



**Bureau of Workers'  
Compensation**

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Columbus, OH 43215-2256

Governor John R. Kasich  
Administrator/CEO Stephen Buehrer

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June 16, 2014

2014 JUN 18 AM 10:43  
OFFICE OF  
INSPECTOR GENERAL

Inspector General Randall J. Meyer  
Office of the Inspector General  
30 East Broad Street, Suite 2940  
Columbus, OH 43215

Re: File ID No. 2013- CA00079  
Response to Report of Investigation Report Issued April 16, 2014

Dear Inspector General Meyer:

The Ohio Bureau of Workers' Compensation (BWC) has completed its review of your office's recommendations contained in the above-referenced report. I respectfully submit this response to you regarding the recommendations outlined in the report.

Recommendation #1: Review the conduct of Lou Ann Lauck and Lynn Benny and determine whether administrative action is warranted.

**Response: Since the issuance of this report BWC conducted an administrative investigation and corrective action was imposed in accordance with the BWC's Disciplinary policy and the Collective Bargaining Agreement.**

Recommendation #2: Determine if additional or remedial training is warranted for Lauck for proper handling of confidential personal information, and for Lauck and Benny when Special Claims should be notified.

**Response: BWC has provided extensive training and information to all employees regarding the CPI and COEMP (special claims) policies in the past year. Additionally, Lauck and Benny were both counseled and provided with additional instruction regarding the policies and procedures for handling COEMP and special claims.**

Recommendation #3: Determine whether refresher training should be provided to employees accessing confidential personal information, reminding them of the requirements set forth in OBWC Policies 4.42, including when an employee is required to log access, and the procedures to follow when logging their access, in the CPI manual log.

**Response: As mentioned before, BWC has undertaken extensive efforts to provide training and information to all employees regarding the CPI and COEMP policies. We will consider offering additional training to employees in the near future.**

Recommendation #4: Determine whether refresher training should be provided to employees, reviewing the process to be followed when the employee has knowledge of a claim that potentially meets the requirements of COEMP or Special Handling set forth in OBWC Policies 4.21 to determine whether the claim should be transferred to another service office or the Central Claims office.

**Response:** We will review Policy 4.21 determine whether revisions will clarify or better explain the requirements for special handling claims. If the policy is revised, BWC will apprise employees of the requirements of the policy. If the policy is not revised, BWC will again notify all employees of the requirements of the policy.

Sincerely,



Stephen Buehrer  
Administrator