



**Bureau of Workers'
Compensation**

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Columbus, OH 43215-2256

Governor **John R. Kasich**
Administrator/CEO **Stephen Buehrer**

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January 6, 2015

OFFICE OF
INSPECTOR GENERAL
2015 JAN -7 PM 12:45

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

Re: File ID No. 2014- CA00025
Response to Report of Investigation Report Issued November 10, 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 Robin Hymore 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 Hymore for proper handling of confidential personal information and when notes involving injured worker contacts and Employer Service referrals should be entered into a claim.

Response: BWC has provided extensive training and information to all employees regarding the CPI and COEMP (special claims) policies in the past year. Additionally, Hymore has been provided with extensive counseling and additional instruction regarding the policies and procedures for handling confidential information, and notating injured worker contacts and Employer Services referrals.

Recommendation #3: Recommend OBWC consider requiring employees to submit periodic certifications of whether the employee is aware of any injured workers with claims who may meet the requirements set forth in Memo 4.21. Special Claims should review the identified injured worker's claim and their relationship with the OBWC employee to determine whether claims were, or should be, transferred to Special Claims for management.

Response: BWC has considered requiring periodic certifications as recommended. However, after a review of existing policies and practices, BWC has determined that the best opportunity to identify claims that need to be handled by Special Claims is when the BWC employee learns of the claim. Accordingly, BWC will continue to provide training on the CPI and COEMP policies, and will continue to remind staff of their obligations at team and staff meetings. BWC does not believe periodic certifications are appropriate.

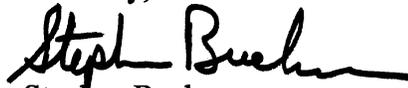
Recommendation #4: Recommend conducting a review of injured workers whose claims are being managed by Special Claims to determine whether the indentified injured workers have additional claims that should have been transferred to Special Claims and have not been.

Response: BWC already has a procedure in place so that claims that are properly referred over to the Special Claims Department are flagged by the social security number to ensure that all claims filed with that social security number are pulled over with the original referral. BWC does not believe changes to the current process are necessary at this time.

Recommendation #5: As part of the upcoming training on the new computer system, consider integrating a refresher training on when notes should be entered into a claim, with an additional emphasis of when notices 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.

Sincerely,



Stephen Buehrer
Administrator