la.gov

Fraud and Compliance Section

Kaye H. Fournet, Manager

The Fraud and Compliance Section investigates allegations of workers' compensation fraud by any person or entity and monitors the compliance of employers with respect to the workers' compensation laws of Louisiana.

Prohibited activities investigated by the Fraud Unit include, but are not limited to:

- Any person knowingly and willfully making a false statement or representation for the purpose of obtaining or defeating any workers' compensation benefit or payment as outlined in L.S.A.-R.S.23:1208;
- Any employer knowingly or willfully failing to provide security for compensation required by L.S.A.-R.S.23:1168;
- Any employer knowingly or willfully providing false information to misrepresent the fact that he has provided or provides security for workers' compensation insurance as required by L.S.A.-R.S.23:1168 and
- Any person assisting, aiding, or abetting another to commit a violation of the Workers' Compensation Act.

All referrals for criminal prosecution are made to the Louisiana Attorney General's office. Criminal penalties for violations of the workers' compensation statute include, but are not limited to, fines of \$500 to \$10,000 and imprisonment, with or without hard labor from one to 10 years.

All records, reports and other documentation obtained during the course of investigation by the Fraud Unit are confidential and are not subject to subpoena or public records requests.

The Compliance Unit is responsible for monitoring Louisiana's employers for compliance with the Workers' Compensation Act. Civil fines are assessed by the workers' compensation courts, collected by the Compliance Unit and deposited into the Workers' Compensation Administrative Fund. An employer may appeal any penalty assessment to the appellate courts.

Employers who are found to be in violation of Louisiana's compliance laws on multiple occasions may be served with a cease and desist order to prohibit operations until proof of compliance is provided in addition to being subject to criminal sanctions for willful violations.

In 2015, the Fraud Unit continued its efforts to combat fraud in the workers' compensation system and engaged in successful partnerships with other state and federal agencies including the Office of Unemployment Insurance, the U.S. Department of Labor and the Louisiana Attorney General's office. During 2015, a total of 1,410 investigations were opened, with 1,299 closed in a timely manner.

Fraud and Compliance Section

The Fraud and Compliance Section continues to offer training seminars to educate the public about the penalties for workers' compensation fraud and non-compliance and to encourage the use of the nationwide toll-free fraud hotline (800-201-3362) and online fraud reporting.

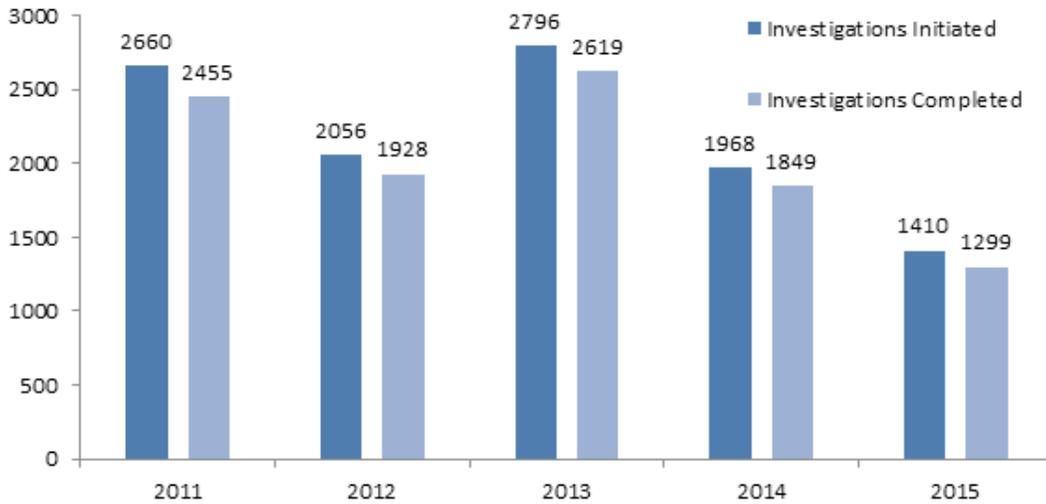
Contact Information

Telephone: 225-342-7558

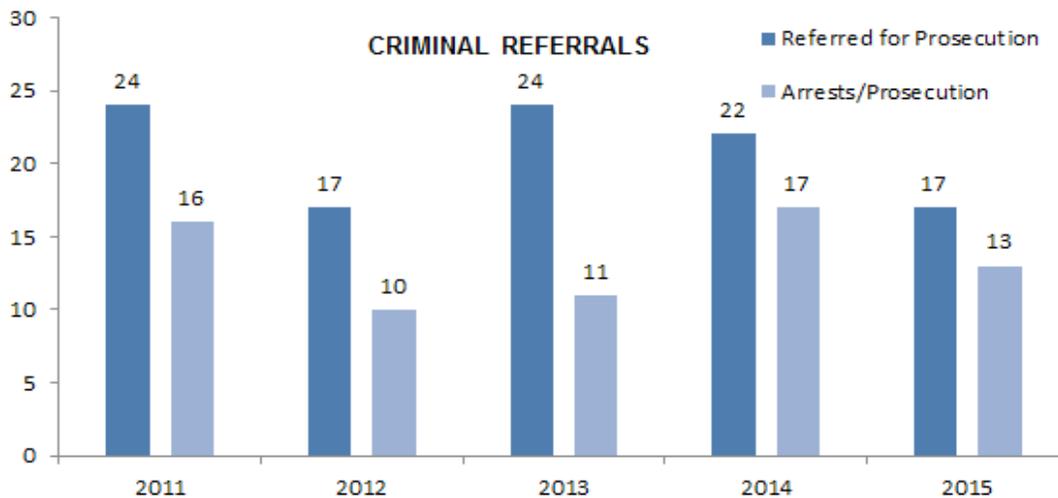
Fax: 225-342-1880

Manager: Kaye Fournet, kfournet@lwc.la.gov

Fraud Investigations Initiated and Completed



During 2015, the Fraud Unit made numerous referrals to the Louisiana Attorney General's office. Of these referrals, suspected injured worker fraud totaled \$529,508.73. Referrals of suspected employer fraud totaled \$257,364.28.



Fraud and Compliance Section

The OWCA continues to focus on employer compliance. Employers who fail to provide the necessary workers' compensation insurance put employees at risk of receiving no medical or wage loss benefits if they are injured on the job. Non-compliant employers may also have an unfair advantage over competitors by not securing coverage as required by law.

During 2014, legislative changes were made to the workers' compensation statute, streamlining the enforcement process of employer compliance. Louisiana employers that conduct business without mandatory workers' compensation insurance are now penalized by a workers' compensation judge.

Penalties collected are deposited into the Workers' Compensation Administrative Fund. During 2015, a total of 150 employers were contacted to provide proof of workers' compensation coverage. There were 60 hearings held throughout the workers' compensation district offices resulting in the assessment of civil fines and orders for employers to provide proof as required by statute. Of the 60 employers who were penalized by the courts, only 12 remained non-compliant. Further legal action is pending.

The Office of Workers' Compensation Administration created an automated system to aid in the tracking and recording of all compliance activities. The Mandatory Insurance Compliance System (MICS) was created in-house utilizing the same software and docketing system operating within the workers' compensation courts.



Fraud and Compliance Section

Employers, employees, insurers and other interested parties are encouraged to use the online Coverage Verification System located on the Louisiana Workforce Commission's website, laworks.net, to assist in determining whether an employer has workers' compensation insurance in the state of Louisiana. This tool is also available through a smart phone app offered free of charge (WC Coverage Verification).

Any questions concerning workers' compensation fraud or compliance should be directed to Kaye Fournet at 800-201-3362 or kfournet@lwc.la.gov.

Hearings Section

Diane Lundeen, Workers' Compensation Chief Judge

In 2015, the Hearings Section received 4,525 disputed claims for compensation, a decrease of 146 from 2014. The section continues to assist parties in resolving disputes through both adjudication and mediation. In 2015, the Hearings Section conducted 2,385 trials and mediated 1,861 disputes. Additionally, 5,230 settlements were approved in 2015. In 2015, the average delay for resolving disputed claims for compensation was seven months. The Hearings Section is striving to reach a goal of 180 days, or six months, for resolution of disputed claims.

The Hearings Section's primary duty is to resolve disputed workers' compensation claims filed with the OWCA. A claim for benefits, the controversion of entitlement to benefits or other relief under the Workers' Compensation Act is initiated by filing the appropriate form, Disputed Claim for Compensation (LWC-WC-1008), with the office. There are 10 district offices located statewide: Alexandria, Baton Rouge, Covington, Harahan, Houma, Lafayette, Lake Charles, Monroe, New Orleans and Shreveport.

Contact Information

Telephone: (225) 342-7970

Toll Free: (800) 201-2499

Fax: (225) 342-4790

wchearings@lwc.la.gov

Hearings Section

Overview of OWCA Hearings Section Activities, 2011-2015

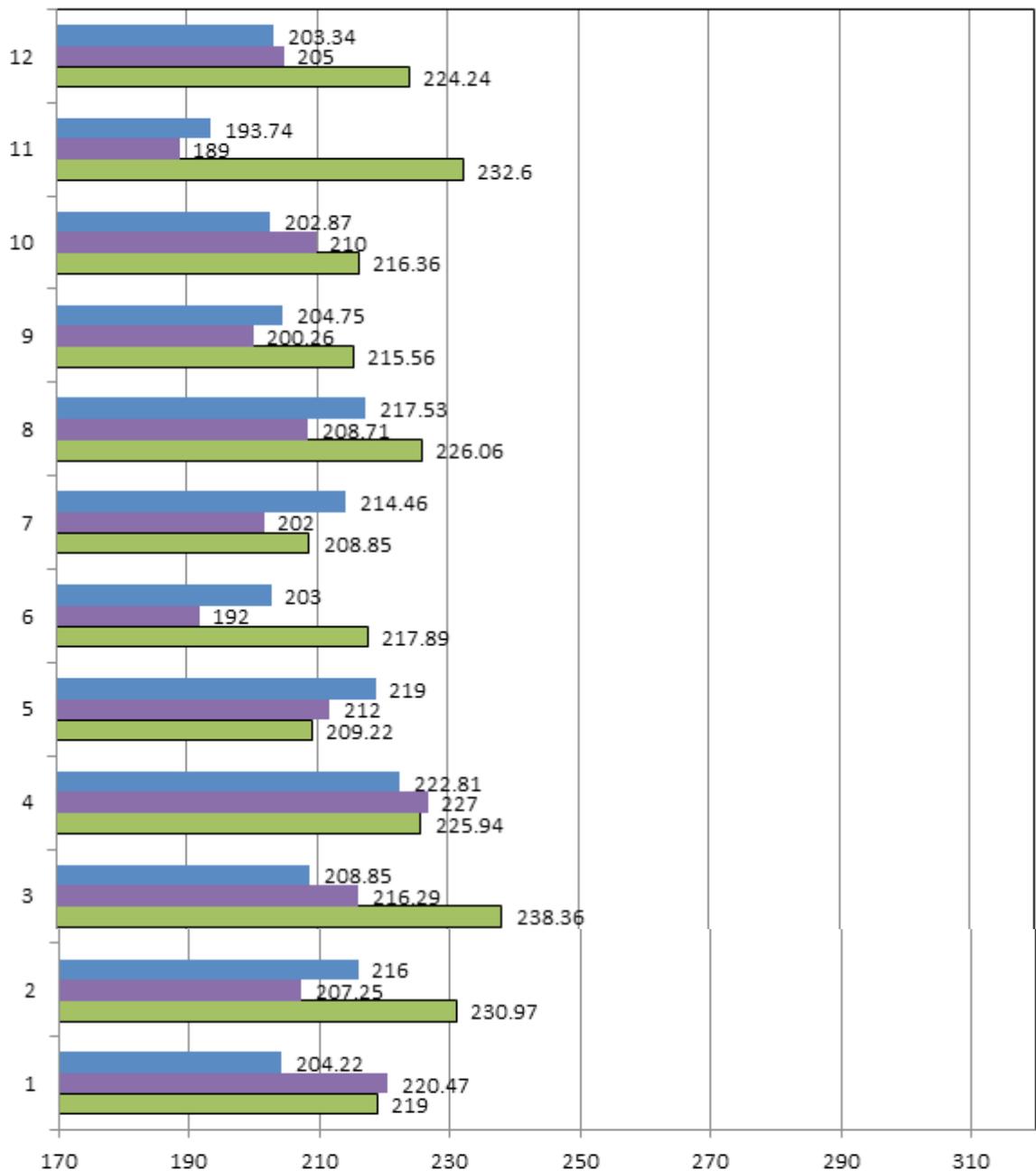
Number of Disputed Claims Received by OWCA Offices											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma	Total
2011	457	347	359	532	1,069	625	496	538	439	408	5270
2012	560	317	326	654	770	649	521	574	389	418	5178
2013	635	262	294	639	575	613	501	583	424	447	4973
2014	429	274	296	524	618	593	491	554	472	417	4668
2015	354	263	254	434	625	662	493	604	456	380	4525
Number of Mediation Conferences Held by OWCA Offices											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma	Total
2011	235	151	406	286	241	405	146	133	212	179	2394
2012	246	183	251	289	116	366	138	217	164	156	2126
2013	270	156	246	312	102	358	138	160	209	185	2136
2014	264	134	305	283	81	344	223	137	155	161	2087
2015	159	169	221	247	103	260	188	234	147	133	1861
Number of Trials Held by OWCA Offices											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma	Total
2011	221	133	158	270	427	240	563	320	473	276	3081
2012	177	109	146	202	427	250	310	356	537	279	2793
2013	166	125	186	218	378	216	351	292	465	252	2649
2014	159	100	150	187	393	241	287	260	573	254	2604
2015	99	87	136	100	319	141	377	322	557	247	2385
Number of Decisions Rendered											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma	Total
2011	221	132	171	234	342	194	384	298	205	242	2423
2012	112	108	145	185	376	137	198	458	189	281	2189
2013	139	109	151	148	357	133	228	362	606	226	2459
2014	136	100	142	156	332	101	199	326	738	186	2416
2015	78	81	157	86	247	62	320	566	839	186	2622

Hearings Section

Overview of OWCA Hearings Section Activities, 2011-2015

Number of Appeals Filed by OWCA Offices											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Hara han	8 New Orleans	9 Houma	Total
2011	10	14	18	53	29	22	25	17	15	14	217
2012	4	14	18	49	22	11	17	35	15	15	200
2013	11	10	15	62	25	15	16	8	12	8	182
2014	9	12	14	39	21	22	14	21	18	11	181
2015	12	15	19	17	18	4	15	15	11	8	134
Number of Settlements Approved by OWCA Offices											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Hara han	8 New Orleans	9 Houma	Total
2011	317	391	244	417	706	979	527	507	357	391	4836
2012	478	401	429	401	794	986	432	503	380	403	5207
2013	461	381	507	424	791	1040	457	503	400	389	5353
2014	556	346	352	395	755	1164	539	489	401	377	5374
2015	424	359	372	417	651	1068	555	568	462	354	5230
Number of Claims Resolved Prior to Trial											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Hara han	8 New Orleans	9 Houma	Total
2011	265	308	1008	461	765	689	275	451	510	390	5122
2012	230	198	621	316	601	487	192	313	337	302	3597
2013	178	118	200	211	90	242	170	127	124	123	1583
2014	218	104	215	167	94	284	241	105	109	109	1646
2015	145	129	213	172	63	209	258	169	180	90	1628
Number of Claims Closed											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Hara han	8 New Orleans	9 Houma	Total
2011	944	279	615	1868	1026	1212	685	772	850	493	8744
2012	1151	338	556	1171	1444	1004	578	755	510	628	8135
2013	746	344	456	778	981	783	464	579	404	505	6040
2014	782	295	337	842	1024	731	546	460	358	446	5821
2015	439	253	1010	369	440	630	595	742	470	434	5382

2013 - 2015 Average Day Delay for 1008s



	1	2	3	4	5	6	7	8	9	10	11	12
■ 2015 Delay	204.22	216	208.85	222.81	219	203	214.46	217.53	204.75	202.87	193.74	203.34
■ 2014 Delay	220.47	207.25	216.29	227	212	192	202	208.71	200.26	210	189	205
■ 2013 Delay	219	230.97	238.36	225.94	209.22	217.89	208.85	226.06	215.56	216.36	232.6	224.24

Medical Services Section

Jan Clary, BS, RN, Manager

The Medical Services Section manages the appeals of recommended medical treatment that are filed on the disputed claim for Medical Treatment Appeals form (LWC-WC-1009) and Special Reimbursement Consideration Appeals (LWC-WC-3000). In addition, the Medical Services Section also manages Requests for Independent Medical Examinations (LWC-WC-1015), which only address disputes regarding work status and/or physical condition.

List of FAQs:

http://www.laworks.net/FAQs/FAQ_MainMenu.asp

Workers' Compensation Forms:

http://www.laworks.net/Downloads/Downloads_OWC.asp#Forms

Workers' Compensation Training Courses:

http://www.laworks.net/WorkersComp/OWC_Courses.asp

Contact Information

Telephone: (225) 342-7555

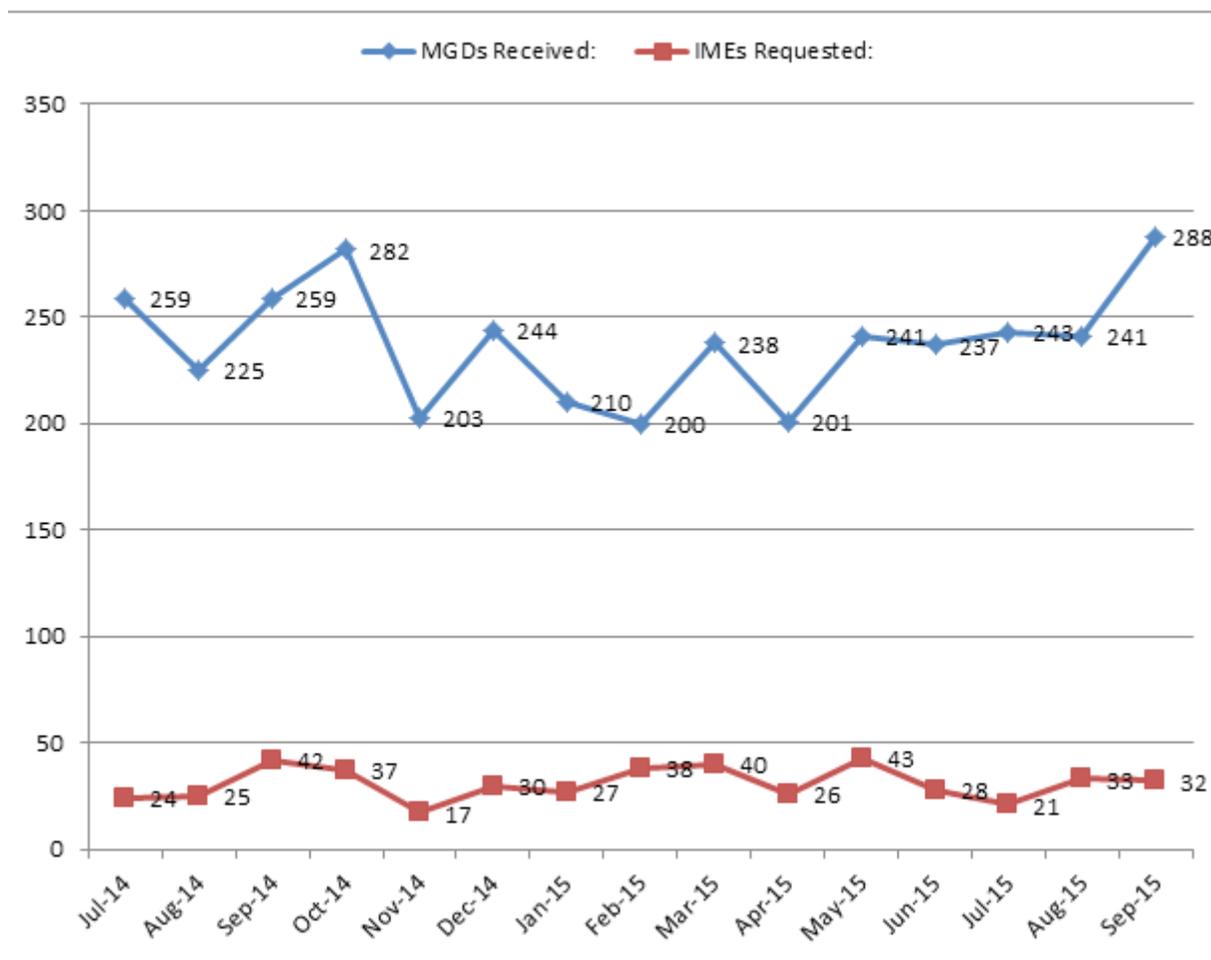
Fax: (225) 342-9836

medicalservices@lwc.la.gov

Medical Services Section

Medical Guidelines Disputes

Medical Guidelines Dispute (MGD or 1009) and Independent Medical Examination (IME) Comparison
07/01/2014 to 09/30/2015



Records Management Section

Andre de la Fuente, Manager

Records Management is a support section for the OWCA and is comprised of four units: Administrative, Audit and Publication, Occupational Safety and Health (OSH) and Uncontested. At both the 2015 Louisiana Governor's Safety and Health Conference and the 2nd Annual North Louisiana Safety & Health Conference, staff distributed and discussed prevention of injuries, illnesses and fatalities utilizing the OWCA Annual Report and the Louisiana Workplace Injuries, Illnesses and Fatalities publications.

The Administrative Unit serves as a repository for workers' compensation records and oversees the imaging of records of the office. It also processes records requests from internal stakeholders such as the Hearings Section and external stakeholders, such as employer, employees, insurers and administrators.

The Audit and Publication Unit publishes the OWCA Annual Report and Quarterly Activity Reports, highlighting accomplishments of the OWCA concerning workplace fatalities, injuries and illnesses prevention and treatment legally and medically. This unit also responds to requests asking if an employee has been involved in a workers' compensation dispute—if an LWC-WC-1008 (Disputed Claim for Compensation) has been filed. A total of 12,117 requests were made in 2015. The unit makes every effort to respond to requests from parties to a disputed workers' compensation claim (for example, LWC-WC-1008 and/or LWC-WC-1009 (Disputed Claim for Medical Treatment) in three business days. For copies of Annual Reports, visit: http://www.laworks.net/WorkersComp/RecordsManagement/OWC_StatisticsMenu.asp. For answers to Frequently Asked Questions about Rights and Responsibilities in Workers' Compensation, visit: http://www.laworks.net/FAQs/FAQ_WorkComp_RightsAndResponsibilities.asp.

The Occupational Safety and Health (OSH) Unit partners with the U.S. Department of Labor's Bureau of Labor Statistics (BLS) to provide nationally-comparable, work-related fatality counts and estimates of work-related injuries and illnesses to aid in communicating where safety resources can be allocated more effectively. The number of work-related fatalities in 2014 in Louisiana was 120, according to a preliminary count by the U.S. Bureau of Labor Statistics (BLS) in its Census of Fatal Occupational Injuries. The figure increased from the revised total of 114 in 2013. The 2014 Survey of Occupational Injuries and Illnesses data showed Louisiana ranked first among 41 participating states, trailing only the District of Columbia for the rate of non-fatal work-related injuries and illnesses. Louisiana's rate improved to an estimated 2.0 incidents per 100 full-time workers, down from 2.2 the previous year. The national average was 3.2. Visit BLS at <http://www.bls.gov/iif/oshstate.htm#LA> and get more detailed Louisiana statistics at http://www.laworks.net/Downloads/Downloads_OSHS.asp. The section added select charts to the state website to provide additional visual perspectives in addition to the spreadsheets with numbers in table format.

Records Management Section

The Uncontested Unit processed 25,257 hard-copy, work-related injury claim forms in 2015 (LWC-WC-1007s, 1002s and 1003s), a decrease of 403, or 2 percent, from the previous year's total of 25,660. This includes a total of 302 hard-copy 1007 forms received in 2015 and returned to trading partners (insurers, self-insured employers and claim administrators) for electronic submission.

In accordance with Chapter 10, Title 23 §1306 Employer Reports (B) (1) (a), we received 8,823 First Report of Injury (FROI) claims with a 2015 date of injury, a decrease of 1,090 from 2015's revised 9,913 claims. These claims were submitted via Electronic Data Interchange (EDI) based on the International Association of Industrial Accident Boards and Commission (IAIABC) standards. Our trading partners enroll in mandatory electronic submission at <http://lwcedi.info>. The Uncontested Unit is emailing scorecards to trading partners to assist with increasing the number of Transactions Accepted (TAs), hence transitioning to more data compliance and analysis in addition to data processing.

Data generated from all forms are used in accident prevention and compliance efforts. In the future, the Notice of Payment (Form 1002) and Stop Payment (Form 1003) will be reviewed for feasibility to transition to EDI and renamed the Subsequent Report of Injury (SROI).

Contact Information

Telephone: (225) 342-5662

Fax: (225) 342-7582 and (225) 342-3539

Toll Free: (800) 201-3457

Records Management Section

Statistical Review

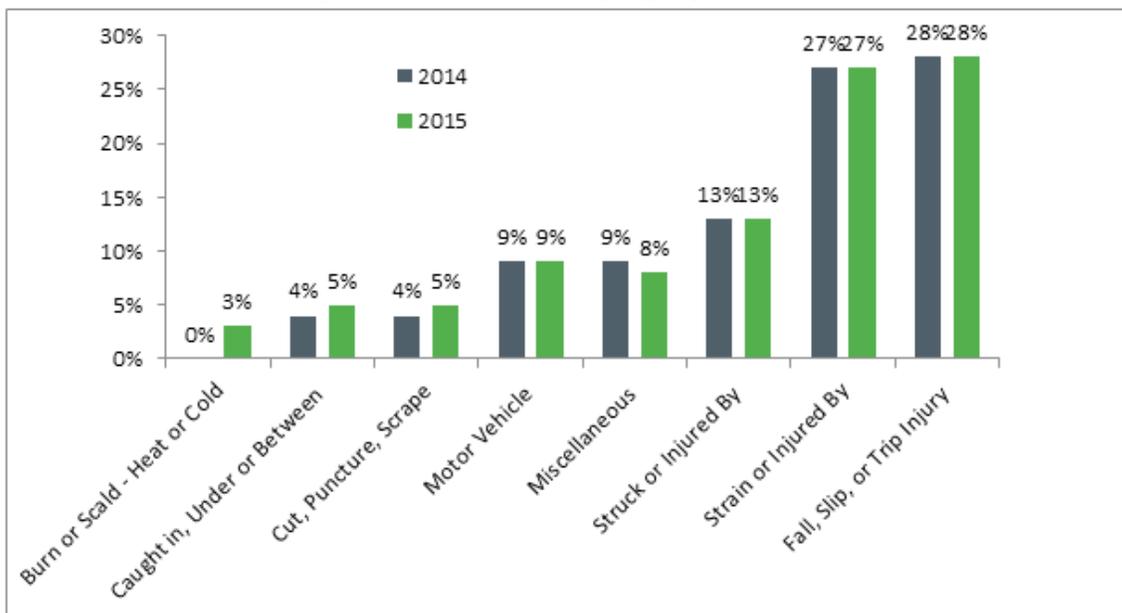
For the last two years, the OWCA has been reviewing the manner in which injuries and illnesses occurred in the workplace. In the last two years, there were 18,861 workers' compensation cases (FROI or First Report of Injury) reviewed for cause of injury and illness. According to the table below for classified injuries reported in 2015, falls were cited as having the highest number of claims in 2015. Strains make up the second-most common cause of injury followed by Struck or Injured By. This year, 782 claims reported resulted from Motor Vehicle Accidents. Burns/Exposure to Heat and Cold and Striking Against/Stepping On had the fewest number of claims.

Workplace Injury by Cause, 2014-2015

Cause of Injury	2014	2015
Striking Against or Stepping On	233	253
Burn or Scald – Heat or Cold	264	262
Cut, Puncture, Scrape	414	405
Caught In, Under or Between	443	426
Motor Vehicle	860	782
Miscellaneous	861	708
Struck or Injured By	1,312	1,207
Strain or Injury By	2,703	2,428
Falls, Slip or Trip Injury	2,830	2,470
Total	9920	8941

The claims reported are workplace injuries that are identified through the filings of electronic First Report of Injury (FROI) or LWC-WC-IA-1 forms. The 2014 and 2015 claims utilize the Workers' Compensation Insurance Organization (WCIO) Injury Description codes submitted via Electronic Data Interchange (EDI).

Percentage of Workplace Injury by Cause, 2014-2015



Records Management Section

Workplace Fatalities

Each year, a small number of workplace accidents result in the tragic death of workers. The number of workplace fatalities reported in 2015 decreased by 2 percent from 2014. The number of workplace fatalities was calculated by using data from the electronic LWC-WC-IA-1 forms.

The information represents workplace fatalities in instances that were reported where:

- Death occurred while on the employer's premises and is work-related
- Death occurred off the employer's premises and is work-related

Workplace Fatalities Reported Claims, 2014-2015

Year	Number of Fatalities	Percentage of Change from prior year
2014	71	29 percent
2015	69	-3 percent

Data has been revised for 2014 due to the processing of additional information and the elimination of duplicates.

Year	Printed Forms *	Records Requests
2011	29,567	19,169
2012	27,229	14,444
2013	29,851	12,611
2014	25,660	17,133
2015	25,257	12,117

*Includes LWC-WC-1007s, 1002s and 1003s

Records Management Section

Causes of Workplace Fatalities

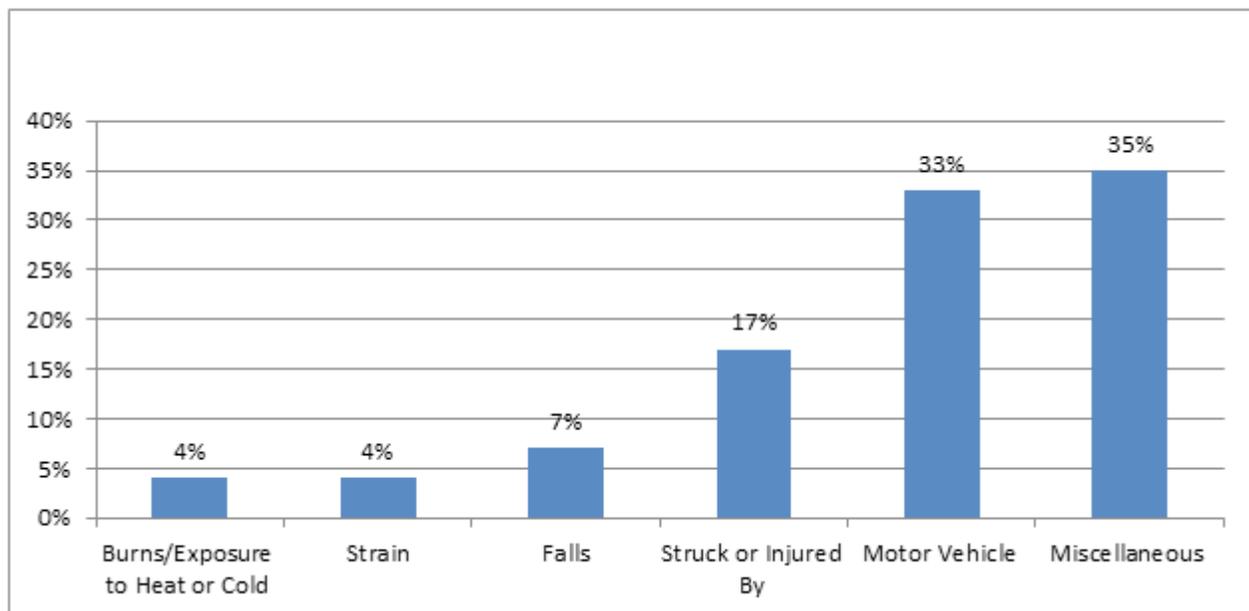
The table below represents the cause of workplace fatalities over a two-year period.

Causes of Workplace Fatalities, 2014-2015

Year	Struck or Injured By	Falls	Strain	Burns/Exposure to Heat or Cold	Motor Vehicle Accidents	Miscellaneous	Total
2014	13	5	4	2	25	25	71
2015	13	5	2	4	21	24	67
Total	26	10	6	6	46	49	143

Note: The claims reported are workplace fatalities that are identified through the filings of the First Report of Injury (FROI), or the LWC-WC-IA-1, using the Electronic Data Interchange (EDI). Data has been revised for all years as additional information is processed and duplicates eliminated.

Causes of Workplace Fatalities (in percent)



Miscellaneous accidents registered the highest claim rate at 35 percent. Miscellaneous accidents include heart attacks, gunshots, natural disaster, etc. Over a two-year period, motor vehicle accidents accounted for an average of 46 cases. More than 50 percent of all transportation accidents were caused by motor vehicles, aircraft crashes accounted for an average of two cases and railway accidents accounted for an average of two cases. Stuck or Injured By accounted for 17 percent of the claims.

Second Injury Board

Dan Lastrapes, Director

The Second Injury Board (SIB) is made up of a manager, supervisor, three compliance officers, two accounting technicians, three administrative assistants and three attorneys.

The SIB is an employer/insurer-funded program with the purpose of encouraging the employment of individuals with pre-existing permanent partial disabilities that are an obstacle to obtaining employment. The SIB promotes the hiring of these individuals by protecting employers from excess liability for workers' compensation costs resulting from a job injury when statutory requirements are met. The SIB reimburses employers or their insurers for excess benefits paid to these employees on claims meeting those requirements. In cases in which the board does not agree that statutory requirements have been met, the employer/insurer has an appeal option in the form of litigation. Our assigned Assistant Attorneys General defend suits filed against the SIB for judicial appeal.

The SIB annual assessment levied in November 2015 was based upon a rate of 5.95 percent of total compensation benefits paid in 2014. The total 2015 SIB assessment was \$50,031,053.93.

In 2015, the Compliance Unit experienced a decrease of 24 percent in pending claims as compared to year-end 2014. The reduction is due to a concerted effort to reduce the pending file count via speedier recommendations to the board for acceptance of denial. Litigated file counts increased 15 percent in 2015 compared to year-end 2014. This increase is due largely to timing issues in waiting upon closure documents.

The accounting unit has achieved a goal in 2015 to have all reimbursement requests audited within a 30 day window of time. This will work in conjunction with increased legislative payment authorization to reduce wait time for reimbursement due stakeholders. The SIB is due for a design/build IT data management platform to be let out for bid in January 2016 with an award of contract in March and completion in very-early 2017. The platform will facilitate automation and speed of processing while allowing a stakeholder interface to file and search status online.

Contact Information

Telephone: 225-342-7866

Toll Free: 800-201-2493

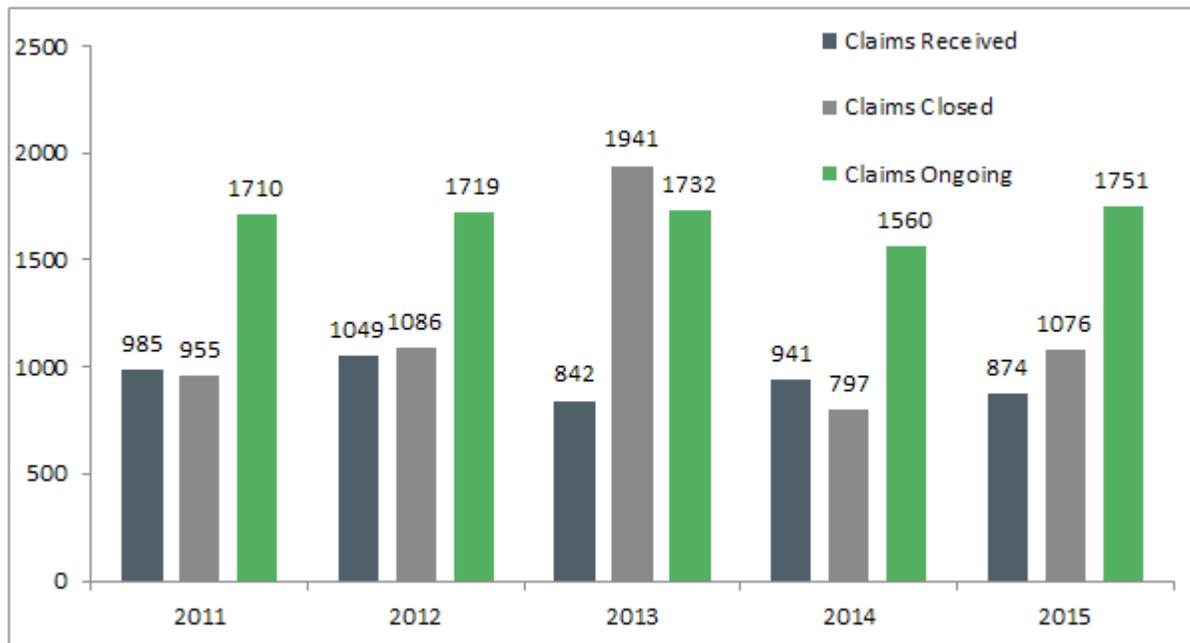
Fax: 225-219-5967

Manager: Dan Lastrapes, dlastrapes@lwc.la.gov

Supervisor: Danielle "Michelle" Sumrall, dsumrall@lwc.la.gov

Second Injury Board Section

SIF Claims Received, Closed and Ongoing



Second Injury Board

Year	Claims Received	Claims Closed	Decisions Rendered	Claims Pending	Ongoing Claims	Assessment Actual	Reimbursement	Total Administrative Costs
2011	985	955	977	3,189	1,710	\$47,234,806	\$49,605,570	\$1,250,631
2012	1,049	1,086	1,022	3,298	1,719	\$46,906,356	\$37,755,535	\$816,394
2013	842	1,941	1,054	2,903	1,732	\$49,085,256	\$32,394,616	\$939,927
2014	941	797	791	3203	1560	\$45,379,348.	\$45,379,348	\$838,800
2015	874	1076	1010	3071	1751	\$50,568,670	\$49,353,057	\$907,936

Workplace Safety Section

Safety and Health Unit

Steve Bowers, Manager

The Workplace Safety Section is responsible for the distribution and processing of quarterly reports ([LWC-WC-1017A](#)) which identify employers who are experiencing above-average injuries for their industry classification. The report is due one month following the ending of the quarter reported. The unit processed 8,954 1017A forms in 2015. In addition, the section provides on-site facility inspections to identify hazards and assess written program elements to ensure compliance with LA RS 23:1291(b)(4) and Louisiana Administrative Code Title 40, Chapter 9. The Workplace Safety Section's objective is to continuously improve the efficiency, quality and effectiveness of service to Louisiana employers and employees. To this end, the Workplace Safety Section completed 761 on-site visits in 2015. Additionally, the section provided telephone assistance to 574 employers during this period. This section also oversees the Office of Risk Management's Loss Prevention Program as it applies to the Louisiana Workforce Commission. To accomplish this, the unit works closely with 60 safety coordinators located at each of our offices throughout the state.

Contact Information

Telephone: 225-342-8441

Toll Free: 800-201-2497

Fax: 225-342-6756

Manager: Steve Bowers, sbowers@lwc.la.gov or workplacesafety@lwc.la.gov

Workplace Safety Section

OSHA Consultation Program

Corey Gaines, Manager

This has been another exceptional year for the program. We continued to focus on developing a working relationship with the construction, logging and oil and gas industries. The Bureau of Labor Statistics (BLS) Illness and Injury, Recordable (IIR) rates indicate that overall construction industry rates in Louisiana are decreasing. The program identified 1,162 serious and imminent hazards and removed over 69,972 workers from serious risk. Fewer workplace injuries and less-severe ones resulted in lower Louisiana worker's compensation insurance rates in 2015, the second year in a row and the seventh time in ten years that rates have fallen. For the third-consecutive year, Louisiana has been ranked as the second-safest in the nation in terms of the number of injuries and accidents rates. Companies are reporting fewer injury and illness claims and worker's compensation rates continue to decrease. The Louisiana On-site Consultation Program continues to provide a quality product in terms of overall consultation visits, effective outreach and employee training. The increasing number of employers the program reaches has greatly increased and several new initiatives have been put in place. Injury and illness rates in Louisiana continue to be low and the number of fatalities in our state is decreasing compared to 2009. Improvement is ongoing for this already strong program.

Contact Information

Telephone: 225-219-4216

Toll Free: 800-201-2495

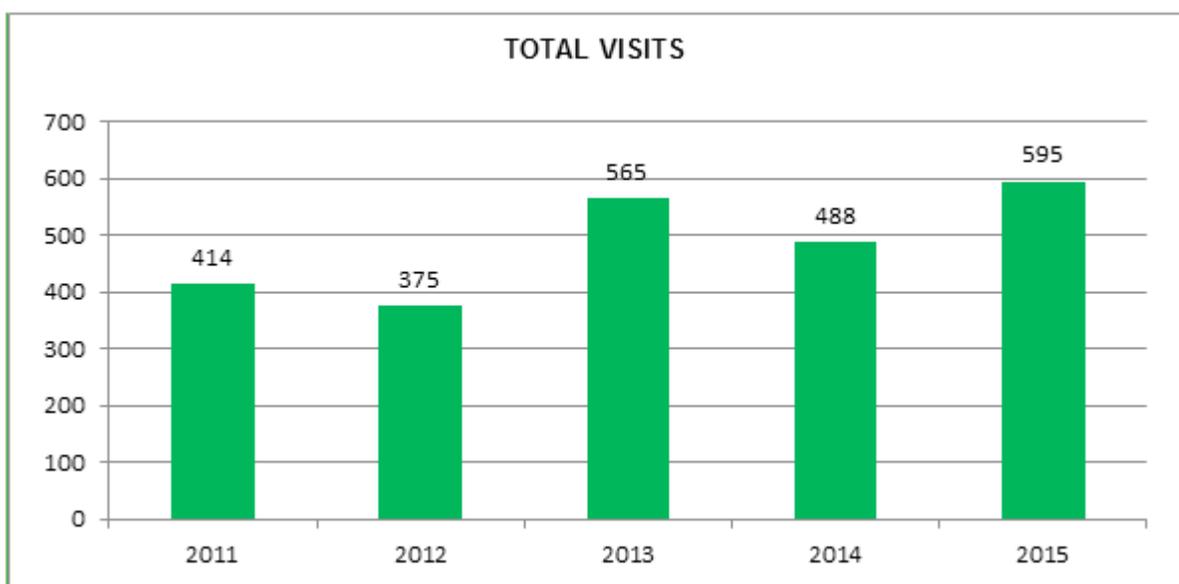
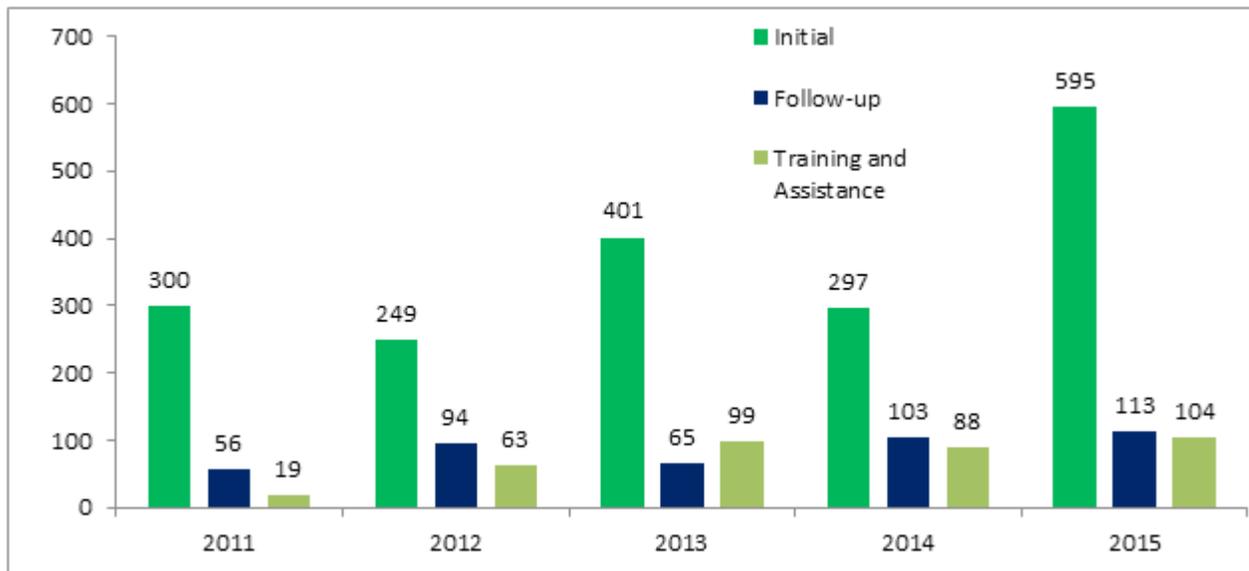
Fax: 225-342-5158

Manager: Corey Gaines, cgaines2@lwc.la.gov or workplacesafety@lwc.la.gov

Workplace Safety Section

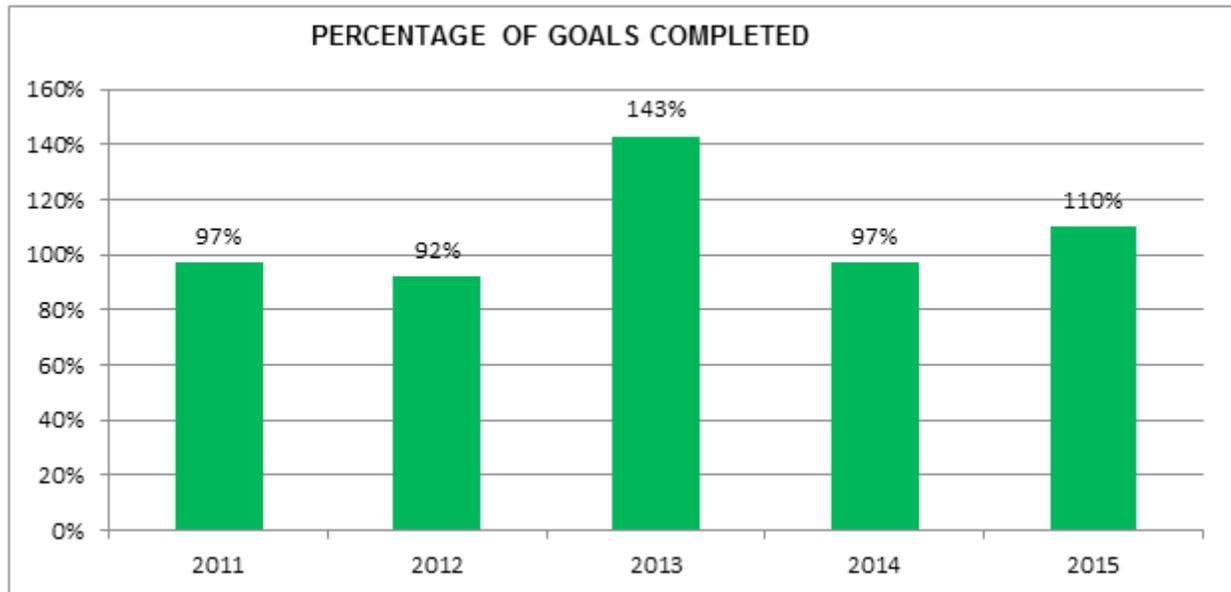
OSHA Consultation Program

Visit Breakdown



Workplace Safety Section

OSHA Consultation Program



Workplace Safety

Year	Clients Assisted	Facility/ On-site Inspections	Seminars, Training & Speaking Engagements	Number of Safety & Health Hazards Identified	Number of Serious Health Hazards Identified	Consultation Inquiries	Requests Received for Services
2011	14,425	1,131	65	1,309	1,010	449	409
2012	13,771	1,045	66	1,460	1,359	367	261
2013	12,083	1,227	68	1,373	345	296	396
2014	9,133	1,190	63	1,314	1,373	476	481
2015	8,954	761	76	1,304	1,162	392	473

Workers' Compensation Councils

Workers' Compensation Advisory Council

Sheral Kellar, Chairman

The Louisiana Workforce Commission's website, www.laworks.net, displays the Workers' Compensation Advisory Council webpage, which includes a listing of past scheduled meetings and locations.

Visit the Louisiana Legislature website for further information:

<http://www.legis.la.gov/legis/BoardMembers.aspx?boardId=820>

Workers' Compensation Medical Advisory Council

The Medical Advisory Council reviews current guidelines and provides recommendations for a medical treatment schedule to guide treatment for workplace illnesses and injuries. It is made up of at least one of the following: orthopedic surgeon, neurosurgeon, neurologist, interventional pain management physician, family practice physician, physical and occupational therapists, psychologist and psychiatrists and a representative from the Chiropractic Association of Louisiana. Members of the council are appointed to two-year terms by the director of the OWCA.

Statewide District Directory

Baton Rouge Administrative Office

Chief Judge, Diane Lundeen
Office of Workers' Compensation
P.O. Box 94040
1001 N. 23rd St.
Baton Rouge, LA 70804-9040
Telephone: (225) 342-7970
Telephone: (800) 201-2499
Fax: (225) 342-4790

District 1W

Office of Workers' Compensation
Dispute Resolution Specialist:
LaTonya Martin
9234 Linwood
Shreveport, LA 71106-7001
Telephone: (318) 676-5331
Telephone: (800) 209-7173
Fax: (318) 676-5332

District 1E

Office of Workers' Compensation
Dispute Resolution Specialist:
Camelia Antie
1401 Hudson Lane, Suite 301
Monroe, LA 71301-5730
Telephone: (318) 362-3078
Telephone: (800) 209-7321
Fax: (318) 362-3083

District 2

Office of Workers' Compensation
Dispute Resolution Specialist:
Brandi Mason Foss
3724 Government St.
Alexandria, LA 71302-3327
Telephone: (318) 487-5966
Telephone: (800) 209-7329
Fax: (318) 767-6085

District 3

Office of Workers' Compensation
Dispute Resolution Specialist:
Deborah Garriet
120 W. Pujo St., Suite 200
Lake Charles, LA 70601
Telephone: (337) 214-6800
Telephone: (888) 768-8745
Fax: (337) 491-2208

District 4

Office of Workers' Compensation
Dispute Resolution Specialist: Vacant
556 Jefferson St., First Floor
Lafayette, LA 70501-6947
Telephone: (337) 262-1057
Telephone: (800) 209-7174
Fax: (337) 262-1106

District 5

Office of Workers' Compensation
Dispute Resolution Specialist:
Shameeka Kaufman
224 Florida Blvd., Suite 100
Baton Rouge, LA 70801-1719
Telephone: (225) 219-4378
Telephone: (800) 209-7175
Fax: (225) 219-4377

District 6

Office of Workers' Compensation
Dispute Resolution Specialist:
Janice Westereng
112 Innwood Drive, Suite E
Covington, LA 70433-8813
Telephone: (985) 871-1258
Telephone: (888) 575-6149
Fax: (985) 871-1264

District 7

Office of Workers' Compensation
Dispute Resolution Specialist:
Sloane Sullen
880 W. Commerce Rd., Suite 401
Harahan, LA 70123-3333
Telephone: (504) 736-8606
Telephone: (866) 253-5830
Fax: (504) 736-8608

District 8

Office of Workers' Compensation
Dispute Resolution Specialist:
Christine Melford
1450 Poydras St., Suite 838
New Orleans, LA 70112-2001
Telephone: (504) 568-6952
Telephone: (800) 209-7232
Fax: (504) 568-8706

District 9

Office of Workers' Compensation
Dispute Resolution Specialist:
Debra Duplantis
8026 Main St., Suite 404
Houma, LA 70360-3407
Telephone: (985) 857-3775
Telephone: (800) 262-1497
Fax: (985) 857-3781