

**TEXAS DEPARTMENT OF INSURANCE, DIVISION OF WORKERS' COMPENSATION
SYSTEM MONITORING AND OVERSIGHT
AUDIT PLAN
FISCAL YEAR ENDING 08/31/15**

OBJECTIVES

For fiscal year 2015, it is the goal of System Monitoring and Oversight to improve system performance in the following key areas:

- timely and accurate benefit delivery;
- timely medical reimbursement; and
- accurate reporting of electronic data to the Texas Department of Insurance, Division of Workers' Compensation (TDI-DWC).

To obtain these objectives, performance audits will be conducted on select system participants. The Texas Labor Code (TLC) authorizes the TDI-DWC to conduct performance audits of participants in the Texas Workers' Compensation System. The TDI-DWC is specifically directed in TLC §402.075 to focus its regulatory oversight on insurance carriers and health care providers identified as poor performers in the Performance-Based Oversight (PBO) program. Therefore, the insurance carriers selected for fiscal year 2015 audits are those identified either as poor performers in the PBO program or through detected compliance issues. Detailed information regarding PBO can be found at <http://www.tdi.texas.gov/wc/pbo/index.html#pboma>.

This audit plan identifies the issues to be reviewed during the fiscal year ending August 31, 2015, and describes the scope and methodology related to each audit type. However, this audit plan is subject to change; the TDI-DWC may identify compliance areas of concern, audit risk, or data availability issues and adjust audit issue, auditee, objective, scope, and/or methodology, as necessary.

AUDIT OVERVIEW

ENTITY TYPE	AUDIT TYPE	APPLICABLE STATUTES AND RULES	AUDIT REVIEW PERIOD	# OF AUDITS
Insurance Carrier	Accuracy of Death/Lifetime Income Benefit Payments; Timeliness of Reporting Claim Data; and Accuracy of Claim Data	408.041, 408.161, 408.181, 124.2, 128.1, 128.3, 131.2, and 132.1	09/01/05 – 8/31/14	10
Insurance Carrier	Timeliness of Medical Bill Processing; Timeliness of Reporting Medical Bill Data; and Accuracy of Medical Bill Data	408.027, 133.240, and 134.804	09/01/14 – 11/30/14 or 12/1/14 – 2/28/15	25
Insurance Carrier	Accuracy of Partial Temporary Income Benefit Payments	408.041, 408.081, 408.103, 128.1, 128.3, 129.1, 129.2, 129.3, 129.4	5/01/14 – 10/31/14	10
Insurance Carrier	Timeliness of Initial Temporary Income Benefits Payments; Timeliness of Reporting Initial Payment Data; and Accuracy of Initial Payment Data	409.021, 124.2, 124.3, and 124.7	06/01/14 – 08/31/14 or 10/01/14 – 12/31/14	25

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Other Audits as Directed	(Legislature, Commissioner, or special projects that may arise during the year)		TBD	TBD
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Total number of audits: 70

AUDIT SCOPE AND METHODOLOGY

Accuracy of Lifetime Income/Death Benefit Payments and Claim Data

The Accuracy of Lifetime Income/Death Benefit Payments and Claims Data review will determine if insurance carriers accurately paid Lifetime Income and Death benefits and accurately reported claim data to the TDI-DWC. The review will consist of determining if insurance carriers: 1) accurately calculated average weekly wage (AWW); 2) paid the correct percentage of AWW; 3) made required adjustments; and 4) timely and accurately reported claim data to the TDI-DWC. The audit samples will consist of randomly selected records drawn from the TDI-DWC database of claim information submitted to the TDI-DWC by insurance carriers.

The sample data will be drawn from claims for injuries occurring since September 01, 2005. For each claim reviewed, the TDI-DWC will require the insurance carriers to submit the wage statement, indemnity payment records, and adjuster notes. The records will be reviewed to determine if the payment amounts and data reporting were accurate.

Timeliness of Medical Bill Processing and Accuracy of Medical Data

The Timeliness of Medical Bill Processing and Accuracy of Medical Data review will determine if insurance carriers timely processed medical bills and accurately reported medical bill/payment data to the TDI-DWC. The review will consist of determining if the insurance carriers paid or denied initial medical bills within 45 days of receipt and accurately reported various medical bill/payment data elements to the TDI-DWC. The audit samples will consist of randomly selected records drawn from the medical bill information submitted to the TDI-DWC by insurance carriers.

The sample data will be drawn from billing lines submitted to the TDI-DWC during the period of September 01, 2014 through November 30, 2014 or December 01, 2014 through February 28, 2015, depending on the date of audit initiation. For each billing line reviewed, the TDI-DWC will require the insurance carriers to submit the medical bills, Explanation of Benefit Statements, and payment detail. The records will be reviewed to determine if each medical bill was timely processed and if the data elements were accurately reported.

Accuracy of Partial Temporary Income Benefit Payments

The Accuracy of Partial Temporary Income Benefit Payments review will determine if insurance carriers accurately paid partial Temporary Income Benefits. The review will consist of determining if insurance carriers: 1) accurately calculated average weekly wage (AWW); and 2) paid the correct percentage of AWW when injured employees are receiving salary continuation that is less than AWW. The audit samples will consist of randomly selected records drawn from the TDI-DWC database of claim information submitted to TDI-DWC by insurance carriers.

The sample data will be drawn from full salary/employer pay claims reported to the TDI-DWC during the period of May 01, 2014 through October 31, 2014. For each claim reviewed, TDI-DWC will require the insurance

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carriers to submit the wage statement, indemnity payment records, employer's salary continuation records, and adjuster notes. The records will be reviewed to determine if the TIB payment amounts were accurate.

Timeliness of Initial Temporary Income Benefits Payment; Timeliness of Reporting Initial Payment Data; and Accuracy of Initial Payment Data

The Timeliness of Initial Temporary Income Benefits (TIBs) Payment; Timeliness of Reporting Initial Payment Data; and Accuracy of Initial Payment Data review will determine if insurance carriers: 1) initiated the first TIB payment timely; 2) timely reported initial payment data to the TDI-DWC; and 3) accurately reported initial payment data to the TDI-DWC. The audit samples will consist of randomly selected records drawn from the TDI-DWC database of claim information submitted to the TDI-DWC by insurance carriers.

The sample data will be drawn from claims for which an initial payment of TIBs was issued during the period of either June 01, 2014 through August 31, 2014 or October 01, 2014 through December 31, 2014. For each claim reviewed, the TDI-DWC will require the insurance carriers to submit the DWC Form-1, Employers First Report of Injury or Illness; Plain Language Notice 2, Notification of First Temporary Income Benefit Payment; adjuster/claim notes; medical reports; and initial TIB payment detail. The records will be reviewed to determine if each first TIB payment was issued timely and if the initial payment data elements were timely and accurately reported.

AUDIT DETAIL

The Audits and Investigations Team will initiate the following seventy (70) audits during fiscal year 2015:

	Auditee	Audit Type	Auditor	Expected Initiation Date	Expected Completion Quarter
1 -10	10 INSURANCE CARRIERS TO BE DETERMINED	Accuracy of Lifetime Income/Death Benefit Payments and Claim Data	To Be Determined	September 2014	3
11-23	13 INSURANCE CARRIERS TO BE DETERMINED	Initial TIB Timeliness and IP Data Timeliness/Accuracy	To Be Determined	October 2014	2
24-33	10 INSURANCE CARRIERS TO BE DETERMINED	Accuracy of Partial TIB Payments	To Be Determined	December 2014	4
34-46	13 INSURANCE CARRIERS TO BE DETERMINED	Timeliness of Medical Bill Processing and Accuracy of Data	To Be Determined	January 2015	3
47-58	12 INSURANCE CARRIERS TO BE DETERMINED	Initial TIB Timeliness and IP Data Timeliness/Accuracy	To Be Determined	February 2015	4
59-70	12 INSURANCE CARRIERS TO BE DETERMINED	Timeliness of Medical Bill Processing and Accuracy of Data	To Be Determined	March 2015	4

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LEGEND: QUARTER NUMBER
SEP – NOV 1
DEC – FEB 2
MAR – MAY 3
JUN – AUG 4

FISCAL IMPACT

Auditee	Number of Audits	Expected Hours per Audit	Number Billable Audits	Total Billable Hours	Bill Rate/Hr.	Projected Revenue
Insurance Carrier	70	35.00	53	1,855	\$50.00	\$92,750
Estimated Revenue Total						\$92,750

Respectfully submitted by:

Darrell Cooper, Manager
Audits and Investigations
System Monitoring and Oversight
Texas Department of Insurance, Division of Workers' Compensation

Teresa Carney, Director
System Monitoring and Oversight
Texas Department of Insurance, Division of Workers' Compensation

Matt Zurek, Executive Deputy Commissioner
Health Care Management and System Monitoring
Texas Department of Insurance, Division of Workers' Compensation

W. Ryan Brannan, Commissioner of Workers' Compensation
Texas Department of Insurance, Division of Workers' Compensation