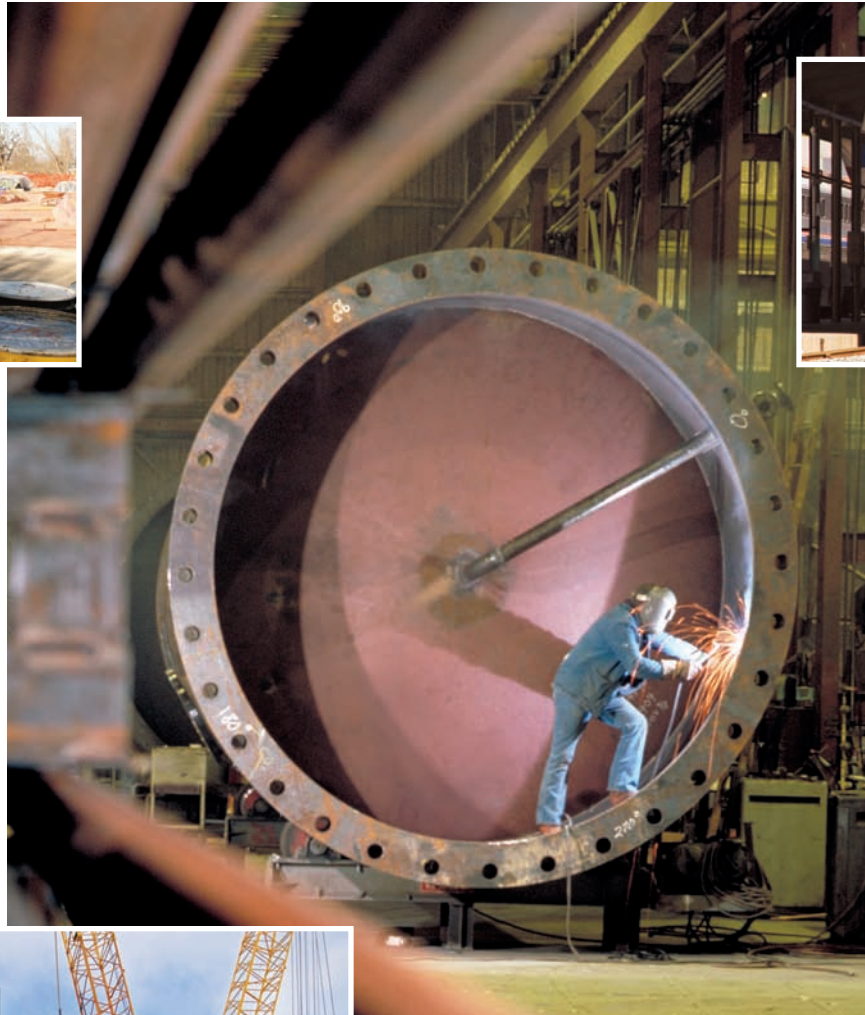


# OWCA 2009 ANNUAL REPORT



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## EXECUTIVE SUMMARY

The Louisiana Office of Workers' Compensation Administration (OWCA) was created in 1983 in order to administer the Louisiana Workers' Compensation Act. Although many significant changes to its provisions have been made since then, the basic premise and purpose of that law have remained much the same. The premise is that employees injured in the workplace should be compensated regardless of who is at fault. The 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 on June 30 of the following year.

In 2009, the Office of Workers' Compensation Administration (OWCA) began re-directing its focus to the question of improving service levels. Internal processes were subjected to detailed review, and the rollout of new delivery models began.

In 2009, the Hearings section continued to receive disputed workers' compensation claims and assist parties in resolving their disputes. The section received 7,562 disputed claims in 2009, a decrease of 129 disputed claims from 2008. Through efforts of the section, approximately 1,536 trials were held in 2009. Five thousand seven settlements were also approved in 2009.

The Fraud section provides the OWCA with an aggressive program to fight fraud in the workers' compensation system. During 2009, the Fraud section continued high standards of investigation and ensured the continued prosecution of criminal activity. Throughout 2009, 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, as well as Internet resources to report suspected fraud directly to the office. In 2009, the section performed 3,310 investigations of those individuals, self-insured entities, and employers who were alleged to have violated the Louisiana Workers' Compensation Act. For the period 2005-2009, the highest number of referrals for prosecution was reported in 2009 and they peaked at 6%. This increase in the number of referrals for prosecution was due to an abundance of receipted information on alleged fraud violators by phone, fax, e-mail, regular mail or a submission from one of the other sections of the OWCA of possible fraud and abuse. Twenty-six referrals for prosecution were submitted to the Attorney General's office to determine if sufficient information was evident to warrant further investigation in 2009. "Referrals for U.I. Fraud" increased 3% from the previous year and considerably more than the reported total for 2008. In 2009, the Fraud section stepped up arrests and prosecutions of workers' compensation fraud violators. The total number of reported arrests and prosecutions were 15, and increase of 2% over the 2008 reporting period.

The Workplace Safety section identified 1,277 safety and health hazards and of this number 472 were serious hazards. The section conducted 1,485 on-site inspections. The unit also participated in 6 Safety and Health Achievement Recognition Program (SHARP) for Louisiana employers. The unit distributed thousands of quarterly safety reports (LWC-WC-1017-A) which help identify employers who are experiencing above-average injuries for their industry classification.

The Medical Services section continued to process disputed medical claims in less than 30 days from date of receipt. A total of 471 independent medical examination (IME) requests were received in 2009, an increase of 18% in the number of requests during the same reporting period for 2008. In 2009 the average time to review and schedule an independent medical exam was 3.39 days, a 1% decrease from the same reporting period for 2008 of 3.84 days. The section

received 774 disputed medical reimbursement claims during the 2009 reporting period, an increase of 10% for the same period in 2008. An average of 122 medical claims per month were received in 2009, an increase of 13% over the 2008 reporting period.

The Records Management section responded to more than 10,150 requests for public information, with a response time of less than three days. In 2009, 29,716 workers' compensation reporting claim forms were reported to the section, a decrease of 6 percent from the previous year. The number of workers' compensation reporting claim forms processed decreased by 11 percent. The number of electronic LWC-WC-1007 forms continues to increase as more customers notice a dramatic improvement in cost savings and timeliness of claims information reported through e-filing.

The Finance and Compliance section received and approved applications for self-insured status, examined statutory compliance regarding workers' compensation coverage, and conducted on-site audits. In 2009 within the state, 484 companies were approved to be self-insured. Some 475 insurance companies were authorized to sell workers' compensation insurance.

## INTRODUCTION

### **Vision**

The Louisiana Workforce Commission will be an indispensable provider of workforce solutions.

### **Mission**

The Louisiana Workforce Commission will lead the development of the system that delivers the workforce Louisiana's current and future employers need.

### **Values**

- Excellence
- Trust
- Respect
- Fairness
- Involvement
- Open Communications

§1310.10. Provides that the Louisiana Workforce Commission (LWC), Office of Workers' Compensation Administration (OWCA) shall:

Report to governor, supreme court, and legislature 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 workers' 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.

This 2009 Annual Report includes all of the aforementioned requirements to satisfy §1310.10. Furthermore, the report gives an overview on the progress that the OWCA has made in the last calendar year. It demonstrates its dedication to the LWC's mission to promote workforce development and improve workplace safety and health throughout Louisiana. The report, however does not cover all aspects of what happens in the OWCA, nor is it intended to do so, although all of those elements are important.

More detailed information is available upon request by contacting [owca@lwc.la.gov](mailto:owca@lwc.la.gov).

## OFFICE OF WORKERS' COMPENSATION FUNDING AND EXPENDITURES

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

All insurers and employers that pay Louisiana workers' compensation benefits submit a report annually to the OWCA on a form provided by the OWCA showing the amount of actual Louisiana workers' compensation benefits paid the previous calendar year. It is important to note that this assessment funds the operation of the OWCA, but it does not pay workers' compensation benefits for injured workers.

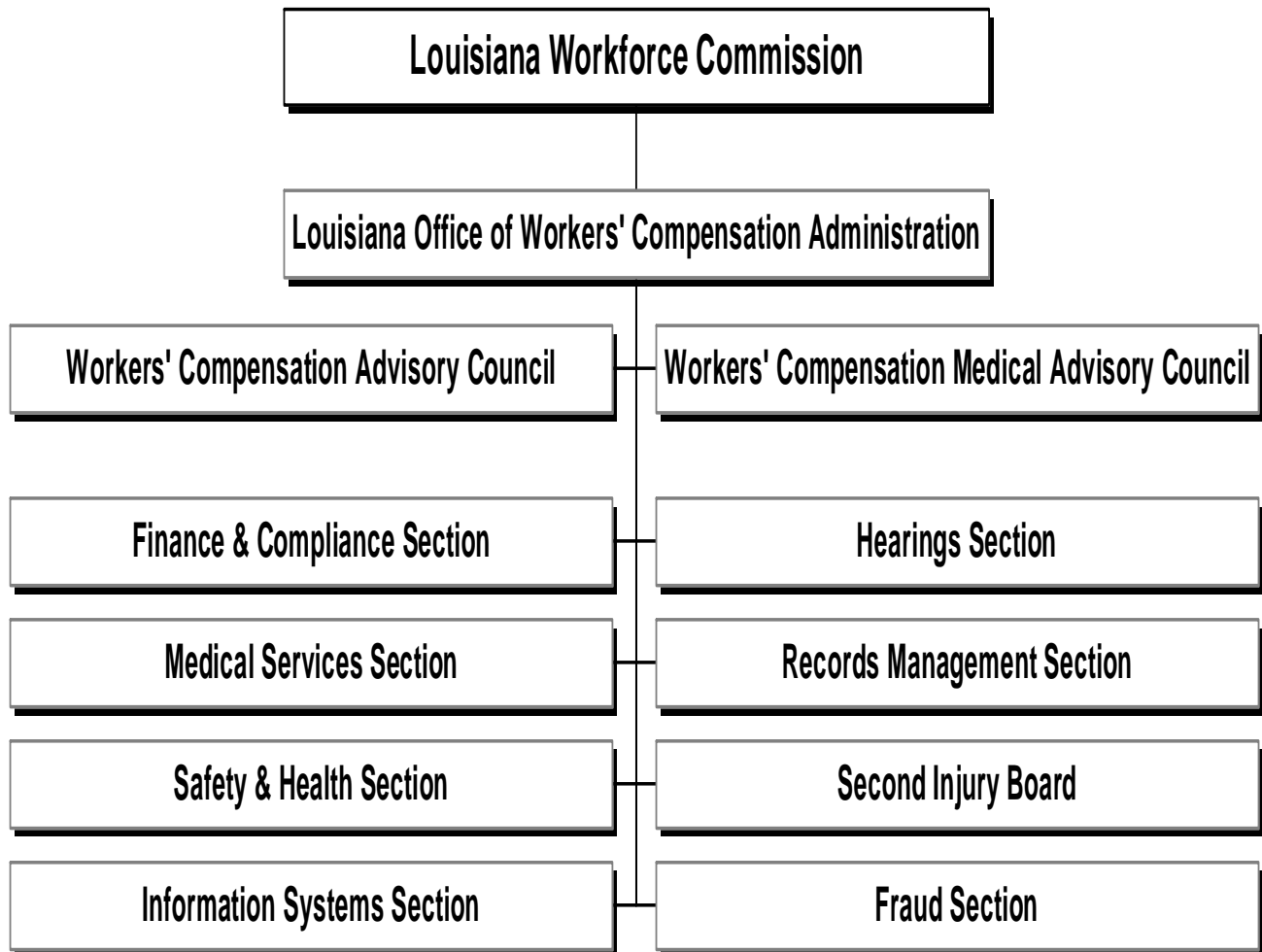
The approved budget for fiscal year (FY) 2009 was \$12,663,455, and the budget includes revenue increases, expenditure reductions, and service restructuring with the intent to deliver the results the public expected. The increases in expenditures are attributed to the office maintaining administrative services levels on most areas and making significant improvements in technology. During 2009, sections within the OWCA continued to "hold the line" in the face of growing state budget deficits.

Table 1 shows that in FY 2009 Salaries accounted for 46 percent and Other Charges accounted for 15 percent for fiscal year 2009. Related Benefits accounted for 15 percent and the remaining 24 percent was Other Compensation, Travel and Planning, Supplies, Professional Services and Capital Outlays.

**Table 1**  
**Estimated Expenditures to Administer the Workers' Compensation Act**  
**Fiscal Years 2005-2009**

Description	Fiscal Year 2005	% of Total	Fiscal Year 2006	% of Total	Fiscal Year 2007	% of Total	Fiscal Year 2008	% of Total	Fiscal Year 2009	% of Total
Salaries	\$ 4,897,261	45	\$ 5,034,364	43	\$ 5,234,555	44	\$ 5,792,920	45	\$ 5,819,214	46
Other Compensation	\$ 81,588	1	\$ 88,393	1	\$ 77,818	1	\$ 153,846	1	\$ 166,438	1
Related Benefits	\$ 1,482,231	14	\$ 1,692,908	15	\$ 1,753,265	15	\$ 1,927,612	15	\$ 1,856,783	15
Travel & Planning	\$ 79,139	1	\$ 84,078	1	\$ 144,915	1	\$ 117,993	1	\$ 103,374	1
Operating Services	\$ 1,224,017	11	\$ 1,122,996	10	\$ 1,258,653	11	\$ 1,490,064	12	\$ 1,521,870	12
Supplies	\$ 89,813	1	\$ 85,006	1	\$ 114,523	1	\$ 82,733	1	\$ 87,309	1
Professional Services	\$ 796,316	7	\$ 642,907	6	\$ 902,927	8	\$ 1,087,284	8	\$ 1,056,081	8
Other Charges	\$ 2,145,497	20	\$ 2,084,927	18	\$ 2,125,122	18	\$ 2,114,906	16	\$ 1,920,217	15
Capital Outlay	\$ 40,437	0	\$ 588,462	5	\$ 86,250	1	\$ 66,245	1	\$ 132,169	1
Total Expenditures	\$ 10,836,299	100	\$ 11,424,041	100	\$ 11,698,028	100	\$ 12,833,603	100	\$ 12,663,455	100

**STRUCTURE OF THE OFFICE OF WORKERS' COMPENSATION ADMINISTRATION**





## **ADMINISTRATION**

The OWCA is headquartered in Baton Rouge. Its mission is to ensure a manageable, cost effective workers' compensation system. It is led by a strong administration team that continues to meet the administration's day-to-day challenges with great focus on customer service and many concrete examples of operational efficiencies.

Sections within OWCA:

### **ADMINISTRATIVE SECTION**

Chris Broadwater, Office of Workers' Compensation Director

The OWCA is headed by a Director who is appointed by and serves at the pleasure of the Governor.

The telephone number for the Administrative section is (225) 342-7561. The FAX number is (225) 342-5665. The email address for the director is [cbroadwater@lwc.la.gov](mailto:cbroadwater@lwc.la.gov).

### **FINANCE AND COMPLIANCE SECTION**

Preston (Petty) Pecue, Manager

The Finance and Compliance section evaluates and approves or disapproves applications for self-insured status, examines statutory compliance regarding workers' compensation coverage, and conducts audits of benefits paid by insurance companies, group self-insured funds and individual self-insurers. This section is also responsible for the calculation and collection of the annual administrative assessment. The administrative assessment for 2009 is \$11,780,000.

The telephone numbers for the Finance and Compliance section are (800) 201-3448 or (225) 342-5658. The FAX number is (225) 342-7578. The email address for its manager is [ppecue@lwc.la.gov](mailto:ppecue@lwc.la.gov).

### **FRAUD SECTION**

Kaye Fournet, Manager

The Fraud section detects and deters workers' compensation fraud and educates the public about the penalties for workers' compensation fraud. It conducts investigations within 30 days of reported workers' compensation fraud. The Fraud Section provides resources to employers and insurers to increase their awareness of potentially fraudulent claims and offers guidance to avoid future instances of fraud. These resources include training seminars, the promotion of the use of written and electronic material, with its nationwide toll-free fraud hotline (800) 201-3362, as well as Internet resources to report suspected fraud directly to the office.

The telephone number for the Fraud section is (225) 342-7558. The FAX number is (225) 342-1880. The email address for its manager is [kfournet@lwc.la.gov](mailto:kfournet@lwc.la.gov).

### **HEARINGS SECTION**

Sheral Kellar, Manager and Workers' Compensation Chief Judge

The Hearings section's primary duty is to resolve disputed workers' compensation claims filed with the Office of Workers' Compensation Administration. 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 ([LWC-WC-1008](#)) with the office. There are ten district

offices located statewide: [Alexandria](#), [Baton Rouge](#), [Covington](#), [Harahan](#), [Houma](#), [Lafayette](#), [Lake Charles](#), [Monroe](#), [New Orleans](#), and [Shreveport](#).

The telephone numbers for the main office of the Hearings section are (800) 201-2499 or (225) 342-7970. The FAX number is (225) 342-4790. The email address for its manager is [skellar@lwc.la.gov](mailto:skellar@lwc.la.gov).

## **INFORMATION SYSTEMS SECTION**

Larry White, Manager and OWCA Deputy Director

The Information Systems section is a support section for the OWCA. The primary function of this unit is to support the Workers' Compensation personnel on a statewide network. The network utilizes Windows XP software and consists of 170 PCs. The Information Systems section maintains the Justware Court Docketing & Case Management system.

All Helpdesk calls for Workers' Compensation personnel are referred to the Information Systems section for resolution. The section also serves as the liaison between the LWC Information Technology section and Workers' Compensation. In addition, Larry serves on the executive committee and as the MIS committee chairperson for the Southern Association of Workers' Compensation Administrators (SAWCA). The annual conference for the SAWCA will be July 19-23 in Savannah, GA.

The telephone numbers for the Information Systems section are (800) 201-2496 or (225) 342-7574. The FAX number is (225) 342-7562. The email address for its manager is [lwhite@lwc.la.gov](mailto:lwhite@lwc.la.gov).

## **LEGAL SECTION**

The Legal section serves in an advisory capacity to the Director and the office staff in legal matters falling under the jurisdiction of the OWCA. It also represents the OWCA in all matters in which the Director or the office are named. It also represents the State of Louisiana in defending constitutional challenges to the workers' compensation statutes and procedures.

The telephone numbers for the Legal section are (800) 201-3405 or (225) 342-7557. The FAX number is (225) 342-7593.

## **MEDICAL DIRECTOR**

Dr. Larry Ferachi, a Baton Rouge board-certified orthopedic surgeon

As medical director, Ferachi will assist the medical advisory council with the development of the medical guidelines. His intellectual ability, clinical experience and teaching skills are all impressive, but when one also factors in the high level of respect Dr. Ferachi garners within the medical community, "we believe that his leadership provides the state with another incredible opportunity to move the workers' compensation system forward," said Chris Broadwater, director of the Office of Workers' Compensation Administration, in announcing Ferachi's appointment.

## **MEDICAL SERVICES SECTION**

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Sue Newman, R.N., Manager

The Medical Services section enforces the reimbursement schedule, audits specific medical bills, schedules independent medical examinations (IMEs), and reviews files for medical necessity of treatment.

All disputes presented to the section are informally resolved by issuance of a recommendation by the Director of the OWCA.

The telephone numbers for the Medical Services section are (800) 201-2494 or (225) 342-7559. The FAX number is (225) 342-9836. The email address for Medical Services is [snewman@lwc.la.gov](mailto:snewman@lwc.la.gov).

## **RECORDS MANAGEMENT SECTION**

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Brenda D. Williams, Manager

The Records Management section is a support section for the OWCA. The section publishes the OWCA Annual Report, which highlights accomplishments of the OWCA in a given year and offers statistical information concerning workplace injuries and illnesses. It provides OWCA reporting forms, as well as instructions for their completion, by means of electronic filing on the LWC website ([www.LAWORKS.net](http://www.LAWORKS.net)). The section responds to public record requests. It also serves as a repository for workers' compensation records and oversees the imaging of records of the office. In addition, the section provides copies of those records that are considered public records, whether on microfilm, electronically imaged, or on paper. In 2008 the Records Management section acquired the Occupational Safety and Health (OSH) Unit, which was previously in the Office of Occupational Information Services Division. This unit partners with the U.S. Department of Labor's Bureau of Labor Statistics (BLS) to provide estimates based on work-related injuries and illnesses.

The telephone numbers for the Records Management section are (800) 201-3457 or (225) 342-5662. The FAX numbers are (225) 342-7582 and (225) 342-3539. The email address for its manager is [bwilliams@lwc.la.gov](mailto:bwilliams@lwc.la.gov).

## **SECOND INJURY BOARD**

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Pauline Williams, Director

The Second Injury Board (SIB) is an employer/insurer funded program, whose purpose is to encourage the employment of individuals with pre-existing permanent partial disability that is a hindrance or obstacle to obtaining employment. The SIB promotes the hiring of these individuals by protecting employers/insurers from excess liability for workers' compensation. The SIB reimburses employers/insurers for the medical and compensation costs paid to employees who have met the statutory qualifications and deductibles. The SIB provides an economic incentive to employers to hire or retain individuals with pre-existing disabilities. The SIB provides online claim status to employers and insurers. In addition, the SIB makes electronic fund transfer ([EFT](#)) options available to employers.

The telephone numbers for the Second Injury Board section are (800) 201-2493 or (225) 342-7866. The FAX number is (225) 219-5968. The email address for its director is [pwilliams2@lwc.la.gov](mailto:pwilliams2@lwc.la.gov).

## **WORKPLACE SAFETY SECTION**

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Willis E. Callihan, Director

The Workplace Safety section provides voluntary and confidential workplace inspections, on-site training and program assistance to employers in the state. The section administers the Cost Containment Program ([CCP](#)), which offers eligible employers the opportunity to lower their workers' compensation insurance premiums. The section is responsible for distribution and processing of quarterly reports ([LWC-WC-1017A](#)) which identifies employers who are experiencing above-average injuries for their industry classification. The report is due one month from the quarter reported. In addition, the section provides on-site facility inspections to identify hazards and assess program elements to ensure compliance with workplace safety provisions.

The telephone numbers for the Workplace Safety and Consultation section are (800) 201-2495 or (225) 342-9601. The FAX number is (225) 342-5158. The email address for its director is [wcallihan@lwc.la.gov](mailto:wcallihan@lwc.la.gov).

## **WORKERS' COMPENSATION COUNCILS:**

### **WORKERS' COMPENSATION ADVISORY COUNCIL**

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Chris Broadwater, Chairman

The Advisory Council for the Office of Workers' Compensation was created within the Louisiana Workforce Commission pursuant to R.S. 23:1294. The Purpose of the Council is to consult periodically with the director on the efficient administration of the Office of Workers' Compensation. The Advisory Council is comprised of representatives from the general public, business, labor, trial attorneys and the insurance industry. The chairman of the council is the Director of the Office of Workers' Compensation Administration.

The Louisiana Workforce Commission's website, [www.LAWORKS.net](http://www.LAWORKS.net), displays the Workers' Compensation Advisory Council, which includes a listing of 2010 scheduled meetings for the council and locations for each meeting. A list with current members of the council is available on Louisiana government website.

[http://www.legis.state.la.us/boards/board\\_members.asp?board=820](http://www.legis.state.la.us/boards/board_members.asp?board=820).

### **WORKERS' COMPENSATION MEDICAL ADVISORY COUNCIL**

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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 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 state workers' compensation office.

The Louisiana Workforce Commission's website, [www.LAWORKS.net](http://www.LAWORKS.net), displays the Workers' Compensation Medical Council's scheduled meetings and locations.

## OWCA's SECTIONS' ACTIVITY, 2005-2009

The following tables give details of the activities of the OWCA sections for the years 2005-2009:

Section 1 [Workers' Compensation Claims, 2005-2009](#)

Section 2 [Hearings](#)

[Number of Disputed Claims Received by OWCA Offices, 2005-2009](#)

[Number of Mediations Held by OWCA Offices, 2005-2009](#)

[Number of Trials Held by OWCA Offices, 2005-2009](#)

[Number of Decisions Rendered by OWCA Offices, 2005-2009](#)

[Number of Settlements Approved by OWCA Offices, 2005-2009](#)

[Number of Appeals Filed by OWCA Offices, 2005-2009](#)

Section 3 [Medical Services](#)

[Estimated Amounts for Hospital Outliers \(Special Reimbursements\), 2005-2009](#)

[Estimated Amounts for Medical Reimbursement Disputed Claims, 2005-2009](#)

Section 4 [Records Management, 2005-2009](#)

Section 5 [Second Injury Board, 2005-2009](#)

Section 6 [Workers' Compensation Fraud Claims, 2005-2009](#)

Section 7 [Workplace Safety, 2005-2009](#)

## AN OVERVIEW OF OWCA CLAIMS AND SECTIONS' ACTIVITIES, 2005-2009

<b>WORKERS' COMPENSATION CLAIMS (Section #1)</b>											
Year	Undisputed Claims Processed			Disputed Claims		Claims Closed		Claims Settled			
2005	13,446			5,548		6,155		4,434			
2006	18,523			5,671		8,781		4,852			
2007	16,150			6,712		5,168		5,279			
2008	14,550*			7,691		5,968*		4,960			
2009	12,960**			7,562		5,281**		5,007			
<b>HEARINGS (Section # 2)</b>											
Year	Disputed Claims Filed	Mediation Sessions Held		Claims Resolved at Mediation or Prior		Trials Held		Formal Decisions		Appeals Filed	Settlements Approved
2005	5,548	4,229		2,235		1,664		1,448		196	4,434
2006	5,671	4,586		2,549		1,715		1,469		157	4,852
2007	6,712	2,544		2,703		2,407***		2,309		89	5,279
2008	7,691	3,219		4,019***		2,873***		2,548		160	4,960
2009	7,562	3,955		2,516		1,536***		1,508		176	5,007
<b>Number of Disputed Claims Received by OWCA Offices</b>											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma	
2005	521	381	579	942	699	531	578	520	408	389	
2006	525	377	572	726	1,099	404	522	585	465	396	
2007	532	386	735	1,475	1,096	676	498	515	395	404	
2008	646	365	666	1,603	1,121	1,056	641	694	487	412	
2009	845	373	795	747	961	805	739	1,045	728	524	
<b>Number of Mediations Held by OWCA Offices</b>											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma	
2005	430	375	394	679	404	281	524	334	356	452	
2006	383	378	618	949	432	205	521	230	409	461	
2007	276	216	313	309	308	140	293	10	488	191	
2008	307	21	592	534	563	64	11	457	454	216	
2009	330	236	521	380	497	406	475	457	370	283	
<b>Number of Trials Held by OWCA Offices</b>											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma	
2005	92	124	176	162	264	159	149	169	224	145	
2006	185	149	140	100	237	170	194	31	237	272	
2007	209***	148***	195***	180***	308***	219***	173***	9***	653***	312***	
2008	237***	158***	237***	128***	283***	191***	218***	219***	690***	512***	
2009	123***	69***	141***	144***	184***	123***	148***	148***	334***	122***	
<b>Number of Decisions Rendered by OWCA Offices</b>											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma	
2005	67	103	154	140	240	148	123	149	202	122	
2006	120	127	123	81	215	169	138	23	226	247	
2007	164	130	176	277	282	218	134	11	637	279	
2008	202	128	230	108	263	191	193	191	778	264	
2009	146	61	154	97	169	149	156	154	304	118	
<b>Number of Settlements Approved by OWCA Offices</b>											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma	
2005	401	399	500	447	673	358	482	408	426	340	
2006	434	410	562	471	679	661	539	239	438	419	
2007	452	401	542	460	726	762	546	205	724	461	
2008	461	387	459	468	720	738	506	410	462	349	
2009	500	336	521	377	720	828	459	461	406	399	
<b>Number of Appeals Filed by OWCA Offices</b>											
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma	
2005	13	6	35	27	32	8	22	25	16	12	
2006	15	16	27	27	13	4	33	2	10	10	
2007	3	11	16	11	11	0	15	1	13	8	
2008	21	19	33	16	17	3	19	4	17	11	
2009	16	15	35	16	28	3	11	14	24	14	

## AN OVERVIEW OF OWCA CLAIMS AND SECTIONS' ACTIVITIES, 2005-2009

MEDICAL SERVICES (Section # 3)								
Year	Medical Reimbursements		Independent Medical Exams		Utilization Reviews		Special Reimbursement Consideration Appeal Requests (Outliers)	
2005	581		683		156		154	
2006	1,010		630		129		132	
2007	791		502		125		55	
2008	703		397		141		49	
2009	774		471		145		80	
Estimated Amounts for Hospital Outliers (Special Reimbursements)								
Year	Hospital Outlier Cases		Billed Amounts		Recommended Reimbursements		Estimated Savings	
2005	154		\$8,058,032.44		\$3,609,585.14		\$4,448,447.30	
2006	132		\$6,138,000.00		\$1,889,632.00		\$4,248,368.00	
2007	55		\$3,663,920.00		\$1,448,792.00		\$2,215,128.00	
2008	49		\$3,279,941.00		\$1,793,706.00		\$2,462,515.00	
2009	80		\$5,214,674.45		\$1,464,665.02*		\$3,750,009.43	
Estimated Amounts for Medical Reimbursement Disputed Claims								
Year	Disputed Claims		Billed Amounts		Recommended Reimbursements		Estimated Savings	
2005	581		\$4,128,728.73		\$2,867,399.67		\$1,252,375.46	
2006	1,010		\$19,744,600.00		\$2,525,522.00		\$17,219,078.00	
2007	791		\$4,963,907.35		\$3,083,703.01		\$1,880,207.34	
2008	703		\$4,467,933.54		\$3,338,686.79		\$1,121,056.80	
2009	774		\$5,590,330.00*		\$4,210,899.00		\$1,377,130.00	
RECORDS MANAGEMENT (Section # 4)								
Year	Forms Reported		Requests for Forms, Brochures & Publications			Records Requests		
2005	34,251		33			6,332		
2006	27,408		0			8,201		
2007	31,502		0			7,856		
2008	31,796		0			9,494		
2009	29,716		0			10,150		
SECOND INJURY BOARD (Section # 5)								
Year	Claims Received	Claims Closed	Decisions Rendered	Claims Pending	Ongoing Claims	Assessment Actual	Reimbursement	Total Administrative Costs
2005	914	610	752	4,265	2,659	\$44,252,151	\$48,206,127	\$806,569
2006	955	891	741	4,162	2,413	\$42,573,324	\$38,540,285	\$809,349
2007	979	951	1,060	3,929	2,223	\$42,447,476	\$41,549,518	\$862,811
2008	957	1,192	947	3,902	2,243	\$42,429,319	\$42,181,211	\$1,081,014
2009	1,037	1,722	1,351	3,208	1,944	\$44,573,893	\$38,419,534	\$1,049,408
WORKERS' COMPENSATION FRAUD CLAIMS (Section # 6)								
Year	Investigations Initiated	Investigations Completed	Referrals to Legal & Civil Penalties	Referrals for Prosecution	Arrests & Prosecutions	Referrals for U.I. Fraud	Convictions	Percent of Investigations Completed
2005	6,444	5,924	0	12	17	88	5	96%
2006	2,119	2,070	0	7	8	42	7	97%
2007	1,833	1,731	0	8	6	10	5	94%
2008	1,987	1,698	0	4	6	4	1	85%
2009	3,310	2,944	0	26	15	16	2	94%
WORKPLACE SAFETY (Section # 7)								
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	
2005	6,656*	1,029	31	1,909	780	640	320	
2006	8,430*	847	34	1,539	924	508	254	
2007	11,890*	1,102	23	1,013	997	415	224	
2008	11,680*	599	17	809	699	304	152	
2009	14,293	1,485	38	1,277	472	1,679	267	

\* Data has been amended

\*\* Preliminary Data

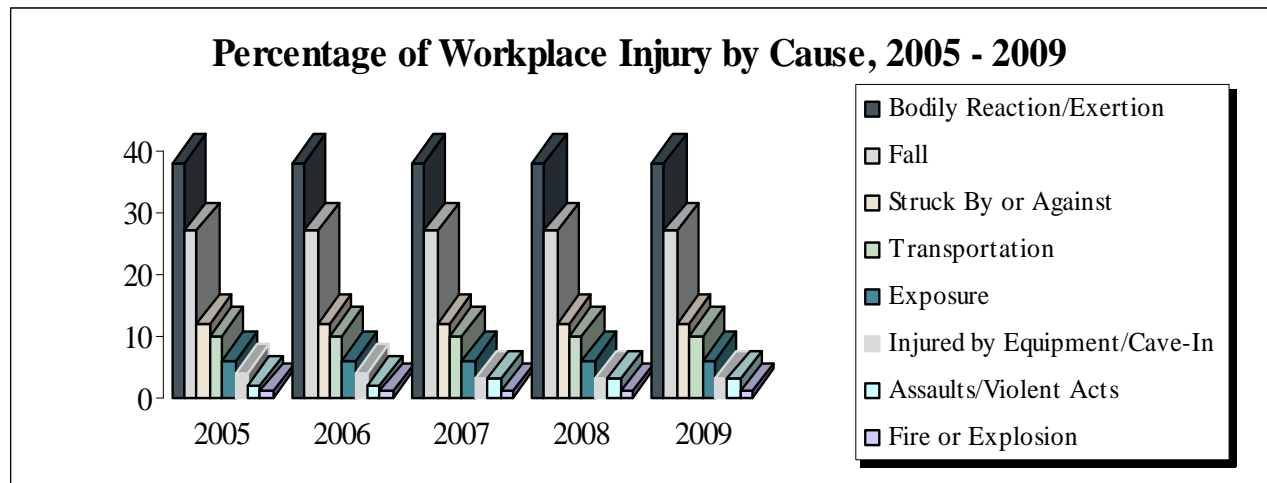
\*\*\* Data are being reviewed, may be amended in a supplemental report.

## STATISTICAL REVIEW

For the past five years, the OWCA has been reviewing the manner in which injuries and illness occurred in the workplace. Over a five year period, there were 33,184 disputed workers' compensation cases reviewed for cause of injury and illness. According to the table below, per year, Bodily Reaction/Exertion was cited as having the highest percentage of cases (38). Falls continued to be the second cause of injury exceeded only by Bodily Reaction/Exertion. Per year, twenty-seven percent of the cases reported resulted from falls. More than half of these incidents were falls onto the same level on which the employee had been standing. Although variations occur in four of the categories when compared by year, the data reflects no major shifts in the three most significant types of cause of injuries and illness.

**Percentage of Workplace Injury by Cause, 2005-2009**

Cause of Injury	2005	2006	2007	2008	2009
Bodily Reaction/Exertion	38	38	38	38	38
Fall	27	27	27	27	27
Struck By or Against	12	12	12	12	12
Transportation	10	10	10	10	10
Exposure	6	6	6	6	6
Injured by Equipment/Cave-In	4	4	3	3	3
Assaults/Violent Acts	2	2	3	3	3
Fire or Explosion	1	1	1	1	1





## WORKPLACE FATALITIES

Each year, a small number of workplace fatalities result in the tragic death of workers. Workplace fatalities gradually declined from 2005 to 2008; however, the number of workplace fatalities peaked by 54% in 2009. The number of workplace fatalities was calculated by using data from the LWC-WC-1007 form.

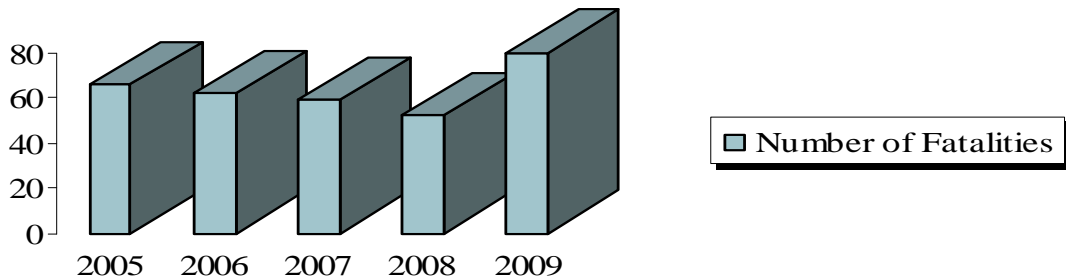
The information represents workplace fatalities in instances that were reported where:

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

**Workplace Fatality Reported Claims, 2005 – 2009**

Year	Number of Fatalities	Percentage of Change from Prior Year
2005	66	8%
2006	62	-6%
2007	59	-5%
2008	52	-2%
2009	80	54%

**Workplace Fatality Reported Claims, 2005-2009**



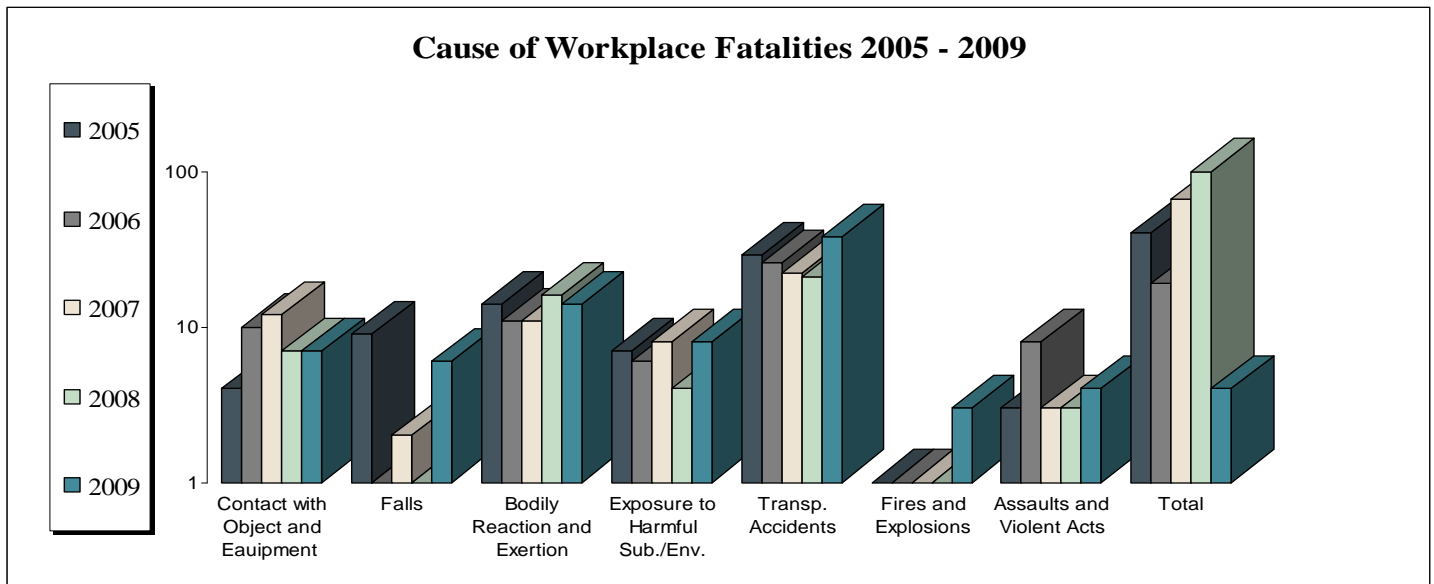
## CAUSE OF WORKPLACE FATALITIES

The table below represents the cause of workplace fatalities over a five year period. Bodily Reaction and Exertion, which accounted for 21 percent of the claims, is a non-impact injury primarily associated with lifting and body motions which causes stress or strain to some part of the body. Heart attacks, which are bodily reaction and exertion, accounted for 62 of the 66 claims. Transportation accidents registered the highest claim rates which was 43 percent. The reported number of transportation accidents peaked in 2009, but were much lower in 2007 and 2008. Nearly half of all transportation accidents were caused by motor vehicles. Over a five year period, motor vehicle accidents accounted for 30 cases and aircraft crashes accounted for 17 cases.

**Cause of Workplace Fatalities, 2005 – 2009**

Year	Contact with Object & Equipment	Falls	Bodily Reaction & Exertion	Exposure to Harmful Substances or Environments	Transportation Accidents	Fires & Explosions	Assaults & Violent Acts
2005	4	9	14	7	29	0	3
2006	10	0	11	6	26	1	8
2007	12	3	11	8	22	0	3
2008	7	1	16	4	21	0	3
2009	7	6	14	8	38	3	4
<b>Total</b>	<b>40</b>	<b>19</b>	<b>66</b>	<b>33</b>	<b>136</b>	<b>4</b>	<b>21</b>

Note: The claims reported are workplace fatalities that are identified through the filings of the LWC-WC-1007 form.



# STATEWIDE DISTRICT DIRECTORY

## **Baton Rouge Administrative Office**

CHIEF JUDGE SHERAL KELLAR  
OFFICE OF WORKERS' COMPENSATION  
P.O. Box 94040  
1001 North 23<sup>rd</sup> Street  
Baton Rouge, Louisiana 70804-9040  
TELEPHONE: (225) 342-7970  
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## **District 1W**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Vacant  
9234 Linwood  
Shreveport, Louisiana 71106-7001  
TELEPHONE: (318) 676-5331  
TELEPHONE: (800) 209-7173  
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## **District 1E**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Camelia Antie  
1908 Stubbs  
Monroe, Louisiana 71201-5730  
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FAX: (318) 362-3083

## **District 2**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Jeanette Dodge  
3724 Government Street  
Alexandria, Louisiana 71302-3327  
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TELEPHONE: (800) 209-7329  
FAX: (318) 487-5967

## **District 3**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Deborah Garriet  
4250 Fifth Avenue, Suite 3  
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TELEPHONE: (888) 768-8745  
FAX: (337) 475-4884

## **District 4**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Jennifer Meche  
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Lafayette, Louisiana 70501-6947  
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TELEPHONE: (800) 209-7174  
FAX: (337) 262-1106

**District 5**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Audrey Scott  
224 Florida Boulevard, Suite 100  
Baton Rouge, Louisiana 70801-1719  
TELEPHONE: (225) 219-4378  
TELEPHONE: (800) 209-7175  
FAX: (225) 219-4377

**District 6**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Jonna Schneider  
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Covington, Louisiana 70433-8813  
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TELEPHONE: (888) 575-6149  
FAX: (985) 871-1264

**District 7**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Tanessa Turner  
880 West Commerce Road, Suite 401  
Harahan, Louisiana 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  
Amoco Building  
1340 Poydras Street, Suite 1450  
New Orleans, Louisiana 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 Street, Suite 404  
Houma, Louisiana 70360-3407  
TELEPHONE: (985) 857-3775  
TELEPHONE: (800) 262-1497  
FAX: (985) 857-3781