



Virtual Insurance Carrier Quarterly Meeting  
Thursday, April 25, 2024  
1:30 p.m. to 3 p.m.

## Agenda

Item	Presenters
<b>Welcome</b>	Jeff Nelson Commissioner of Workers' Compensation
<b>Compliance and Investigations Update</b>	Dan LaBruyere, Deputy Commissioner Compliance & Investigations
Lifecycle of an Administrative Complaint Case	
<b>Business Process Update</b>	Tammy Campion, Deputy Commissioner Business Process
Access to Care Report Overview	
Claim EDI Reporting Updates: Scorecards, Detailed Reports, Outreach Efforts	Martha Luevano, Director of Enterprise Automation Services
PBO Update: Assessment Plan Highlights	Business Process
<b>Health and Safety Update</b>	Mary Landrum, Deputy Commissioner Health and Safety
Designated Doctor Billing and Reimbursement Implementation	Santiago Calderon, Director of Designated Doctor Operations Health and Safety
<b>Operations and External Relations Update</b>	Matthew Posey, Deputy Commissioner Operations and External Relations
<b>Hearings Update</b>	Allen Craddock, Deputy Commissioner Hearings
<b>What's New in Customer Service</b>	Erica De La Cruz, Deputy Commissioner Teresa Johnson, Director of Outreach & Claims Service Claims and Customer Service
<b>Q&amp;A</b>	
<b>Closing Remarks</b>	Jeff Nelson Commissioner of Workers' Compensation