



Virtual Health Care Provider Quarterly Meeting
Friday, April 26, 2024
12 p.m. to 1:30 p.m.

Agenda

Item	Presenters
Welcome	Jeff Nelson Commissioner of Workers' Compensation
Health and Safety Update	Mary Landrum, Deputy Commissioner Health and Safety
Snapshot of Disputes in Workers' Compensation	Mary Landrum, Deputy Commissioner Traci Moten, Director of Health Care Business Management Health and Safety
Return to Work and Health Care Provider Resources on the Website	Amy Rich, Health Care Provider and Return to Work Outreach Specialist Health and Safety
Designated Doctor Billing and Reimbursement Implementation	Santiago Calderon, Director of Designated Doctor Operations Health and Safety
Compliance and Investigations Update	Dan LaBruyere, Deputy Commissioner Compliance & Investigations
Lifecycle of an Administrative Complaint Case	
Business Process Update	Tammy Campion, Deputy Commissioner Business Process
Access to Care Report Overview	
Education Topic Coverage Verification Reminders	Martha Luevano, Director of Enterprise Automation Services Business Process
Operations and External Relations Update	Matthew Posey, Deputy Commissioner Operations and External Relations
Q&A	
Closing Remarks	Jeff Nelson Commissioner of Workers' Compensation