



**Bureau of Workers'  
Compensation**

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

Governor John R. Kasich  
Administrator/CEO Stephen Buehrer

www.bwc.ohio.gov  
1-800-644-6292

January 30, 2015

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

OFFICE OF  
INSPECTOR GENERAL

Re: File ID No. 2013- CA00067  
Response to Report of Investigation Report Issued December 2, 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 employees' conduct identified in this report and determine whether administrative action is warranted.

**Response: Since the issuance of this report administrative investigations have been conducted and corrective action will be issued in accordance with the BWC's Disciplinary Policy and the Collective Bargaining Agreement.**

Recommendation #2: Determine whether a reminder or refresher training should be held explaining when and the type of claim information that can be shared between OBWC employees.

**Response: BWC has provided extensive training and information to all employees regarding the CPI policy in the past two years. We are currently reviewing our policies and training programs to determine when the next refresher training should be provided.**

Recommendation #3: Monitor the granting of Customer Service Office authority for special projects to ensure that when the project is complete, this authority is rescinded.

**Response: BWC will review its process for granting and terminating Customer Service Office authority/access, and consider if changes are necessary.**

Recommendation #4: Consider, as part of the upcoming training on the new computer system, integrating into the training a refresher training on when notes should be entered into a claim with an additional emphasis on when notes should be entered if the employee is accessing a claim they are not assigned.

**Response:** These recommendations will be considered for inclusion in the training provided to employees on the new computer system.

Recommendation #5: Continue to monitor the completion of policy acknowledgements and ensure all employees have completed the required policy acknowledgements within a reasonable timeframe from the release of the new policy.

**Response:** Within the past year BWC has implemented an improved procedure to monitor and ensure all employees have completed the required policy acknowledgements.

Recommendation #6: Consider the benefits of implementing a procedure for supervisors to periodically perform random reviews of CSS CPI access logs to ensure the CSSs are accessing claims assigned to them and or entering notes into claims accessed, but not assigned.

**Response:** BWC supervisors have access to the CPI access logs for their subordinates, and are expected to perform periodic reviews of the logs. Through this process, supervisors have identified cases of improper access. This will continue to be a requirement for BWC supervisors.

Sincerely,

A handwritten signature in black ink that reads "Step Buehrer". The signature is fluid and cursive, with the first name "Step" and the last name "Buehrer" clearly visible.

Stephen Buehrer  
Administrator