

## Worker's Compensation Insurance Letter

<b>INS #</b>	420
<b>Date</b>	December 8, 2000
<b>Program</b>	Claims Management
<b>Type</b>	Procedural Change
<b>Replaces</b>	Insurance Letter 418, September 15, 2000



State of Wisconsin  
Department of Workforce Development

201 East Washington Avenue  
P.O. Box 7901  
Madison, WI 53707-7901  
Telephone: (608) 266-1340  
Imaging Server Fax: (608)260-2503  
Fax: (608) 267-0394  
e-mail: DWDDWC@dwd.state.wi.us  
<http://www.dwd.state.wi.us/>

**To:** Insurance Carrier and Self Insured Employer Claims Handling Offices  
**From:** Judy Norman-Nunnery, Division Administrator  
**Subject:** Final Reminder to Submit Required Reports by January 1, 2001

**Purposes:** To ensure timely submission of required reports, encourage use of the Insurers' Pending Reports System, and announce resumption of OCI enforcement.

**Background:** During the first six months of 2000, the Department referred more than 500 claims to the Office of the Commissioner of Insurance (OCI) because insurers failed to file a required report or respond to Department correspondence. At the request of a group of insurers, on September 15, 2000, the Department announced that it would suspend further referrals to OCI until January 1, 2001. The intent was to allow insurers more time to become familiar with the Insurers' Pending Reports System for submitting overdue reports.

On January 2, 2001, the Department will resume referrals to OCI for failure to file a timely report or failure to respond to Department correspondence. If OCI and the Division do not receive responses, OCI may issue fines to insurance carriers. The Insurers' Pending Report System includes information about planned referrals to OCI, past referrals to OCI, and forfeitures if the claim is still open. There are still over 1000 overdue reports listed on the Insurer's Pending Reports System, including about 800 that the Department had not referred to OCI prior to the September 15, 2000 moratorium.

The Department strongly recommends that all insurers use the Insurers' Pending Reports System on the Worker's Compensation Division web site to identify and respond to all overdue reports. The web site lists all open claims except those in litigation. Insurers can "clean up" their claims by sending the required report or using an e-mail reply function directly from the web site. Each insurer can also download its individual claims to a worksheet. Then, the insurer can sort, refer or otherwise manipulate the information according to the insurers' needs.

Insurers are not required to use the Insurers' Pending Reports System to monitor reports. Still, the Department highly recommends it because of its reliability, speed and ease of use. In most cases, it takes the Department 10 days to record a document submitted by regular mail compared to 3 days for those submitted by using the e-mail "reply" feature.

**Action Requested:** Submit overdue reports or a reply to past requests for reports immediately. Ensure that your internal communication networks are working to respond

immediately to requests from OCI or the Division for missing reports. Take responsibility for the claim and do not simply respond that the matter has been referred to another administrator's office for resolution.

Use the Insurers' Pending Reports System for an initial assessment or to review previous submissions of reports that are significantly overdue. The Division recommends that you check the Insurers' Pending Reports System every two to four weeks for new reports that may be due.

Send your e-mail address to Diane Rodenberg at the below e-mail address if you want to receive e-mail communications on referrals to OCI, or, in the case of self-insurer employers, the division's actions on overdue reports.

Mark January 2, 2001 on your calendar as the date to have submitted all overdue reports and for when referrals to OCI will resume.

**Inquiries:** If you have questions about how to use the Insurers' Pending Reports System, please contact Debra Botham at (608) 267-1360 or Avis Mueller at (608) 267-4418 or e-mail them at [Bothad@dwd.state.wi.us](mailto:Bothad@dwd.state.wi.us) and [Muella@dwd.state.wi.us](mailto:Muella@dwd.state.wi.us)

If you have questions about security, downloads and/or your password, contact Debra Hillmann at (608) 261-6533 or e-mail to [Hillmde@dwd.state.wi.us](mailto:Hillmde@dwd.state.wi.us)

If you have questions about compliance or OCI referrals, contact Diane Rodenberg at (608) 267-6890 or e-mail to [Rodend@dwd.state.wi.us](mailto:Rodend@dwd.state.wi.us)

**Enclosures:** None

**References:** Insurance Letter 418 dated 9/15/2000