



DWC Quarterly Meeting

July 22, 2026 – 2 to 3:30 p.m.

Agenda

- Welcome
- Operations update.
- Business Process update.
- Hearings update.
- Legal and Communications Services update.
- Compliance and Investigations update.
- Q&A.
- Closing remarks.



Welcome remarks

Jeff Nelson, Commissioner of Workers' Compensation



Operations update

Amy Rich, Director of Health Care Provider and Return-to-Work
Education

Shawn Kitterman, Director of Operations

Rule projects – return-to-work guidelines

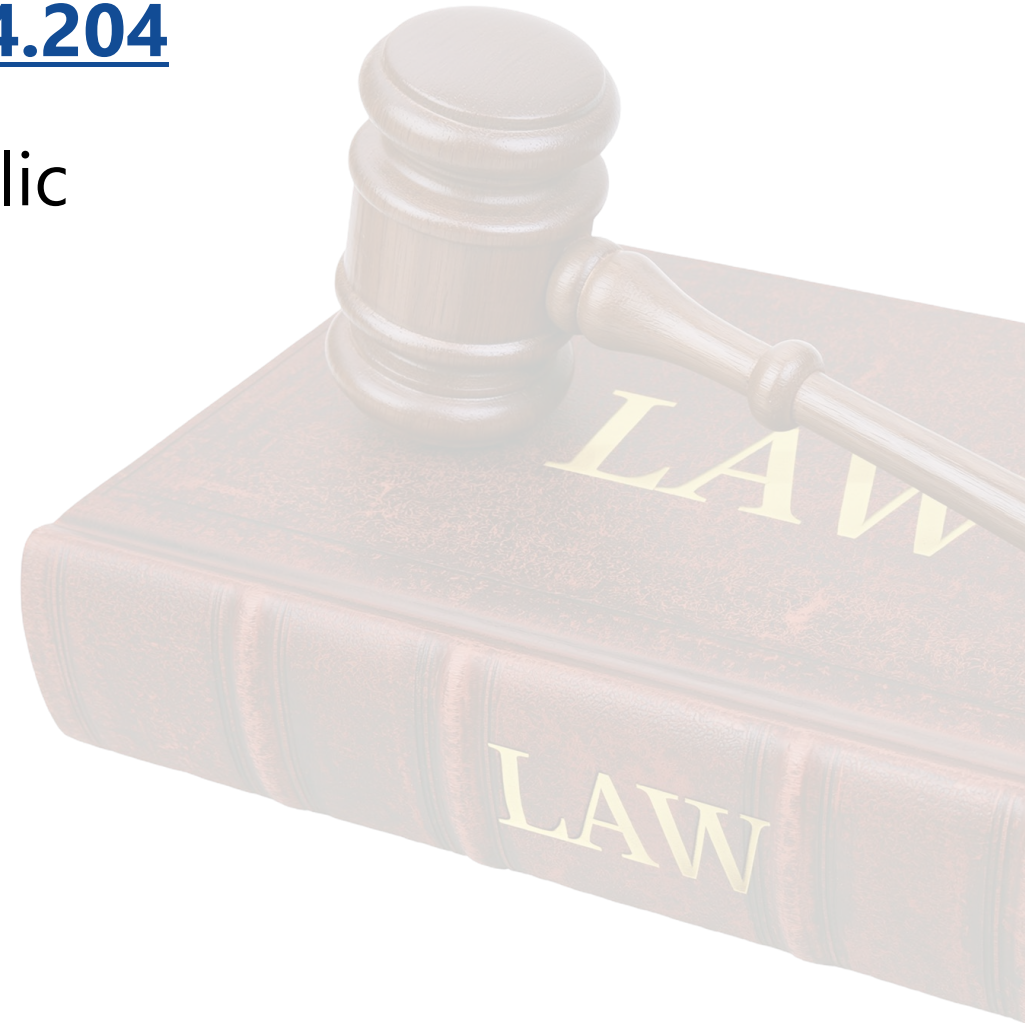
28 Texas Administrative Code (TAC) Section 137.10

- Informal draft posted May 6, public comments ended June 1.
- Formal rule proposal is posted on the website, public comments end August 31, with a stakeholder meeting August 24.
- Proposal replaces existing return-to-work (RTW) guidelines (MDGuidelines) with the RTW guidelines in the ODG by MCG product for not only treatment guidelines but guidelines to evaluate expected or average RTW timeframes.
- Goal: effective October 1, 2026.

Rule projects – Old Law claims

28 TAC Sections [42.105](#), [134.201](#), and [134.204](#)

- Informal working draft posted June 2, public comments ended July 2.
- Proposal amends 28 TAC Section 42.105 resulting in the repeal of 28 TAC Sections 134.201 and 134.204.
- Moves Old Law claims to the current fee guidelines.



Rule projects – AMA Guides

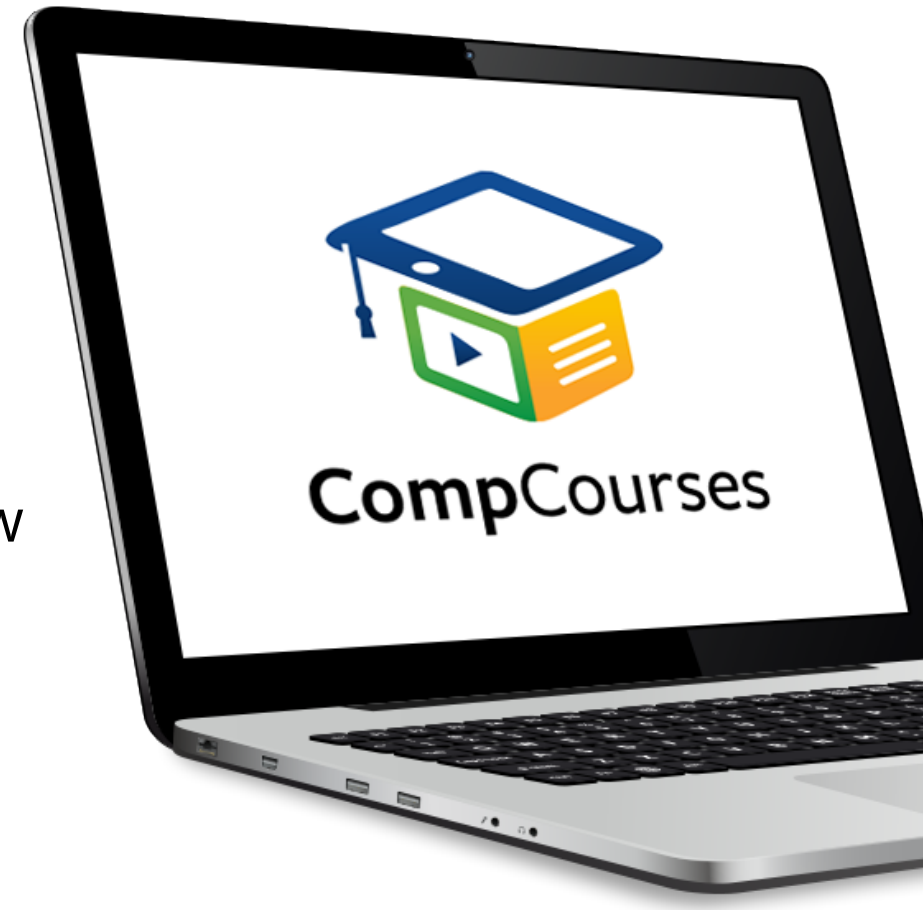
28 TAC Chapter 130

- Informal draft posted July 13.
- DWC considering revisions to rules to move from 4th edition to 6th edition (2025).
- The Workers' Compensation Research and Evaluation Group (REG) published a comparison study of the AMA Guides 4th to 6th edition.
- Stakeholder meeting August 12.
- Comment period ends August 13.

Revised RTW presentation for employers

Course #136732 – Return to Work

- Revisions are not major but added information learned from IAABC that focuses on an employee-centered approach.
- Began using new material at the July 10 Texas Conference for Employers.
- DWC's October CompCourses webinar will debut new material.
- Revised course will still offer one hour of TDI general education credit.
- Plan to also revise RTW guide for employers.



Sunset review

Texas Sunset process is the periodic review of state agencies.

State Auditor's
Office
efficiency
audit

Texas Sunset
Advisory
Commission
review

Legislature
considers
action

DWC self-
evaluation

Sunset
Commission
issues report

Post-session
Sunset
produces a
report with
final outcomes



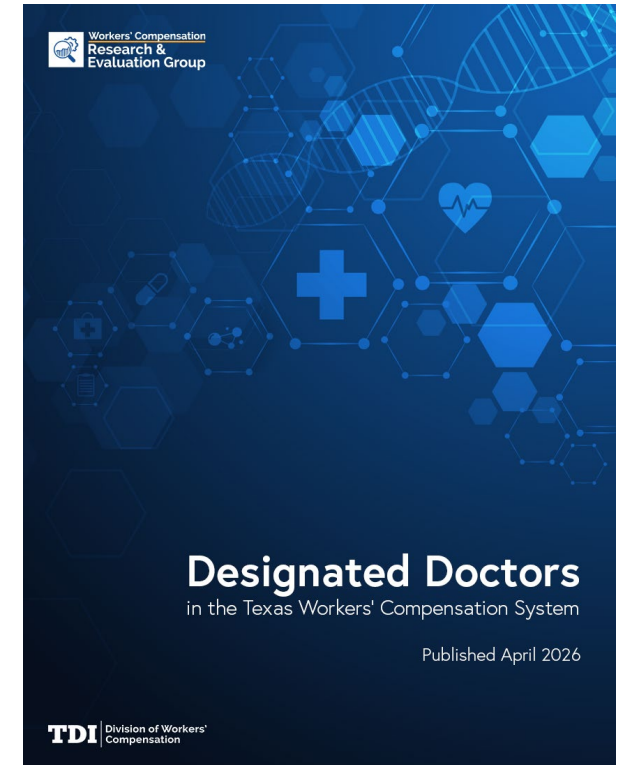
Business Process update

Tammy Campion, Deputy Commissioner of Business Process
Martha Luevano, Director of Enterprise Automation Services

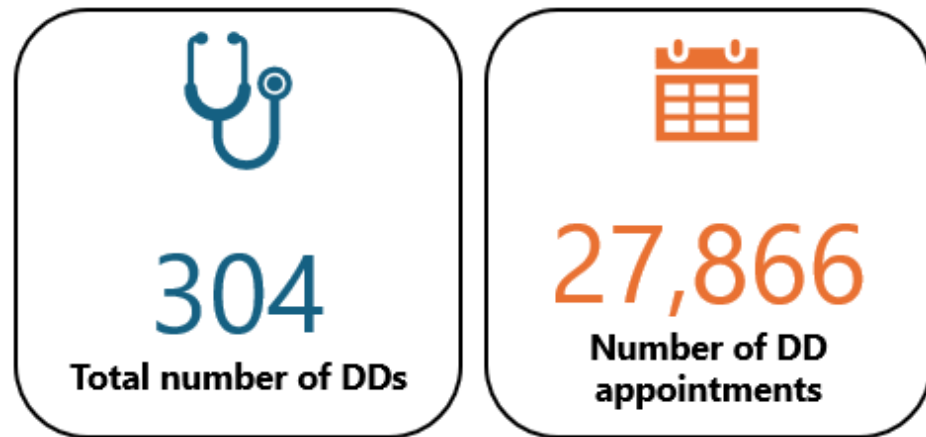
Designated doctor (DD) report

This report:

- Provides overview of Texas-certified DDs and their role within the administrative dispute resolution process between 2020 to 2024.
- Compares and evaluates DD's performance by those contracting with an agent and those who work independently.
- Presents information about general appointment data, rescheduled appointments, redesignation requests, timeliness of reports, and other DD responsibilities.



DD overview



In 2024:

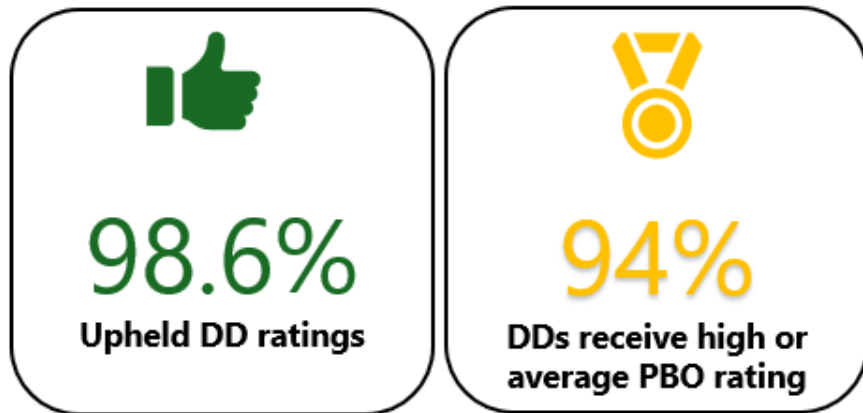
- 304 DDs conducted 27,866 appointments.
- 209 DDs contracted with an agent and 95 worked independently.
- DDs working with an agent handled almost two-thirds of claims and appointments each year.

Rescheduled appointments

- In 2024, there were more than 13,000 reschedules. Out of these, 84% were because the DD was unavailable.
- On average, there were about 12,500 reschedules each year.
- The second most frequent reschedule request was because the injured employee was unavailable.
- Both the DD and injured employee must agree on the date and time of the reschedule.



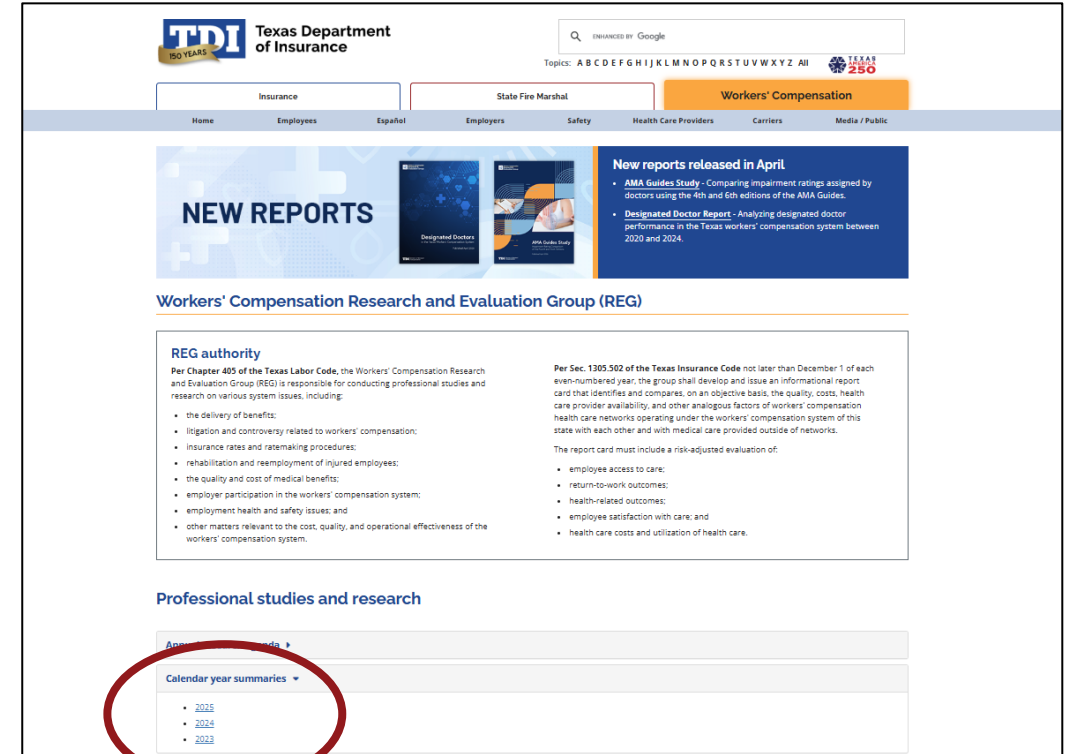
DD performance



- In 2024, almost 99% of DD ratings were upheld by DWC.
- Throughout study years, more than 97% of DD ratings were upheld every year.
- In the 2023 performance-based oversight assessment, 94% of DDs received a high or average rating.

Calendar year summaries

- You can find calendar year summaries, or report snapshots, on REG's webpage in the dropdown menu.
- These summaries provide key findings and data highlights from all reports published within that calendar year.
- There are currently report summaries for 2023-2025.



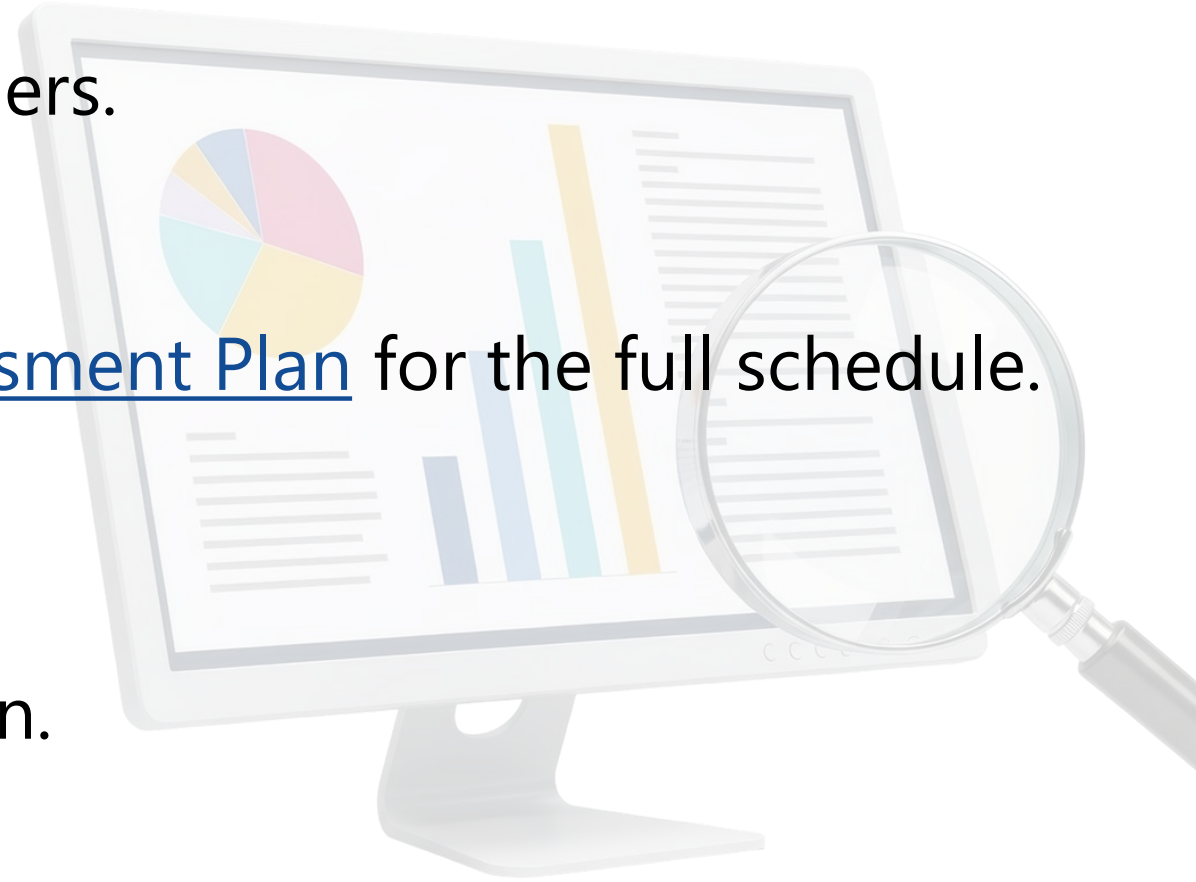
Performance-based oversight (PBO)

2026 insurance carrier PBO (July activities):

- Issue findings and tier ratings to carriers.
- Set a rebuttal deadline.
- See the [2026 Insurance Carrier Assessment Plan](#) for the full schedule.

2027 health care provider PBO:

- Working on the 2027 assessment plan.
- Tentative posting date is August 31.



DD exam services

Reminders for carriers and their agents:

- Verify injured employee's address before filling out Part 1 of DWC Form-032.
- Provide all information for the treating doctor in Part 3 of DWC Form-032.
- All body areas and diagnoses listed in Box 31 C. Extent of Injury must also be checked in Box 30 on DWC Form-032. Box 30 is used to select a qualified DD.

Reminders for DDs and their agents:

- Use TXCOMP to request reschedules, change an exam location, or for additional time.
- File DWC Form-069 on time.
- DWC is sending copies of amended orders with all relevant DWC Form-032s via encrypted email.
- Email your no-shows, requests for redesignations, and cancellations to DDScheduler@tdi.texas.gov.

DD scorecards

- First scorecards will be sent in August.
- The goal is to help DDs and their agents:
 - Improve timeliness of DWC Form-069 submission.
 - Reduce reschedule rates.
- Based on raw data collected from TXCOMP.
 - Adjusted for approved additional time requests.
 - Can't be adjusted for date DD received all documents (ex: referral exam).
- Two types of scorecards:
 - Agent scorecards include all DDs that the agent authorized.
 - DD scorecards include individual results.

DD scorecards

Monthly Scorecard Reliable Administrative Services		
Total DWC069 Forms	Timely Submissions	Percent Timely
56	51	91.07%
Total Appointments	Rescheduled Appointments	Percent Reschedules
70	22	31.43%
> Scorecard dwc069 +		

Monthly Scorecard Dr Calrissian, Lando - MD X9999 TX		
Total DWC069 Forms	Timely Submissions	Percent Timely
20	20	100.00%
Total Appointments	Rescheduled Appointments	Percent Reschedules
35	8	22.86%
> Scorecard dwc069 +		

Adjusted Received Date	Due Date for DWC069 Filing	DWC069 Timeliness
2/17/2026	2/19/2026	Timely
2/19/2026	2/24/2026	Timely
3/2/2026	3/3/2026	Timely
2/24/2026	2/25/2026	Timely
2/12/2026	2/13/2026	Timely
2/19/2026	2/24/2026	Timely
2/12/2026	2/13/2026	Timely
2/12/2026	2/13/2026	Timely
2/19/2026	2/24/2026	Timely
> Scorecard dwc069 +		

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 at txdwcedi@verisk.com and medical bill EDI at 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



Hearings update

Gerri Thomas, Chief Administrative Law Judge

Hearings highlights



Completed leadership transitions following recent organizational changes.



Continued statewide virtual and in-person dispute resolution proceedings.



Began testing alternative translation services for contested case hearings.

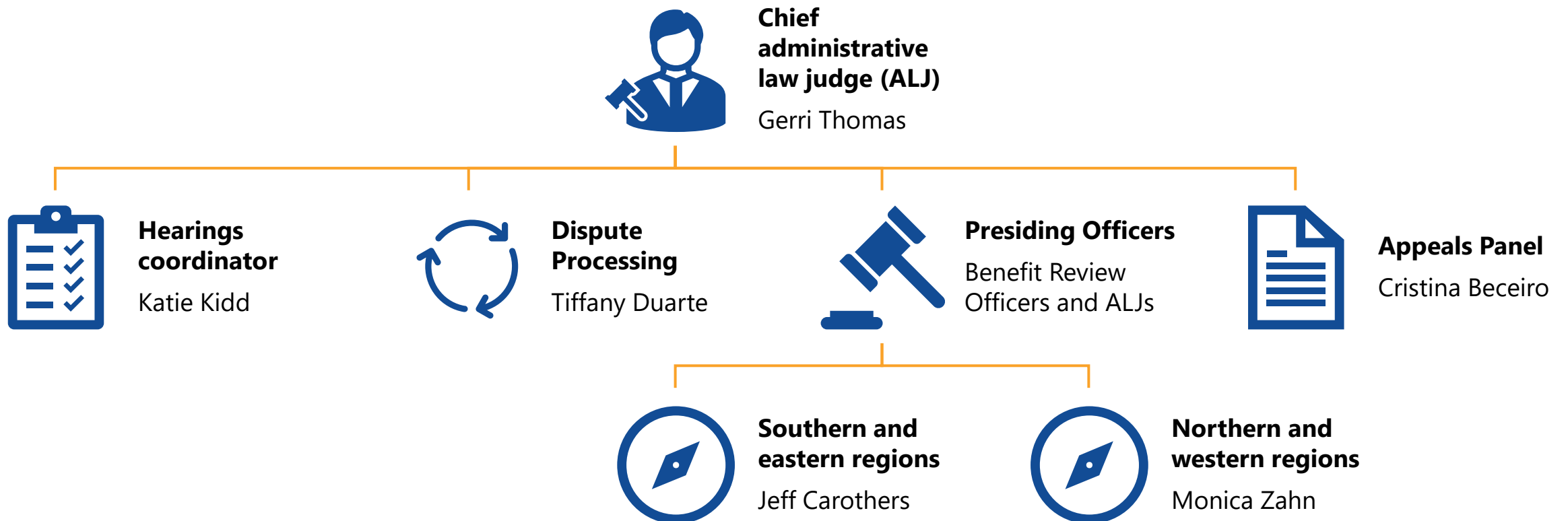


Conducted more than 89,500 BRCs and CCHs statewide from FY 2021 through May 31, 2026.

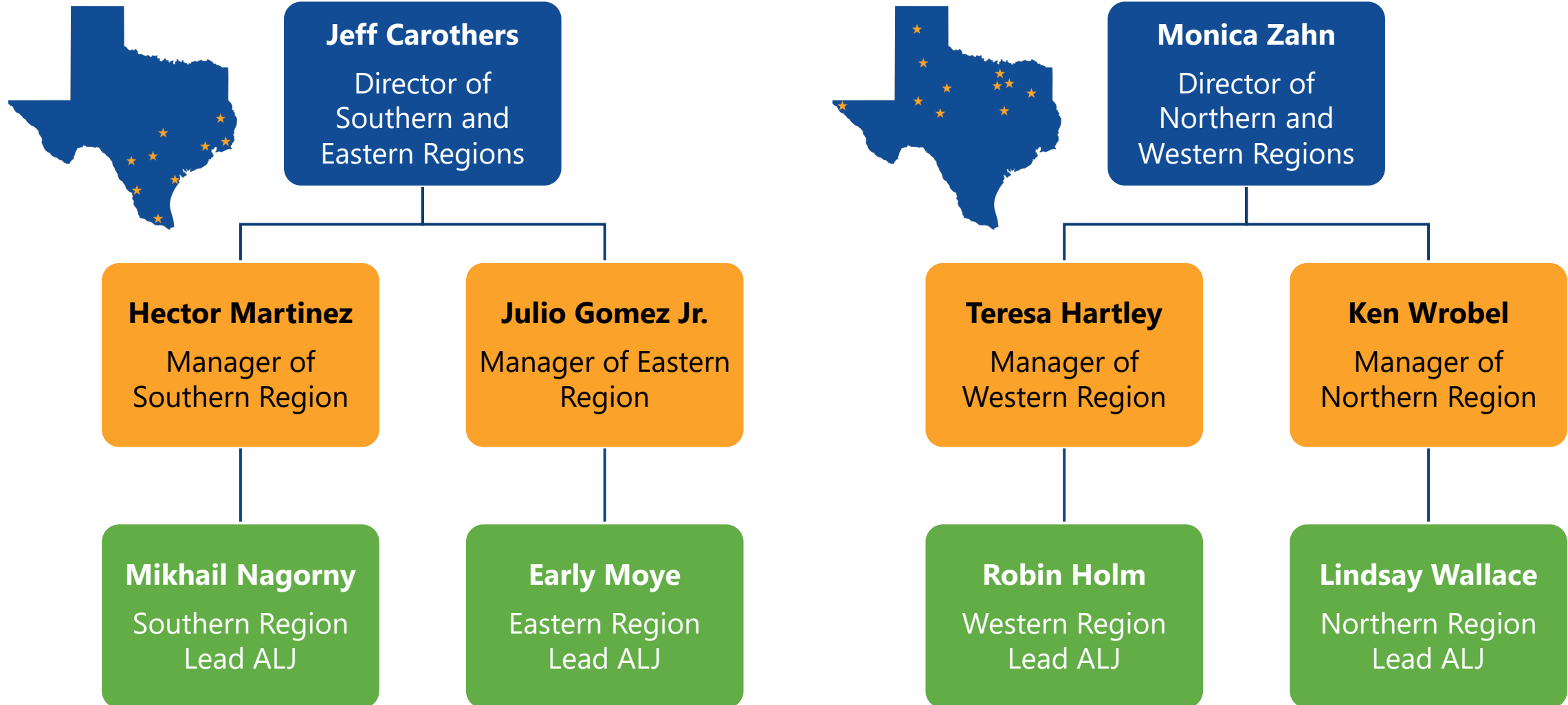
Leadership transition

Following leadership changes within DWC, Hearings implemented leadership transitions to continue dedicated regional oversight, strengthen leadership support, and promote operational consistency across field offices.

Current organizational structure



Regional leadership structure

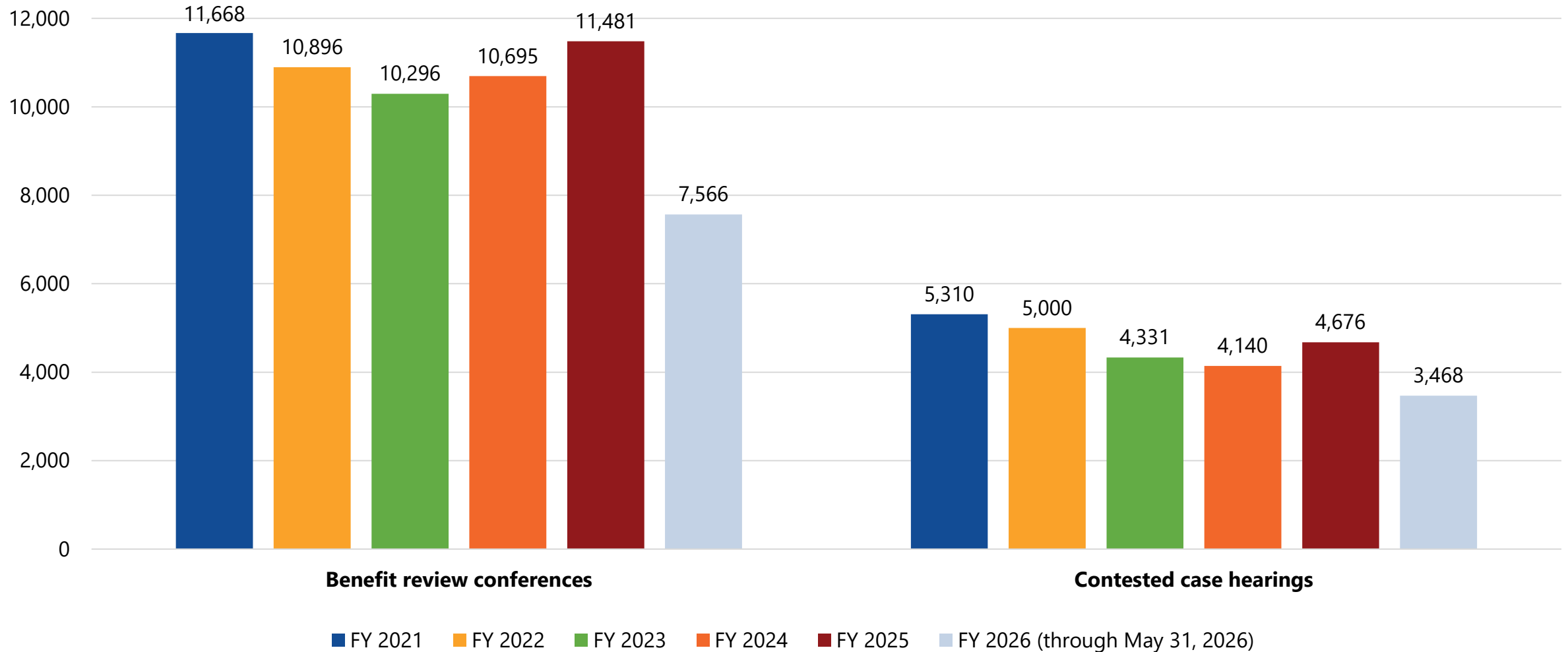


Translation services

- Hearings is testing alternative translation methods for contested case hearings, including remote interpretation services through Zoom.
- Initial feedback from stakeholders is favorable.



Proceedings held





Legal and Communications Services update

Kara Mace, General Counsel

2026 Texas Workers' Compensation Conference

YOUR MAP TO WORKERS' COMP MASTERY STARTS HERE!

Join us at the **2026 Texas Workers' Compensation Conference** and explore new routes to better outcomes, smoother processes, and stronger expertise.

ATTEND SESSIONS ON:

- ✗ Regulator Roundtable: Key Updates from DWC
- ✗ Legislative and Case Law Update
- ✗ Building Blocks of Ethics
- ✗ AMA Guides in Practice: How Rating Outcomes Differ Between the 4th and 6th Editions



Learn more:



bit.ly/DWC-conference

Applications will be made for eight hours of continuing education credit, including two ethics credit for attorneys, insurance adjusters, HR professionals, and rehabilitation providers.

Texas Regulatory Efficiency Office (TREO)

- DWC and [TREO](#) working to streamline rules by:

**Repealing Old Law
rules**

**Adding rule for
electronic transmission
of information**

**Amending rules to
update obsolete
provisions, citations,
references, and for
plain language**

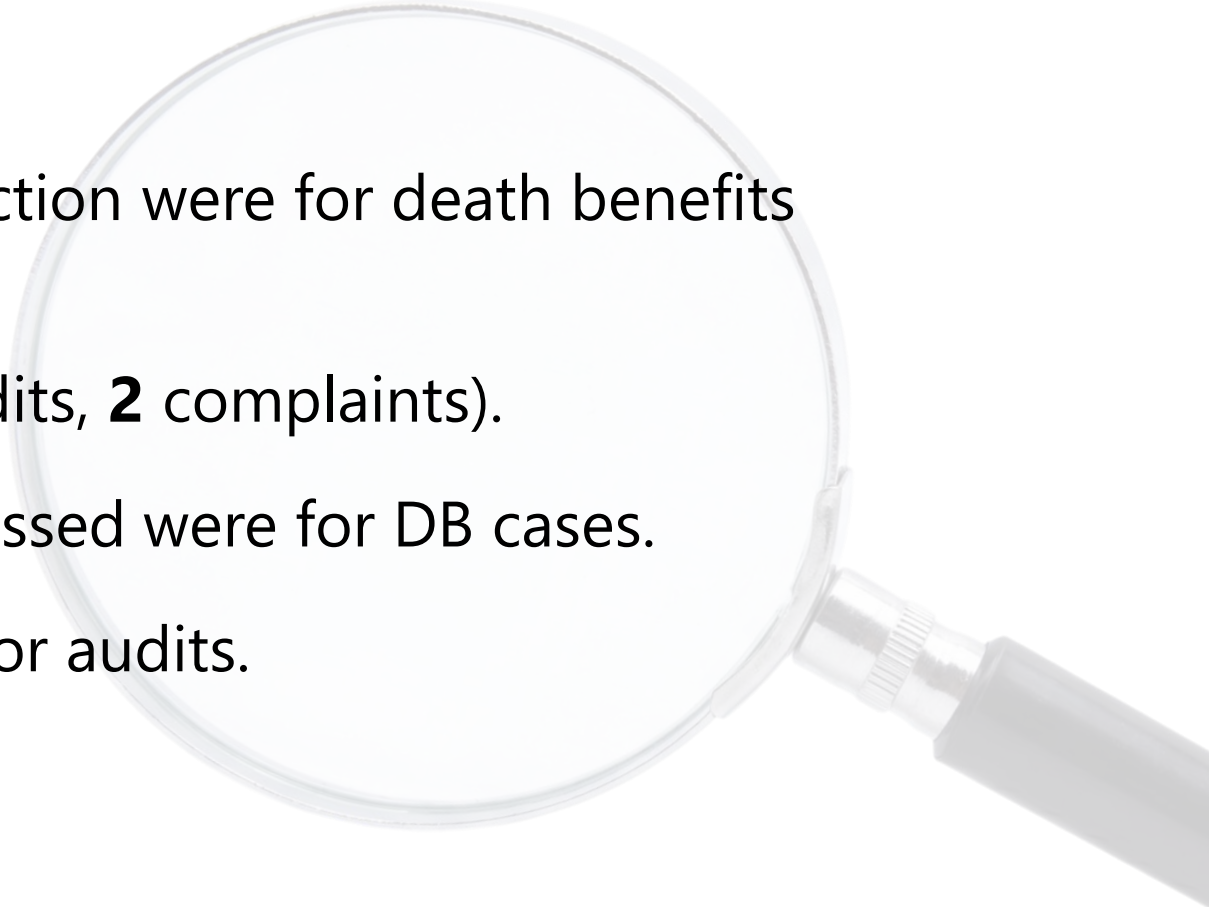
- Comment period ended July 10.



Compliance and Investigations update

Dan LaBruyere, Deputy Commissioner of Compliance and
Investigations

Death benefit audits

- Largest driver of penalties (dollar for dollar).
 - In FY 2025:
 - **26** out of **572** total cases closed with action were for death benefits (DBs)/lifetime income benefits (LIBs).
 - **26** consent orders involving DB (**24** audits, **2** complaints).
 - **43%** of the total value of penalties assessed were for DB cases.
 - **\$38,991.67** average penalty assessed for audits.
- 

Current audit criteria

- September 1, 2018 - April 30, 2025.
- Not PBO high performer in last assessment.
- Minimum of three fatality claims.
- Not audited the last two audit cycles (FY 2024-2025).



Future audit criteria

- Not high performer PBO in 2024.
- DBs/LIBs **initiated** in CY 2025.
- No minimum number of claims (everything will be audited).



What this means for insurance carriers

**Expect to be
audited yearly for
DBs/LIBs**

**More audit
certainty**

**Penalties should
be smaller**

**It's only a "finding" if
you don't correct
underpayments until
after we send notice**

**Encourages self-
auditing**

**High PBO still
exempt from
audits**

What this means for beneficiaries

**Less time receiving
underpayments**

**Insurance carriers more
likely to self-audit and
correct underpayment
issues**

What this means for the system

**More frequent
audits**

**Smaller penalties and
quicker compliance**

**Audit certainty = less
likely violations**

Quick note

- Low risk and high-priority violations.
- [28 TAC Section 127.5\(h\)](#) requires agreement between DD and injured employee to reschedule an exam.
- Enforced under [Texas Labor Code Section 415.003\(5\)](#).



Closing remarks

Jeff Nelson, Commissioner of Workers' Compensation