

Texas Department of Insurance Division of Workers' Compensation

Automation Focus Group
Thursday, May 8, 2008
9:30 a.m. – 11:30 a.m.

Summary of Group Comments

Information/Data Exchange

- Participants noted that electronic exchange of dispute resolution documents, such as the Benefit Review Conference packet, would benefit system participants.
- Participants noted that external parties would like to have ready access to data collected by the Texas Department of Insurance-Division of Workers' Compensation (TDI-DWC) for research needs.
- Participants noted that the need to automate processes should be balanced by the need to ensure that system participants can adapt to the new technology.
- Many system participants noted that secured online environments or tools should be used to exchange information electronically.
- Participants noted that the ability to electronically exchange medical documents between parties in the Designated Doctor Examination process would be helpful. Participants also noted that only certain health care providers use electronic medical record systems and that the prevalence of this technology would impact decisions to exchange medical records in the Designated Doctor Examination process.
- Participants recognized the importance of ensuring that data is complete and correct, especially when the data is used to determine tiering of system participants for Performance Based Oversight.
- Participants noted that moving to the Electronic Data Interchange (EDI) Release 3 for claims information would require significant time and resources to implement. They also acknowledged that there were costs and benefits of moving to this version for claims reporting, and that the issue deserves further discussion.

eServices- Forms Automation and On-Line Services

- Participants generally acknowledged that automation of certain TDI-DWC forms would improve communication between health care providers, employers, injured employees, insurance carriers and TDI-DWC. Among the forms mentioned were:
 - DWC Form-069, *Report of Medical Evaluation, and*
 - DWC Form-073, *Work Status Report.*
- Participants noted that an automated system where employers would be able to file reports of injury electronically (perhaps through an electronic mailbox to the insurance carrier) would be helpful.
- TDI-DWC “data call” efforts might possibly be assisted through the electronic collection of data submitted on existing forms.

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- Some participants noted that submitting the DWC Form-069 electronically would be a benefit to health care providers. Such automation should include the ability to pre-populate the form with claim data.
- Participants generally acknowledged that business increasingly relies upon electronic signatures to conduct business. TDI-DWC would have to look at closely at signature and notary requirements on various documents when automating forms.

Next Steps

TDI-DWC will contact focus group participants in June to schedule work groups on individual business process and automation topics.