

From: [Warren, Winnie](#)
To: [Clark, Tim](#); [Benny, Lynn](#)
Cc: [Harris, Trish -Gov hill](#)
Subject: RE: Statement regarding possible CPI and policy violation -- claim # [REDACTED]
Date: Monday, October 07, 2013 3:08:53 PM
Attachments: [image001.jpg](#)

Thanks for the feedback, Tim. Lynn and I will schedule a meeting with LouAnn tomorrow to address this issue.

From: Clark, Tim
Sent: Monday, October 07, 2013 2:56 PM
To: Benny, Lynn
Cc: Warren, Winnie; Harris, Trish -Gov hill
Subject: Statement regarding possible CPI and policy violation -- claim # [REDACTED]
Importance: High

Hi Lynn,

As we just discussed, I received a call today from IW [REDACTED] – claim # [REDACTED] – who was wanting to know the status of his compensation and additional conditions. In the course of the conversation he told me his mother-in-law was an employee in the Lima Service Office. I didn't immediately ask for her name but continued the conversation. He stated he was unhappy with what his CSS here, Daren B., had been doing with his claim and said, "When you got a family member who works there that you can ask questions of about your claim, you know when someone is jerking you around." He said, "She's been there almost 30 years and really knows her stuff." I assured him no one was "jerking him around" and that we are all here to help him get back to work.

He stated, "Yeah, my mother-in-law said it's all the additional allowances that's screwing things up." He stated she told him the physician's review said BWC should deny the additional condition requests and that the CSS should have already sent it to the IC for a hearing. He stated she read the physician's review to him and told him it would have to be heard at the IC. I told him I would review the claim in detail and that someone would call him back with a current status update later today.

I asked him what his mother-in-law's name was, and he said Louann and that she was a CSS.

Let me know if anything is unclear. I will be contacting Robyn regarding reassigning this claim from Governor's Hill to Special Claims.

Tim Clark
Injury Management Supervisor

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