

DWC Quarterly Meeting

April 15, 2026 – 2 p.m. to 3:30 p.m.

TDI Division of Workers'
Compensation

Agenda

- Welcome.
- Operations update.
- Business Process update.
- External Relations update.
- Legal and Communications Services update.
- Compliance and Investigations update.
- Claims and Customer Services update.
- Q&A.
- Closing remarks.

Welcome

Jeff Nelson, Commissioner of Workers' Compensation



Operations update

Santiago Calderon, Director of Designated Doctor Operations



Designated doctor (DD)



Compensation
PO Box 12050 | Austin, TX 78711 | 800-252-7031 | tdi.texas.gov/wc

Designated doctor certification application
Date current certification expires, if applicable
(mm/yyyy) _____

Part 1. Applicant (not administrative services company or agent information)

1. Name (first, middle, last)	2. Social Security number	3. Date of birth (mm/dd/yyyy)
4. Home mailing address (street or PO box, city, state, Zip code)		
5. Business mailing address (street or PO box, city, state, Zip code)		
6. Home phone number	7. Business phone number	8. Cell phone number

Who can apply?

Doctors of:

- * medicine
- * osteopathy
- * chiropractic
- * optometry
- * podiatry

To apply?

- * Pass test once.
- * Take DD cert course.
- * No later than 45 days before current certification ends.

Where to send application?

* Fax: 512-804-4207

*Mail:

TDI-DWC
PO Box 12050, MC-HS-OMA
Austin, TX 78711

DD training events

April, May, and June

- 4/24: DD MSK in-person workshop.
- 5/15: DD 101 in-person workshop.
- 6/5-6/6: DD and MMI/IR doctor certification training.
- 6/19: DD extent of injury webinar.

July

- 7/13: DD case-based webinar series module 1.
- 7/15: DD case-based webinar series module 2.
- 7/20: DD case-based webinar series module 3.
- 7/22: DD case-based webinar series module 4.

August

- 8/3: DD case-based webinar series module 5.
- 8/5: DD case-based webinar series module 6.
- 8/14: DD MSK in-person workshop.

Go to calendar:



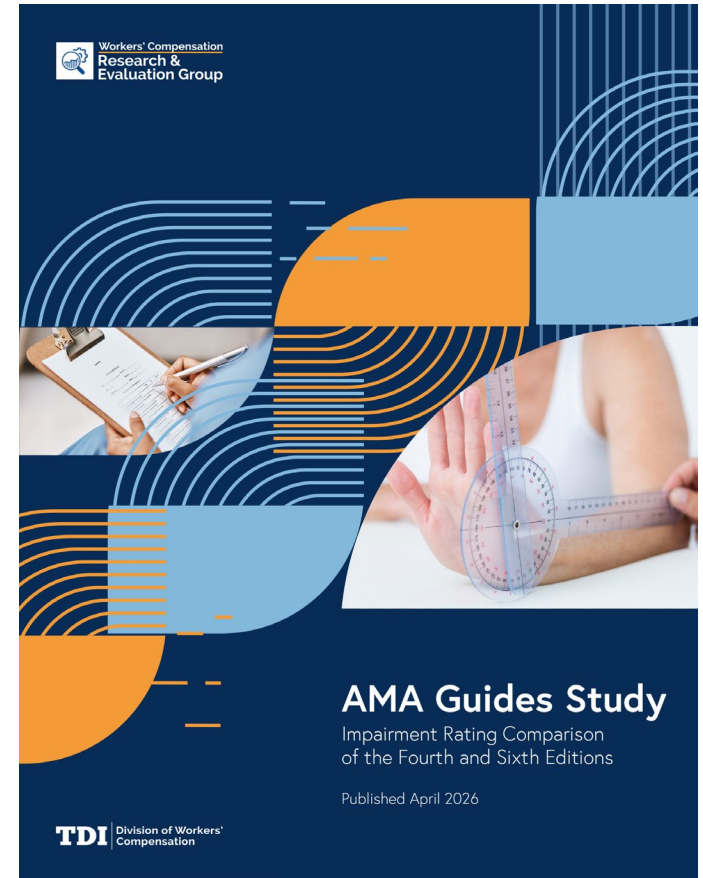
AMA Guides Study

Impairment Rating Comparison of the Fourth and Sixth Editions
Mary Landrum, Deputy Commissioner of Operations



Purpose

- To compare impairment ratings (IRs) assigned by doctors using the American Medical Association “Guides to Evaluation of Permanent Impairment” (AMA Guides).
- The comparison was between:
 - AMA Guides 4th Edition (1993).
 - AMA Guides 6th Edition (2024).
- Currently, the AMA Guides 4th Edition is used for certifying exams in the Texas workers’ compensation system.



Research design

- **375** proportionally representative cases were randomly selected to be assigned a new IR using the 6th edition.
 - **351** cases selected were assigned an IR of 1% or more.
 - **24** spine injury cases with a 0% IR were included in the analysis, as the 6th edition had updates which may affect this injury type.
- Cases were then given to **five** qualified Medical Quality Review Panel doctors to assign a new IR.

Research design

This report compared IRs for five body part groups and six IR percentage groups:

Body part groups

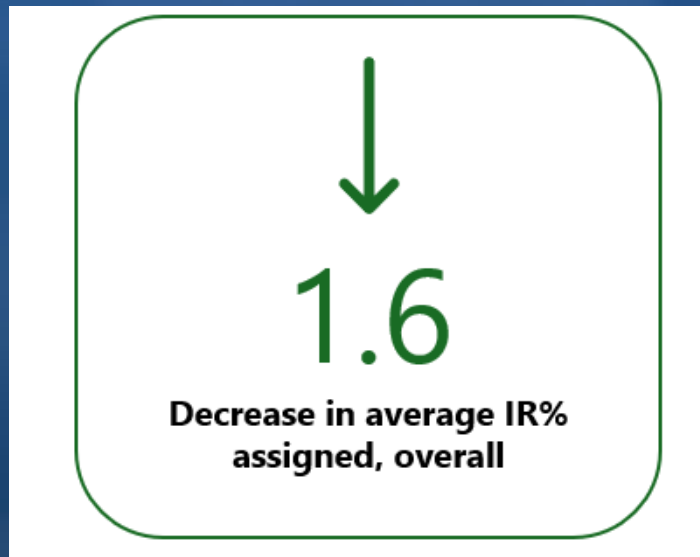
- Upper or lower extremities.
- Upper/lower extremities or spine.
- Spine.
- Other musculoskeletal system.
- Other body parts.

IR percentage groups

- 0% with spine injury.
- 1-5%.
- 6-9%.
- 10-14%.
- 15-20%.
- More than 20%.

Key finding

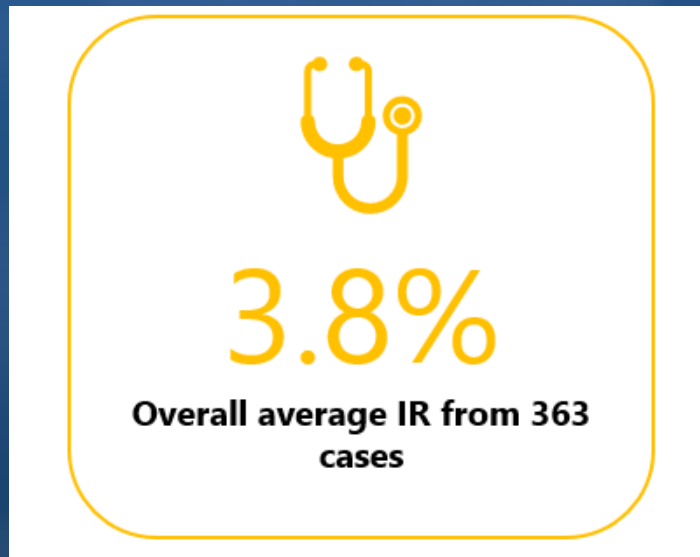
When using the 6th edition, there was a decrease in the average IR percentage assigned. This decrease was 1.6% overall.



- An overall decrease in average IR would have implications for the amount and duration of income benefits for injured employees.
- Income benefits are set by statute in Texas Labor Code Chapter 408.

Key finding

The average IR for 363 cases decreased when using the 6th edition.



- The average IR for the 6th edition was **3.8%**.
- The average IR for the 4th edition was **5.4%**.
- This difference is a **30%** decrease in the IR.

Key finding

Out of 363 cases that were reviewed and assigned and new IR using the 6th edition, 59% received a lower IR.



- There were **214** cases assigned a lower IR using the 6th edition.
- There were **41** cases that were assigned the same IR and **108** cases that were assigned a higher IR when using the 6th edition.

Business Process update

Martha Luevano, Director of Enterprise Automation Services



DD Exam Services

Reminders for carriers and their agents:

- ✓ Verify the injured employee's address before filling out Part 1 of DWC Form-032, *Request for Designated Doctor Exam*.
- ✓ Provide all information for the treating doctor in Part 3 of DWC Form-032 (name, phone, address, fax, license number, and type).

Reminders for DDs and their agents:

- ✓ Use TXCOMP to request reschedules, a change in exam location, or for additional time.
- ✓ File your DWC Form-069, *Report of Medical Evaluation*, on time.
 - DD Exam Services team conducts weekly monitoring and outreach.

Electronic data interchange (EDI) reporting

Claim EDI reporting reminders:

- Respond to DWC's requests for EDI reports according to 28 Texas Administrative Code (TAC) Section [124.105\(a\)\(5\)](#).
- Initial payments for temporary income benefits (TIBs) reported and accepted by DWC from January 1 to June 30 will be included in the [2026 Insurance Carrier PBO Assessment](#).

Medical EDI reporting initiative:

- Increase voluntary reporting of DN0581 Prior Authorization number.
- DWC uses this number to find referral exams related to DD orders and to analyze preauthorized services.

Enterprise Automation Services contacts



DD Exam Services

- **What we do:** Process DWC Form-032s, schedule and reschedule DD exams, and help DDs get medical records.
- **How to reach us:** DDScheduler@tdi.texas.gov



EDI support

- **What we do:** Assist all stakeholders with questions about claim EDI reporting, medical EDI reporting, and electronic medical billing standards.
- **How to reach us:** Claim EDI txdwcedi@verisk.com and medical EDI EDISupport@tdi.texas.gov



Coverage verification

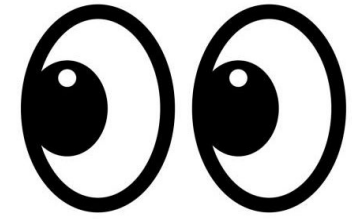
- **What we do:** Answer questions about employer coverage, non-subscriber filing, and proof of coverage reporting.
- **How to reach us:** Coverage.Verification@tdi.texas.gov

External Relations update

Kate Sidora, Director of External Relations

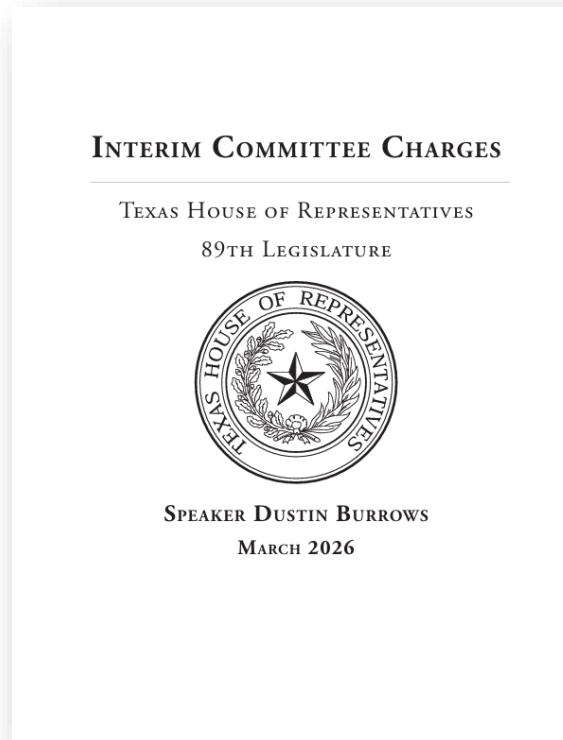


In case you missed it...

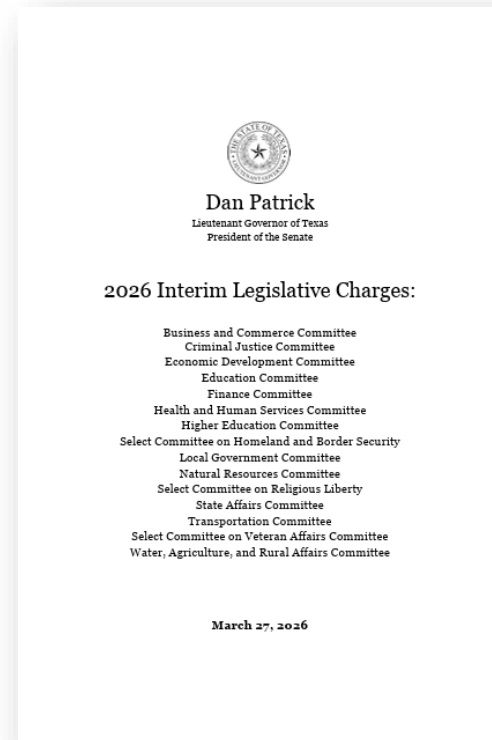


The 89th interim charges released on March 27, 2026.

House interim charges



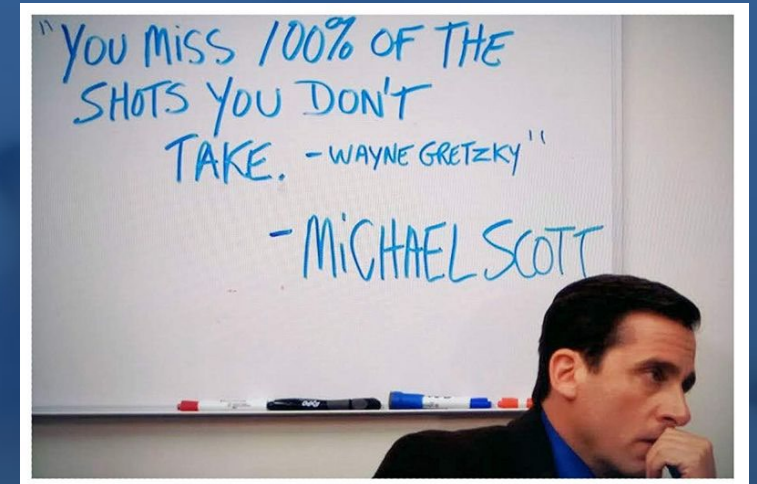
Senate interim charges



Have an idea to improve the system?

We want to hear from you!

- DWC asks for input on legislative recommendations for the 90th Texas Legislature.
- Submit [web input form](#) or send to DWCExternalRelations@tdi.texas.gov by **May 14, 2026**.



Legal and Communication Services update

Kara Mace, General Counsel



CompCourses available on demand

- Free self-study continuing education credit at your own pace.
- You can still attend our live CompCourses webinars throughout the year.
- **Learn more:**



2026 Texas Workers' Compensation Conference

- **Date:** September 1-2, 2026
- **Location:** Embassy Suites – San Marcos
- Registration coming soon!
- **Learn more:**



Compliance and Investigations update

Dan LaBruyere, Deputy Commissioner of Compliance and Investigations



Audits and Investigations update

FY 2026 complaints through Q2

1,100 complaints received

14	attendance
350	communications
365	indemnity benefit delivery
185	medical benefit delivery
153	other
33	quality of care

1,175 complaints closed

295	confirmed
265	DWC education letter (low risk)
615	not confirmed

Based on complaint data as of 02/28/2026.

FY 2026 Q2 – complaints received by respondent type

Type of complaint	Injured employee	Insurance carrier	Health care provider	Employer	Attorney	Other
Attendance	7	1	5	0	1	0
Communications	0	123	148	63	16	0
Indemnity benefits	0	358	0	4	3	0
Medical benefits	0	127	58	0	0	0
Quality of care	N/A	0	33	N/A	N/A	0
Other	0	82	5	60	3	3

Based on complaint data as of 02/28/26.

FY 2026 – compliance audits

Death benefits/lifetime income benefits (LIBs)

21 initiated
13 completed

Initial payment of TIBs

26 initiated in FY 2026
1 completed (rollover from FY 2025)

Medical bill processing

12 initiated in FY 2026
5 completed (rollover from FY 2025)

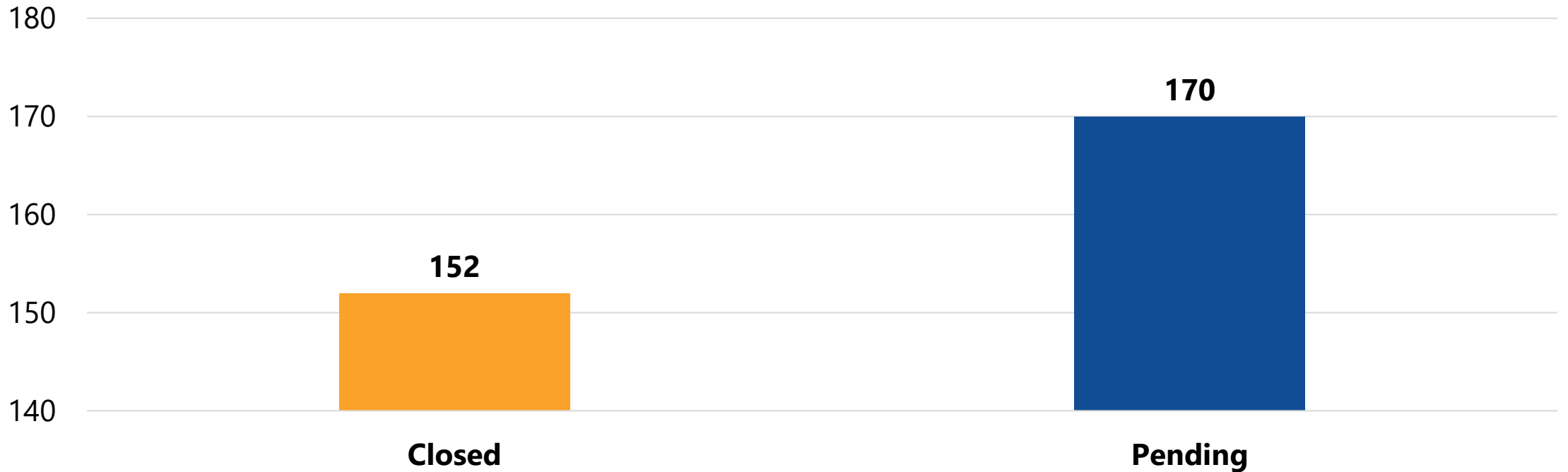
Based on complaint data as of 02/28/2026.

FY 2026 - Money returned to system participants

- **\$894,468.90** on 134 complaints.
- Over **\$60,000** to beneficiaries, injured employees, or the Subsequent Injury Fund (SIF) from six of the thirteen audits completed.

Enforcement update

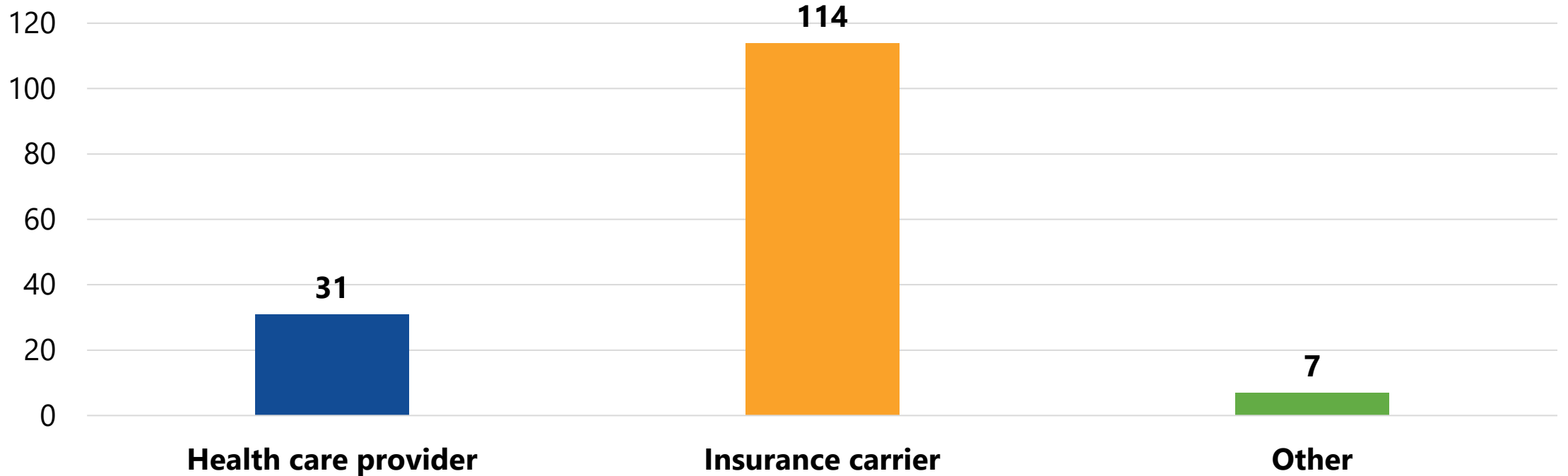
FY 2026 Q2 – Enforcement case status



2026	Closed cases	Pending cases
Cases	152	170

Based on enforcement data as of 03/25/26.

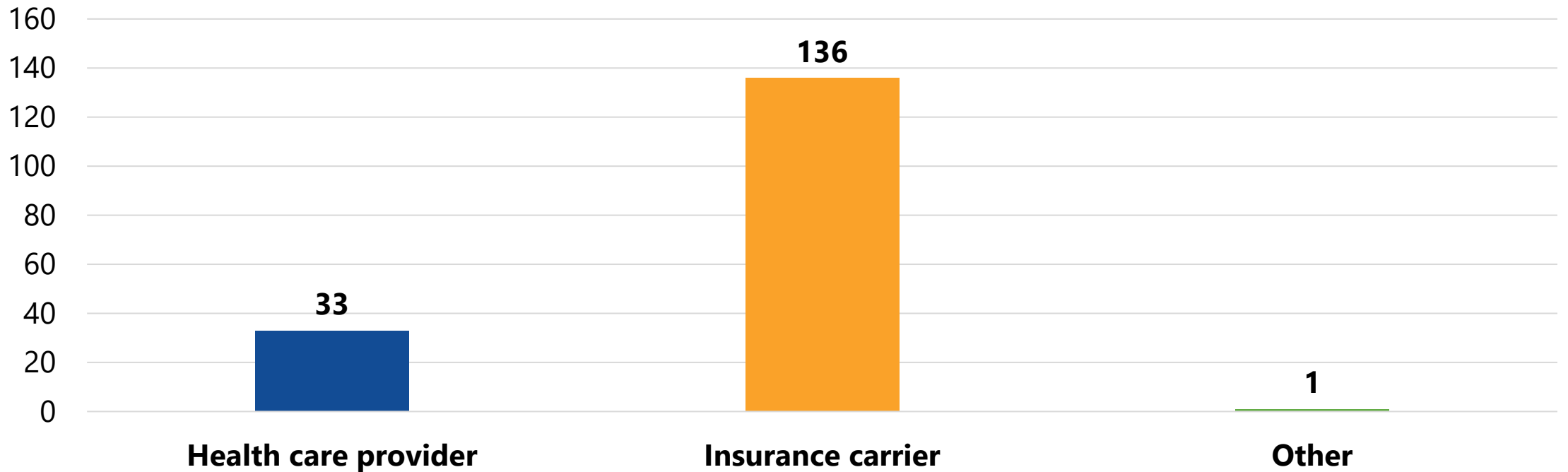
FY 2026 Q2 – Cases closed by subject type



2026	Health care provider	Insurance carrier	Other
Cases	31	114	7

Based on enforcement data as of 03/25/26.

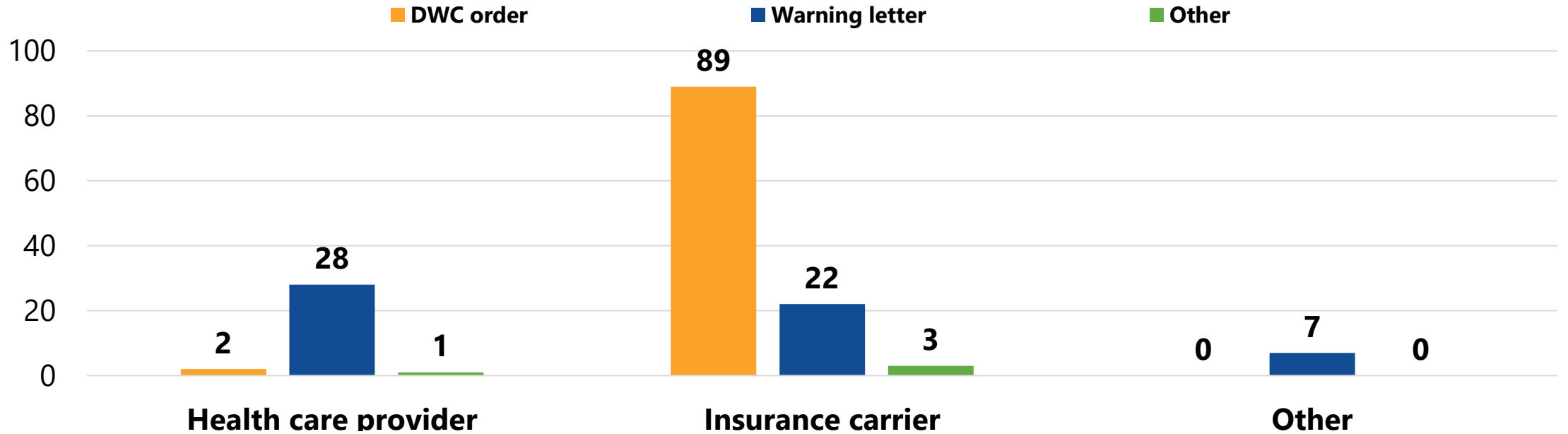
FY 2026 Q2 – Cases pending by subject type



2026	Health care provider	Insurance carrier	Other
Cases	33	136	1

Based on enforcement data as of 03/25/26.

FY 2026 Q2 – Cases closed by disposition type



2026	Health care provider	Insurance carrier	Other
DWC order	2	89	0
Warning letter	28	22	7
Other	1	3	0

Based on enforcement data as of 03/25/26.

Fraud and Prosecution teams update

FY 2026 Q2 – Fraud and prosecution

- 41 fraud cases open
- 45 fraud cases closed
- 5 cases referred for prosecution

Based on complaint data as of 02/28/2026.

FY 2026 Q2 – Fraud and prosecution

Q2 – 1 successful prosecution

- Health care provider (monitoring agreement ongoing).
- **\$750,000** restitution received by the Travis County courts.

Year-to-date – 4 successful prosecutions

- **\$1,637,310** restitution received by the Travis County courts.

Based on complaint data as of 02/28/2026.

Insurance carrier scorecards



www.tdi.texas.gov/wc



SEARCH ENHANCED BY Google

Join us April 15 to learn about

Dispute resolution



Free CE credit webinar

Register for our next free CompCourses webinar on dispute resolution in the Texas workers' compensation system. Attendees will learn about common workers' compensation disputes, including compensability, extent of injury, maximum medical improvement, and impairment rating.

[Learn more](#)

Scam alert / Alerta de estafa

Scammers are posing as DWC or court officials and demanding payment to release workers' comp benefits. This is a scam — you never have to pay to get your benefits in Texas.

If you're unsure, stop and verify. Call DWC at 800-252-7031. [Learn more.](#)

Los estafadores se hacen pasar por funcionarios de DWC o del tribunal (corte) y exigen un pago para liberar los beneficios de compensación para trabajadores. Esto es una estafa – en Texas usted nunca tiene que pagar para recibir sus beneficios.

Si no está seguro, deténgase y verifique. Llame a DWC al 800-252-7031. [Obtenga más información.](#)



Insurance carrier resources

Sign up to get insurance carrier news by email.

- | Dispute resolution | Compliance and Enforcement | Policy and premium |
|---|---|---|
| <ul style="list-style-type: none"> • About disputes • Appeals Panel decisions • Appeals Panel Decision Manual • Medical fee disputes • Medical necessity disputes • Disputes and complaints | <ul style="list-style-type: none"> • Compliance and Enforcement home • Complaints • DWC Fraud Unit • Audits and Investigations • Performance Based Oversight (PBO) • DWC enforcement orders • Accident Prevention Services | <ul style="list-style-type: none"> • Policy and premium home • NCCI Manual rule filings • Workers' Compensation Rate Guide • Workers' compensation manuals • Statistical plans |



Medical

- [Medical benefits](#)
- [Office of Medical Advisor](#)
- [Disciplinary orders against health care providers](#)
- [Treatment/return to work guidelines](#)
- [Pharmacy](#)
- [Designated doctor](#)
- [Find a doctor](#)
- [Billing and reimbursement](#)
- [Preauthorization](#)
- [Utilization review agents](#)
- [Networks](#)
- [Federal military treatment facilities](#)

Other resources

- [Agent and adjuster licensing](#)
- [Avoiding common mistakes in calculating death benefits](#)
- [Electronic data interchange \(EDI\)](#)
- [Forms and notices](#)
- [Insurance carrier scorecard](#) (Questions? Email dwc-ma@tdi.texas.gov)
- [Quarterly meeting](#)
- Self Insurance - [certified](#) | [group](#)
- [Subsequent Injury Fund \(SIF\)](#)
- [Third party administrators](#)

News

- [2026 Insurance Carrier Performance Based Oversight Assessment Plan](#)
- [Unlock opportunities for continuing education credits in 2025](#)
- [Annual change to the Medical Fee Guideline conversion factors](#)
- [Reminder: Changes to designated doctor and maximum medical improvement and impairment rating, billing and reimbursement rules](#)
- [Preventative treatment claims handling](#)
- [Adopted Amendments to Chapter 166, Accident Prevention Services](#)
- [Adopted rules on billing and reimbursement for certain workers' compensation-specific services, including designated doctor examinations](#)

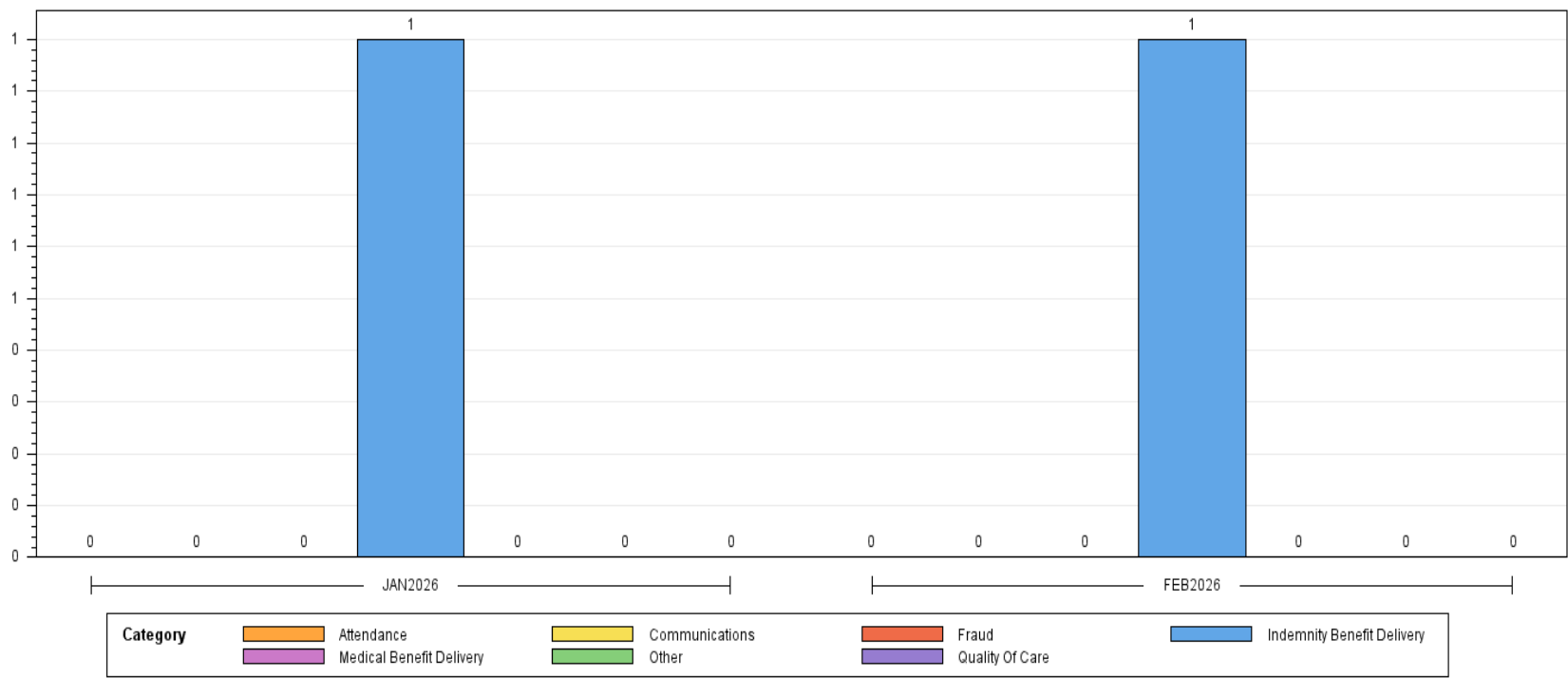


Texas Department of Insurance
Division of Workers' Compensation

Carrier Scorecard

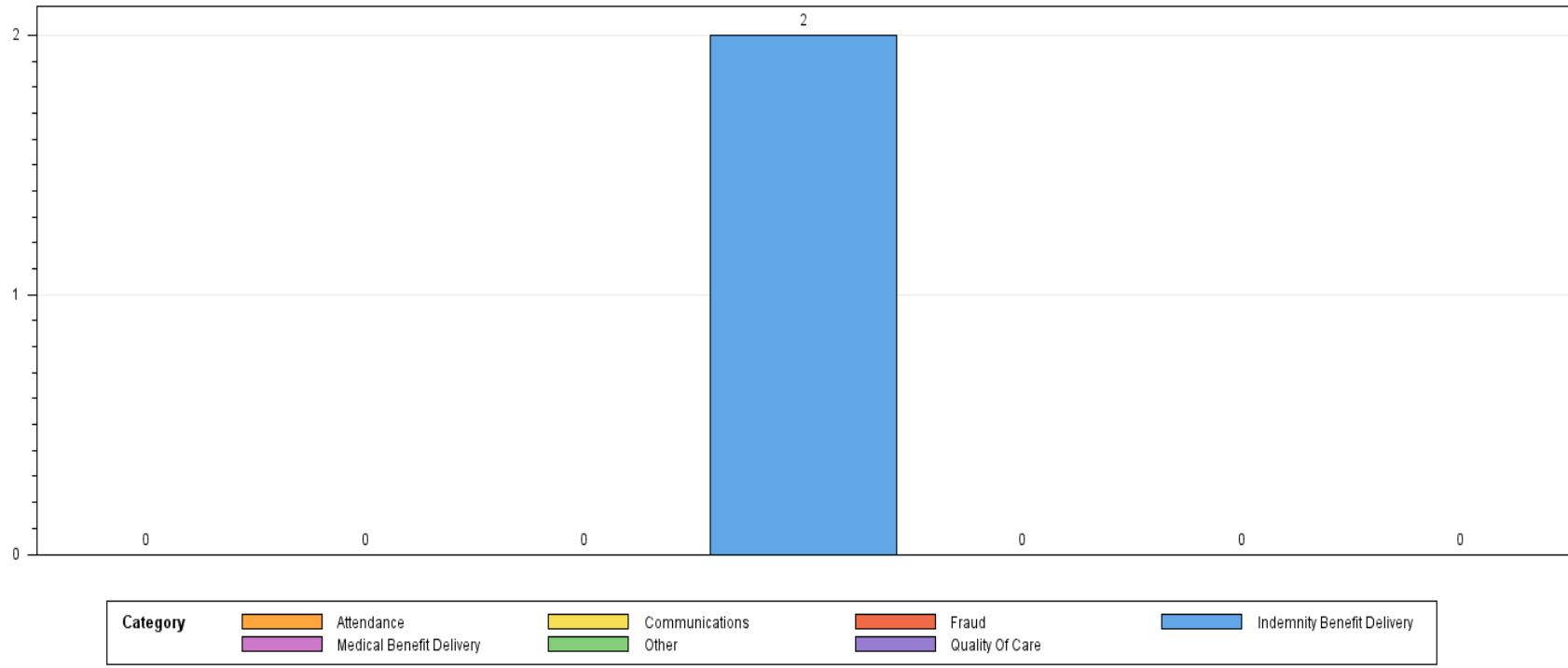
Report Options	
Insurance Carrier	Statewide
Calendar Year	2026
<input type="button" value="Select"/>	

Complaints Closed in Calendar Year 2026 by Category and Month for [REDACTED]



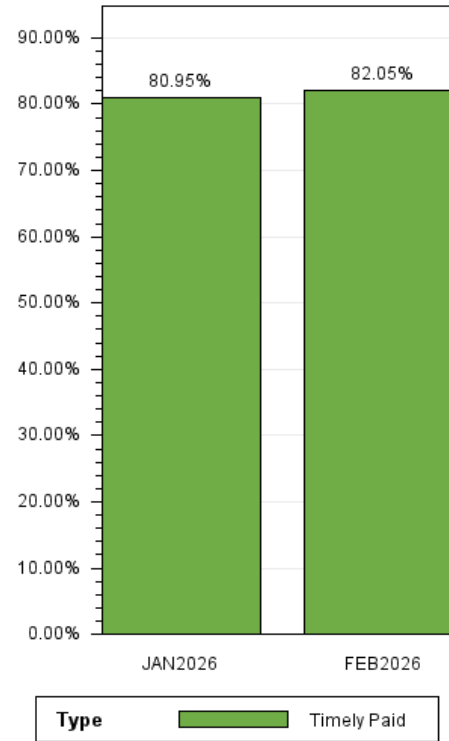
Based on complaint data as of 03/04/26 12:52:10 PM

Complaints Closed in Calendar Year 2026 by Category for [REDACTED]



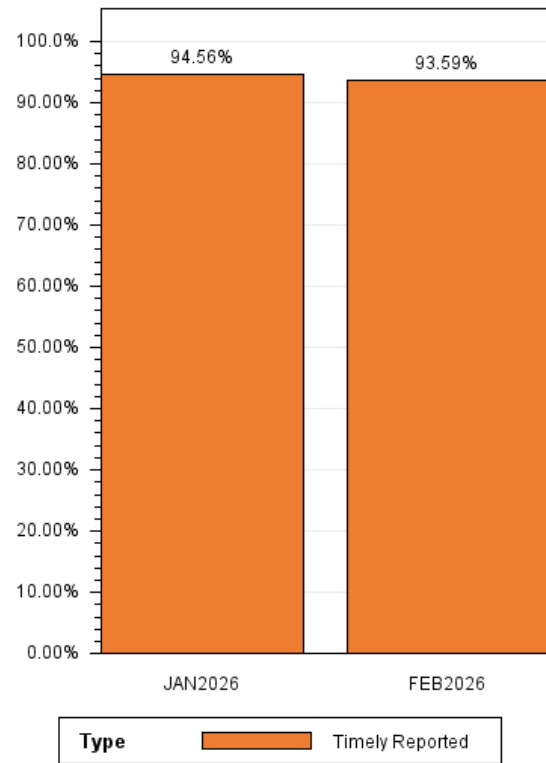
Based on complaint data as of 03/04/26 12:52:10 PM

Timely Paid Initial Temporary Income Benefits in Calendar Year 2026 for [REDACTED]



Months without logical Temporary Income Benefits data and months without any Temporary Income Benefits data are not displayed on chart.

Timely Reporting of Initial Temporary Income Benefits in Calendar Year 2026 for [REDACTED]



Months without Temporary Income Benefits data are not displayed on chart.

Questions?

Dan.LaBruyere@tdi.texas.gov

TDI Division of Workers'
Compensation

SIF overview

Blaise Gerstenlauer, Subsequent Injury Fund




What is the SIF?

- Created after WWII to encourage hiring injured veterans by **paying LIBs** to employees with preexisting injuries.
- Expanded to include **reimbursement** of overpaid, unrecoupable workers' compensation benefits.




Funding the SIF

Insurance carriers pay death benefits to the SIF when an injured employee dies from a compensable injury, and there are no beneficiaries, or all beneficiaries become ineligible.

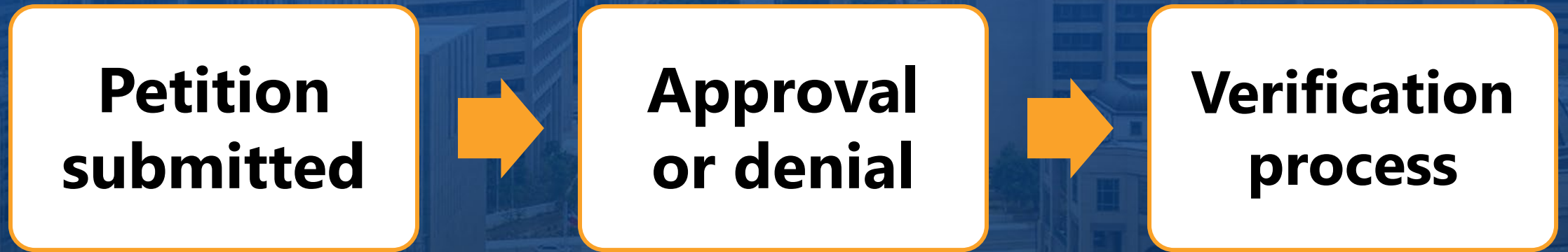


Payment is due if no claim for death benefits received after one year or seven days after all beneficiaries have become ineligible.



Insurance carriers request an invoice from the SIF and include supporting documentation. SIF calculates amount due and issues invoice to the insurance carrier.

Payment of LIBs



The SIF currently pays LIBs to 21 employees.

Reimbursements to insurance carriers

- An insurance carrier can be reimbursed for:
 - Over payment of benefits.
 - Benefits paid to employees who are claiming multiple employment .
 - Pharmaceutical services.
 - Death benefits overpaid to the SIF.
- SIF reimbursement request forms are available [online](#).

Learn more about the SIF



Visit us online



Questions?

Contact Blaise Gerstenlauer at
SIF@tdi.texas.gov

Closing remarks

Jeff Nelson, Commissioner of Workers' Compensation

