



Bureau of Workers'
Compensation

30 W. Spring St.
Columbus, OH 43215-2256

OFFICE OF
INSPECTOR GENERAL

2013 DEC 30 PM 12: 05

Governor John R. Kasich
Administrator/CEO Stephen Buehrer

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December 24, 2013

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

Re: File ID No. 2013- CA00048
Response to Report of Investigation Report Issued October 28, 2013

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: Determine if additional or remedial training for proper handling of CPI information and COEMP or special handling of claims is warranted for Lawarre.

Response: Ms. Lawarre's supervisor reviewed both the CPI and COEMP policies with her after this investigation report was issued. Additionally, BWC has provided training and information to all employees regarding the CPI and COEMP policies since the issuance of this report and on other occasions in 2013.

Recommendation #2: Determine if any administrative action should be taken against Lawarre.

Response: BWC conducted an administrative investigation and imposed corrective action in accordance with the BWC's Disciplinary Policy and the Collective Bargaining Agreement.

Recommendation #3: Determine whether refresher training should be provided to employees accessing CPI, reminding them of the requirements set forth in OBWC Policies 4.42 and 4.21, emphasizing the requirements for OBWC employees to manually log their access, the process used to log this access, and when notes should be entered into cases not assigned to them.

Response: Since the issuance of this report, BWC has provided training and information to all employees regarding the CPI and COEMP policies. Additionally, the Deputy Inspector General has met with BWC employees and explained the importance of following these policies and potential consequences associated with failing to adhere to the policies.

Recommendation #4: Consider modifying V3 user profiles to prevent viewing of claim files by employees not assigned to a claim that has been designated as COEMP or Special Handling.

Response: BWC is currently in the midst of installing and implementing a new claims processing software tool to replace V3. This new software is scheduled to be implemented within the next year. BWC does not intend to invest any resources into updates or modifications of V3 at this time; however, these modifications may be considered for inclusion in the new software tool.

Recommendation #5: In accordance with the Ohio Bureau of Workers' Compensation policy, OBWC should properly notify every claimant who might have been exposed to a breach of confidential personal information.

Response: The claimant whose CPI was accessed has been notified of the breach.

Sincerely,

A handwritten signature in black ink that reads "Stephen Buehrer". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Stephen Buehrer
Administrator