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## EXECUTIVE SUMMARY

The Louisiana Office of Workers' Compensation Administration (OWCA) was created in 1983 in order to administer the Louisiana Workers' Compensation Act. Although many significant changes to its provisions have been made since then, the basic premise and purpose of that law have remained much the same. The premise is that employees injured in the workplace should be compensated regardless of who is at fault. The purpose is to provide protection to the injured employee through employer safety efforts, medical treatment, and partial compensation for lost income. The office exercises its authority under Chapter 10 of Title 23 of the Louisiana Revised Statutes and is established within the Louisiana Workforce Commission (LWC). The OWCA is administered by a director of the LWC pursuant to R.S. 36:307. The OWCA operates on a fiscal year that begins July 1 each year and ends on June 30 of the following year.

In 2012, the Office of Workers' Compensation Administration (OWCA) continued re-directing its focus to the question of improving service levels. Internal processes were subjected to detailed review, and the rollout of new delivery models began.

In 2012, the Hearings section received 5,178 disputed claims for compensation, a decrease of 92 from the disputes filed in 2011. The Section continues to assist parties in resolving their disputes. It does so through both adjudication and mediation. In 2012 the Hearings section conducted 2,787 trials and mediated 1,968 disputes. Additionally, 4,872 settlements were approved in 2012. In 2011 the average delay for resolving disputed claims for compensation was a high of ten months. During 2012, the Hearings section achieved its lowest resolution rate ever, seven months. It is striving to reach a goal of 180 days, or 6 months for resolution of disputed claims. In January 2013, the resolution rate remained steady at seven months.

The Fraud section provides the OWCA with an aggressive program to fight fraud in the workers' compensation system. During 2012, the Fraud section continued high standards of investigation and ensured the continued prosecution of criminal activity. Throughout 2012, the section participated in training seminars to educate the public about the penalties for workers' compensation fraud and encouraged the use of its nationwide toll-free hotline (800) 201-3362, as well as internet resources to report suspected fraud directly to the office. In 2012, the OWCA Fraud Section began working cooperatively with the Office of Unemployment Insurance in both claim and tax fraud investigations. These joint efforts should result in an increase in fraud detection during the coming years. In 2012, the section performed 2,056 investigations of those individuals, self-insured entities, and employers who were alleged to have violated the Louisiana Workers' Compensation Act. Seventeen referrals for prosecution were submitted to the Attorney General's office to determine if sufficient information was evident to warrant further investigation with 10 arrests being reported. The number of referrals for unemployment insurance fraud increased for the fourth consecutive year. There was an increase of 46 percent over referrals made in 2011. This upward trend is expected to continue.

In 2012, the Workplace Safety section distributed thousands of quarterly safety reports, (LWC-WC-1017-A) which help identify employers who are experiencing above-average injuries for their industry classification. Additionally, the unit conducted 631 on site visits. The Occupational Safety and Health Administration, (OSHA) Consultation Program's continuing objective is to persistently improve the efficiency, quality and effectiveness of service to

Louisiana employers and employees. This is achieved through consultation visits, outreach campaigns and training assistance, as well as supporting certain OSHA performance goals. A total of 406 visits were conducted, and of that total, 249 were initial visits, 63 were training and education, and 94 were follow-ups. The project identified 734 serious and imminent hazards and removed 50,454 workers from serious risk and another 2,205 from other than serious risk.

The Records Management section responded to more than 14,444 requests for public information, with a response time of less than three days. In 2012, 27,229 workers' compensation reporting claim forms (forms processed by mail) were reported to the section, a decrease of eight percent from the previous year. The Records Management section is a support section for the OWCA. The section publishes the OWCA Annual Report and Quarterly Activity Reports, which highlights accomplishments of the OWCA concerning workplace fatalities, injuries and illnesses. Worth noting, in 2012 the Louisiana legislature passed laws mandating trading partners (insurers, self-insured employers, and claim administrators) to submit the First Report of Injury (FROI) electronically effective January 1, 2014. Testing will begin on May 1, 2013 at <http://lwcedi.info>. Records Management also serves as a repository for workers' compensation records and oversees the imaging of records of the office.

## INTRODUCTION

### **Vision**

We will make Louisiana the best place in the country to get a job or grow a business, and our goal is to be the country's best workforce agency.

### **Mission**

We put people to work.

### **Values**

- Integrity and Respect,
- Open Communications
- Accountability
- Teamwork
- Continuous Improvement,
- Adaptability

RS 23:1310.10, Subsection 1310.10, provides that the Louisiana Workforce Commission (LWC), Office of Workers' Compensation Administration (OWCA) shall:

Report to governor, supreme court, and legislature annually, on or before the first day of April, commencing in 1990, the director shall prepare and submit a report for the prior calendar year to the governor, the chief justice of the supreme court, the president of the Senate, the speaker of the House of Representatives, and each member of the legislature, which shall include a statement of the number of awards made and the causes of the accidents leading to the injuries for which the awards were made, total workload data of the workers' compensation judges, a detailed report of the work load of each workers' compensation judge, a detailed statement of the expenses of the offices of the director of workers' compensation and the workers' compensation judges, together with any other matter which the director deems proper to report, including any recommendations he may desire to make.

This 2012 Annual Report includes all of the aforementioned requirements to satisfy §1310.10. Furthermore, the report gives an overview on the progress that the OWCA has made in the last calendar year. It demonstrates its dedication to the LWC's mission to promote workforce development and improve workplace safety and health throughout Louisiana. The report, however does not cover all aspects of what happens in the OWCA, nor is it intended to do so, although all of those elements are important.

More detailed information is available upon request by contacting [owca@lwc.la.gov](mailto:owca@lwc.la.gov).



## OFFICE OF WORKERS' COMPENSATION FUNDING AND EXPENDITURES

The OWCA's sole source of funding is a tax assessment paid by workers' compensation insurance carriers and self-insured. While the fund is considered to be "self-generated" and "dedicated," the OWCA's budget and expenditures are nonetheless subject to legislative oversight and approval.

All insurers and employers that pay Louisiana workers' compensation benefits submit a report annually to the OWCA, on a form provided by the OWCA, showing the amount of actual Louisiana workers' compensation benefits paid the previous calendar year. It is important to note that this assessment funds the operation of the OWCA, but it does not pay workers' compensation benefits for injured workers.

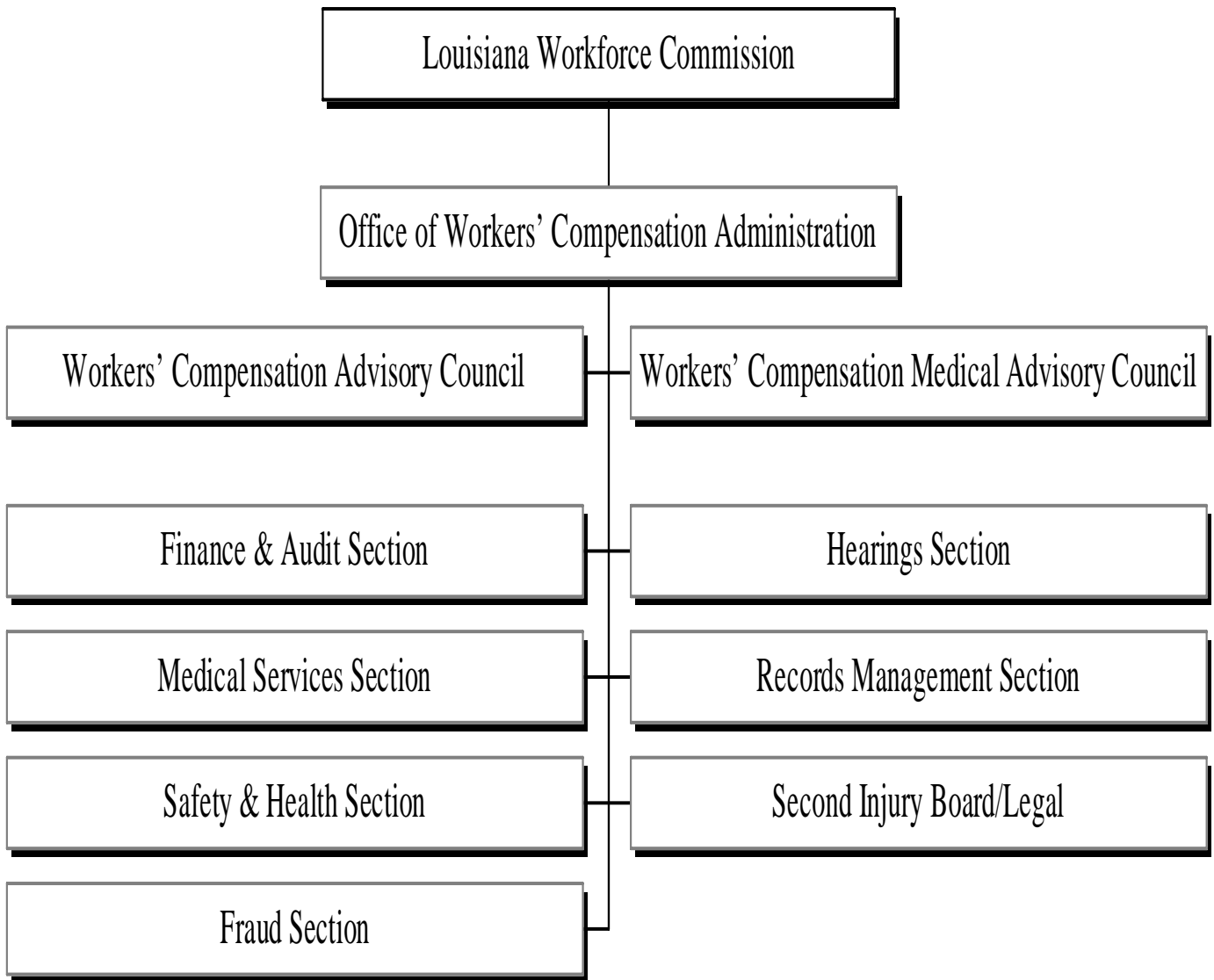
The approved budget for fiscal year (FY) 2012 was \$14,303,293 and the budget includes revenue increases, expenditure reductions, and service restructuring with the intent to deliver the results the public expected. The increases in expenditures are attributed to the office maintaining administrative services levels on most areas and making significant improvements in technology. During 2012, sections within the OWCA continued to "hold the line" in the face of growing state budget deficits.

Table 1 shows that in FY 2012 Salaries accounted for 46 percent and Other Charges accounted for eight percent for fiscal year 2012. Related Benefits accounted for 17 percent and the remaining 29 percent was Other Compensation, Travel and Planning, Operating Services, Supplies, Professional Services, Acquisitions and IAT.

**Table 1**  
**Estimated Expenditures to Administer the Workers' Compensation Act**  
**Fiscal Years 2008 – 2012**

Description	Fiscal Year 2008	% of Total	Fiscal Year 2009	% of Total	Fiscal Year 2010	% of Total	Fiscal Year 2011	% of Total	Fiscal Year 2012	% of Total
Salaries	\$ 5,792,920	45	\$ 5,819,214	46	\$ 6,190,146	48	\$ 6,143,302	46	\$6,172,183	43
Other Compensation	\$ 153,846	1	\$ 166,438	1	\$ 190,127	1	\$ 171,508	1	\$223,190	2
Related Benefits	\$ 1,927,612	15	\$ 1,856,783	15	\$ 2,149,376	17	\$ 2,218,945	17	\$2,735,225	19
Travel & Planning	\$ 117,993	1	\$ 103,374	1	\$ 84,405	1	\$ 109,704	1	\$198,387	1
Operating Services	\$ 1,490,064	12	\$ 1,521,870	12	\$ 1,381,096	11	\$ 1,425,573	11	\$1,639,342	12
Supplies	\$ 82,733	1	\$ 87,309	1	\$ 120,783	1	\$ 140,740	1	\$202,656	1
Professional Services	\$ 1,087,284	8	\$ 1,056,081	8	\$ 1,115,918	8	\$ 960,734	7	\$1,390,452	10
Other Charges	\$ 2,114,906	16	\$ 1,920,217	15	\$ 1,566,748	12	\$ 1,126,567	8	\$1,019,867	7
Acquisitions	\$ 66,245	1	\$ 132,169	1	\$ 68,032	1	\$ 203,463	2	\$00	0
IAT							\$ 885,623	6	\$721,991	5
<b>Total Expenditures</b>	<b>\$ 12,833,603</b>	<b>100</b>	<b>\$ 12,663,455</b>	<b>100</b>	<b>\$ 12,866,631</b>	<b>100</b>	<b>\$ 13,386,159</b>	<b>100</b>	<b>\$14,303,293</b>	<b>100</b>

**STRUCTURE OF THE WORKERS' COMPENSATION ADMINISTRATION OFFICE**



## ADMINISTRATION

The OWCA is headquartered in Baton Rouge, Louisiana. Its mission is to ensure a manageable, cost effective workers' compensation system. It is led by a strong administration team that continues to meet the administration's day-to-day challenges with great focus on customer service and many concrete examples of operational efficiencies.

Sections within OWCA:

### **Administrative Section**

Wes Hataway, Office of Workers' Compensation Director

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The OWCA is headed by a Director who is appointed by and serves at the pleasure of the Governor.

The telephone number for the Administrative section is (225) 342-7561. The facsimile number is (225) 342-5665. The email address for the director is [whataway@lwc.la.gov](mailto:whataway@lwc.la.gov).



## **Finance and Audit Section**

Pauline Williams, Manager

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The Finance and Audit section evaluates, approves or disapproves applications from employers for self-insured status, as well as applications from Third Party Administrators for adjusting claims and conducts audits of benefits paid by insurance companies, group self-insured funds and approved self-insured employers. This section is also responsible for the calculation and collection of the annual administrative assessment. The administrative assessment for 2012 is \$14,576.41.

The telephone numbers for the Finance and Audit section are (800) 201-3448 or (225) 342-7866. The facsimile number is (225) 342-7578. The email address for its manager is [pwilliams2@lwc.la.gov](mailto:pwilliams2@lwc.la.gov).

## **Fraud Section**

Kaye H. Fournet, Manager

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The Fraud section provides the OWCA with an aggressive program to fight fraud in the workers' compensation system. During 2012, the Fraud section continued high standards of investigation and ensured the continued prosecution of criminal activity. Throughout 2012, the section participated in training seminars to educate the public about the penalties for workers' compensation fraud and encouraged the use of its nationwide toll-free hotline (800) 201-3362, as well as internet resources to report suspected fraud directly to the office. The OWCA Fraud Section continued to work cooperatively with the Office of Unemployment Insurance in both claim and tax fraud investigations.

In 2012, the Louisiana Workforce Commission signed a memorandum of understanding with the US Department of Labor in an effort to combat the increasing practice of employee misclassification. Louisiana is one of only 13 states to enter into such a partnership that will allow information sharing necessary to enforce state and federal laws regarding misclassification. These joint efforts should result in an increase in fraud detection during the coming years.

In 2012, the section performed 1,990 investigations of those individuals, self-insured entities, and employers who were alleged to have violated the Louisiana Workers' Compensation Act. Seventeen referrals for prosecution were submitted to the Attorney General's office to determine if sufficient information was evident to warrant further investigation with 11 arrests being reported. The number of referrals for unemployment insurance fraud increased for the fourth consecutive year. There was an increase of 50 percent over referrals made in 2011. This upward trend is expected to continue.

The telephone number for the Fraud section is (225) 342-7558. The facsimile number is (225) 342-1880. The email address for its manager is [kfournet@lwc.la.gov](mailto:kfournet@lwc.la.gov).

## **Hearings Section**

Sheral Kellar, Workers' Compensation Chief Judge

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The Hearings section's primary duty is to resolve disputed workers' compensation claims filed with the Office of Workers' Compensation Administration. A claim for benefits, the controversion of entitlement to benefits, or other relief under the Workers' Compensation Act is initiated by filing the appropriate form, Disputed Claim for Compensation, ([LWC-WC-1008](#)) with the office. There are ten district offices located statewide: [Alexandria](#), [Baton Rouge](#), [Covington](#), [Harahan](#), [Houma](#), [Lafayette](#), [Lake Charles](#), [Monroe](#), [New Orleans](#), and [Shreveport](#).

The telephone numbers for the main office of the Hearings section are (800) 201-2499 or (225) 342-7970. The facsimile number is (225) 342-4790. The email address for its manager is [wchearings@lwc.la.gov](mailto:wchearings@lwc.la.gov).

## **Legal Section**

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The Legal section serves in an advisory capacity to the Director and the office staff in legal matters falling under the jurisdiction of the OWCA. It also represents the OWCA in all matters in which the Director or the office are named. It also represents the State of Louisiana in defending constitutional challenges to the workers' compensation statutes and procedures. The legal section also handles bankruptcy cases and collections for OWCA and Second Injury Board.

The telephone numbers for the Legal section are (800) 201-3405 or (225) 342-7557. The facsimile number is (225) 342-7593.

## **Medical Services Section**

Bill C. Hawkins R.N., Manager

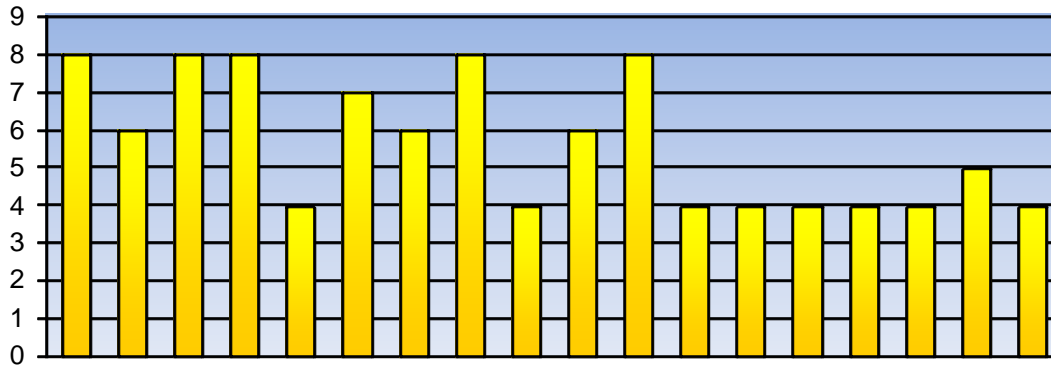
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The Medical Services section supports and complies with the reimbursement schedule, audits specific medical bills, schedules independent medical examinations (IMEs), and reviews files for medical necessity of treatment using the Medical Treatment Guidelines.

The Medical Services section processes any Disputed Claim for Medical Treatment, also known as the Medical Guidelines Dispute or MGD (Form 1009). Once a healthcare provider sends a request (form 1010) for medical treatment to the insurance carrier, the carrier has 5 days to respond. If a request for medical treatment is approved by the carrier, this office never sees it. However, if the 1010 is denied by the insurance carrier, or if it is a tacit denial (no response from carrier within five days), then the claimant (patient/injured worker), health care provider, or claimant's attorney has the right to appeal the denial by submitting a form 1009 to the Medical Services section within 15 days of the denial via facsimile, mail, or email. Once all required documentation is received in a timely manner, the appeal is electronically sent to the OWCA Medical Director, who has 30 days to reach a decision as to whether the appeal is approved or denied. The Medical Director adheres to the Medical Treatment Guidelines when arriving at a decision. If any involved parties do not agree with the Medical Director's decision regarding the 1009, they have the right to file a Disputed Claim for Compensation (form 1008) that goes to the appropriate District Office for a decision.

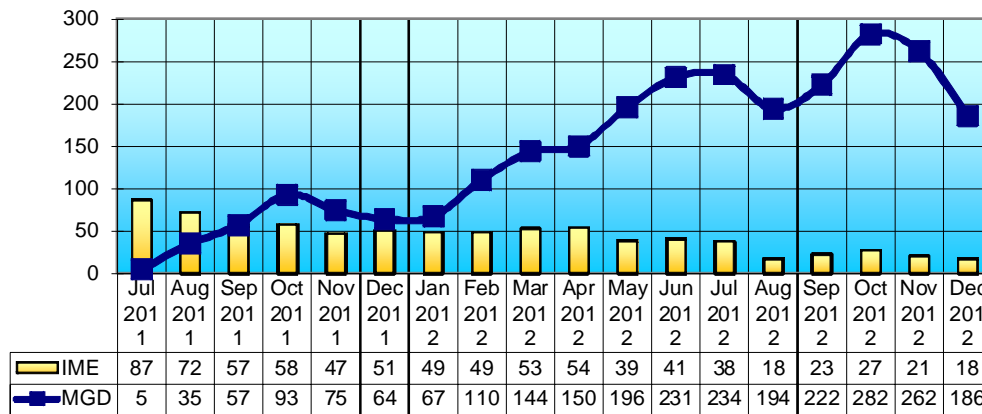
The telephone numbers for the Medical Services section are (800) 201-2494 or (225) 342-7555. The facsimile number is (225) 342-9836. The email address for Medical Services is [medicalservices@lwc.la.gov](mailto:medicalservices@lwc.la.gov).

**AVERAGE DAYS FOR MEDICAL DIRECTOR'S DECISION  
July 2011- December 2012**



LA RS 23:1203.1 subpart J states “The medical director shall render a decision as soon as is practicable, but in no event, not more than thirty calendar days from the date of filing.” However, since inception of this statute, the Medical Director has averaged 5.6 days to render a decision in regards to a Medical Guidelines Dispute (MGD or form 1009).

**MEDICAL GUIDELINES DISPUTES (MGDs) AND INDEPENDENT  
MEDICAL EXAMINATION COMPARISON (IMEs)  
JULY 2011-DECEMBER 2012**



Since the Medical Treatment Guidelines (MTG), which are adhered to in resolving the Medical Guidelines Disputes (MGD or form 1009), went into effect in July 2011, the amount of Independent Medical Exams (IMEs) has declined drastically.

## **Records Management Section**

André de la Fuente, Manager

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The Records Management section is a support section for the OWCA and is functionally divided into four units: the Audit and Publication Unit, the Occupational Safety and Health Unit, the Operations Unit, and the Uncontested Unit. The section publishes the OWCA Annual Report and Quarterly Activity Reports, which highlight accomplishments of the OWCA concerning workplace fatalities, injuries and illnesses. Voluntary submission of the new First Report of Injury (FROI) form by trading partners (insurers, self-insured employers, and claim administrators) will replace the form 1007 beginning early 2013 at <http://lwcedi.info>. Form 1007s will be accepted until mandatory electronic submission begins January 1, 2014. Records Management also serves as a repository for workers' compensation records and oversees the imaging of records of the office. In addition, the section responds to requests asking whether or not an employee has been involved in a Workers' Compensation dispute, and can provide copies of these public records. Parties to a disputed Workers' Compensation case are provided copies of their non-public records. The section also partners with the U.S. Department of Labor's Bureau of Labor Statistics (BLS) to provide, nationally comparable, work-related fatality counts and estimates of work-related injuries and illnesses at <http://www.bls.gov/iif/oshstate.htm#LA>.

The telephone numbers for the Records Management section are (800) 201-3457 or (225) 342-5662. The facsimile numbers are (225) 342-7582 and (225) 342-3539. The email address is [recordsmanagement@lwc.la.gov](mailto:recordsmanagement@lwc.la.gov).



## **Second Injury Board Section**

Pauline Williams, Director

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The Second Injury Board (SIB) is an employer/insurer funded program, whose purpose is to encourage the employment of individuals with pre-existing permanent partial disabilities that are a hindrance or obstacle to obtaining employment. The SIB promotes the hiring of these individuals by protecting employers from excess liability for workers' compensation costs resulting from a job injury when statutory requirements are met. The SIB reimburses employers or their insurers for excess benefits paid to these employees on claims meeting those requirements. The SIB makes electronic fund transfer (EFT) options available to employers or their insurers for the payment of reimbursements.

The telephone numbers for the Second Injury Board section are (800) 201-2493 or (225) 342-7866. The facsimile number is (225) 219-5968. The email address for its director is [pwilliams2@lwc.la.gov](mailto:pwilliams2@lwc.la.gov).

## **Workplace Safety Section**

Steve Bowers, Manager – Safety & Health

Corey S. Gaines, Manager – OSHA Consultation

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The Workplace Safety section is responsible for distribution and processing of quarterly reports (LWC-WC-1017A) which identifies employers who are experiencing above-average injuries for their industry classification. The report is due one month from the quarter reported. In addition, the section provides on-site facility inspections to identify hazards and assess written program elements to ensure compliance with workplace safety provisions. The Louisiana Workplace Safety Program's objective is to continuously improve the efficiency, quality and effectiveness of service to Louisiana employers and employees. To this end, the Louisiana Workplace Safety Section completed 631 on-site visits in 2012. Additionally, the section provided telephone assistance to 1,770 employers during this period. This section also oversees the Office of Risk Management's Loss Prevention Program as it applies to the Louisiana Workforce Commission. To accomplish this, the unit works closely with Safety Coordinators located at each of our offices throughout the state.

The Occupational Safety and Health Administration, (OSHA), Consultation Program's continuing objective is to persistently improve the efficiency, quality and effectiveness of service to Louisiana employers and employees. This is achieved through consultation visits, outreach campaigns and training assistance, as well as supporting certain OSHA Performance Goals. A total 414 visits were conducted, and of that total, 249 were Initial, 63 were Training and Education, and 94 were Follow-ups. The project identified 734 serious and imminent hazards and removed 50,454 workers from serious risk and another 2,205 from other than serious risk. We made great strides in increasing our outreach efforts. The program participated in the following activities by delivering speeches, attending conferences and obtaining space at exhibitions. Outreach activities were aggressively pursued through interventions. A total of 145 interventions were conducted in various industries.

The program had an increase in Industrial Hygiene activities compared to FY 2011. The program increased Logging visits compared to 2011. The program also increase Construction visits compared to 2011. The program provided training to 1,063 employees and had 112 manufacturing cases, 50 wholesale & retail cases and 166 service related services. This section also had 100 percent employee participation on our visits. Our first Youth Safety Outreach Program was initiated. The focus of this program is to raise awareness to the youth workers of our state of the hazards that are commonly found in the workplace. Many of these young workers are exposed to the working environment for the first time and are not aware of how to identify a hazard or unsafe working assignment nor their rights in the event that hazards are not abated. During FY 2012, OSHA Consultation reached a total of 469 youth. In August 2012, Hurricane Isaac tore through the central portion of Louisiana. In response, the program conducted 81 hurricane related interventions, which had a direct effect on 143 workers and an indirect effect on 187 workers. The program focused on the hardest hit parishes which were East Baton Rouge, East Feliciana, Ascension and Jefferson Parishes. The Louisiana On-Site Consultation program continues to provide quality consultation services to Louisiana employers. As a result, according to recent BLS reports, Louisiana has the second lowest number of incident and accident rates in the nation. This is an achievement in which this section takes great pride. OSHA Consultation

consultants work very hard to provide professional and prompt service to help to protect the workers throughout the state of Louisiana. The program is constantly growing and improving and results are being seen by these efforts. We have new management and consultant staff with out-side of the box thinking and a strong commitment to the program.

The telephone numbers for the Workplace Safety and Consultation section are (800) 201-2495 or (225) 342-9601. The facsimile number is (225) 342-5158. The email address for the section is [workplacesafety@lwc.la.gov](mailto:workplacesafety@lwc.la.gov)

## **Workers' Compensation Councils:**

### **Workers' Compensation Advisory Council**

Wes Hataway, Chairman

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The Louisiana Workforce Commission's website, [www.laworks.net](http://www.laworks.net) displays the Workers' Compensation Advisory Council web page, which includes a listing of past scheduled meetings and locations.

Visit the Louisiana Legislative Website for further information:  
<http://www.legis.la.gov/legis/BoardMembers.aspx?boardId=820>

## **Workers' Compensation Medical Advisory Council**

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The Medical Advisory Council reviews current guidelines and provides recommendations for a medical treatment schedule to guide treatment for workplace illnesses and injuries. It is made up of at least one orthopedic surgeon, neurosurgeon, neurologist, interventional pain management physician, family practice physician, physical and occupational therapists, psychologist and psychiatrists and a representative from the Chiropractic Association of Louisiana. Members of the council are appointed to two-year terms by the director of the state workers' compensation office.

The Louisiana Workforce Commission's website, [www.laworks.net](http://www.laworks.net), displays the Workers' Compensation Medical Council's scheduled meetings and locations.

## OVERVIEW OF OWCA CLAIMS AND SECTION ACTIVITIES, 2008 – 2012

The following tables give details of the activities of the OWCA sections for the years 2008 – 2012:

Section 1	<a href="#"><u>Hearings</u></a> <a href="#"><u>Number of Disputed Claims Received by OWCA Offices, 2008 – 2012</u></a> <a href="#"><u>Number of Mediation Conferences Held by OWCA Offices</u></a> <a href="#"><u>Number of Trials Held by OWCA Offices</u></a> <a href="#"><u>Number of Decisions Rendered by OWCA Offices</u></a> <a href="#"><u>Number of Appeals Filed by OWCA Offices</u></a> <a href="#"><u>Number of Settlements Approved by OWCA Offices</u></a>
Section 2	<a href="#"><u>Workers' Compensation Claims</u></a>
Section 3	<a href="#"><u>Records Management 2008 – 2012</u></a>
Section 4	<a href="#"><u>Second Injury Board 2008 – 2012</u></a>
Section 5	<a href="#"><u>Workers' Compensation Fraud Claims 2008 – 2012</u></a>
Section 6	<a href="#"><u>Workplace Safety 2008 – 2012</u></a>
Section 6	<a href="#"><u>Average Days for Medical Director's Decision, July 2011 – December 2012</u></a>
Section 6	<a href="#"><u>Medical Treatment Guidelines and Independent Medical Examination Comparison</u></a>

## OVERVIEW OF OWCA CLAIMS AND SECTION ACTIVITIES, 2008 – 2012

### HEARINGS (Section # 1)

Year	Disputed Claims Filed	Mediation Conferences Held	Claims Resolved Prior To Trial	Trials Held	Decisions Rendered	Appeals Filed	Settlements Approved
2008	7,691	3,219	4,019	2,873	2,548	160	4,960
2009	7,562	3,955	2,516	1,536	1,508	176	5,007
2010	5,045	3,674	5,302	3,035	3,054	192	4,382
2011	5,270	1,980	5,122	3,081	3,981	217	4,346
2012	5,178	2,126	3,597	2,793	2,189	200	5,207

#### Number of Disputed Claims Received by OWCA Offices

Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma
2008	646	365	666	1,603	1,121	1,056	641	694	487	412
2009	845	373	795	747	961	805	739	1,045	728	524
2010	365	289	501	760	590	708	495	499	401	437
2011	457	347	359	532	1,069	625	496	538	439	408
2012	560	317	326	654	770	649	521	574	389	418

#### Number of Mediation Conferences Held by OWCA Offices

Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma
2008	307	21	592	534	563	64	11	457	454	216
2009	330	236	521	380	497	406	475	457	370	283
2010	287	206	649	373	399	321	368	390	350	331
2011	235	151	406	286	241	405	146	133	212	179
2012	246	183	251	289	116	366	138	217	164	156

#### Number of Trials Held by OWCA Offices

Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma
2008	237	158	237	128	283	191	218	219	690	512
2009	123	69	141	144	184	123	148	148	334	122
2010	108	115	317	192	402	312	464	273	587	265
2011	221	133	158	270	427	240	563	320	473	276
2012	177	109	146	202	427	250	310	356	537	279

#### Number of Decisions Rendered by OWCA Offices

Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma
2008	202	128	230	108	263	191	193	191	778	264
2009	146	61	154	97	169	149	156	154	304	118
2010	44	117	208	189	304	290	439	384	612	269
2011	221	132	171	234	342	194	384	298	205	242
2012	112	108	145	185	376	137	198	458	189	281

#### Number of Appeals Filed by OWCA Offices

Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma
2008	21	19	33	16	17	3	19	4	17	11
2009	16	15	35	16	28	3	11	14	24	14
2010	22	11	41	16	9	27	23	23	15	5
2011	10	14	18	53	29	22	25	17	15	14
2012	4	14	18	49	22	11	17	35	15	15

#### Number of Settlements Approved by OWCA Offices

Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harahan	8 New Orleans	9 Houma
2008	461	387	459	468	720	738	506	410	462	349
2009	500	336	521	377	720	828	459	461	406	399
2010	233	362	267	432	631	741	469	508	376	363
2011	317	391	244	417	706	979	527	507	357	391
2012	478	401	429	401	794	986	432	503	380	403



## OVERVIEW OF OWCA CLAIMS AND SECTION ACTIVITIES, 2008 – 2012

<b>WORKERS' COMPENSATION CLAIMS (Section # 2)</b>								
Year	Undisputed Claims Processed		Disputed Claims			Claims Closed		Claims Settled
2008	15,708*		7,691			5,968		4,960
2009	13,710*		7,562			5,271*		5,007
2010	12,418*		5,045			4,512**		4,382
2011	12,450*		5,270			5,457**		4,346
2012	11,112*		5,178			3,597		5,207
<b>RECORDS MANAGEMENT (Section # 3)</b>								
Year	Printed Forms					Records Requests		
2008	31,796					9,494		
2009	29,716					10,150		
2010	28,178					18,423		
2011	29,567					19,169		
2012	27,229					14,444		
<b>SECOND INJURY BOARD (Section # 4)</b>								
Year	Claims Received	Claims Closed	Decisions Rendered	Claims Pending	Ongoing Claims	Assessment Actual	Reimbursement	Total Administrative Costs
2008	957	1,192	947	3,902	2,243	\$42,429,319	\$42,181,211	\$1,081,014
2009	1,037	1,722	1,351	3,208	1,944	\$44,573,893	\$38,419,534	\$1,049,408
2010	981	1,201	1,035	3,281	1,888	\$45,754,077	\$43,690,296	\$1,085,819
2011	985	955	977	3,189	1,710	\$47,234,806	\$49,605,570	\$1,250,631
2012	1,049	1,086	1,022	3,298	1,719	\$46,906,356	\$37,755,535	\$816,394
<b>WORKERS' COMPENSATION FRAUD CLAIMS (Section #5)</b>								
Year	Investigations Initiated	Investigations Completed	Referrals for Prosecution	Arrests & Prosecutions	Referrals for U.I. Fraud	Convictions	Percent of Investigations Completed	
2008	1,987	1,698	4	6	4	1	85%	
2009	3,310	2,944	26	15	16	2	94%	
2010	2,524	2,298	24	11	19	2	91%	
2011	2,660	2,455	24	16	24	1	92%	
2012	2,056	1,928	17	10	35	5	94%	
<b>WORKPLACE SAFETY (Section # 6)</b>								
Year	Clients Assisted	Facility/On-site Inspections	Seminars, Training & Speaking Engagements	Number of Safety & Health Hazards Identified	Number of Serious Health Hazards Identified	Consultation Inquiries	Requests Received for Services	
2008	11,680	599	17	809	699	304	152	
2009	14,293	1,485	38	1,277	472	1,679	267	
2010	15,075	1,127	92	1,035	1,004	1,104	189	
2011	14,425	1,131*	65	1,309	1,010	449	409	
2012	13,771	1,045*	66	1,460	1,359	367	261	

\* Data has been amended

\*\* Preliminary Data

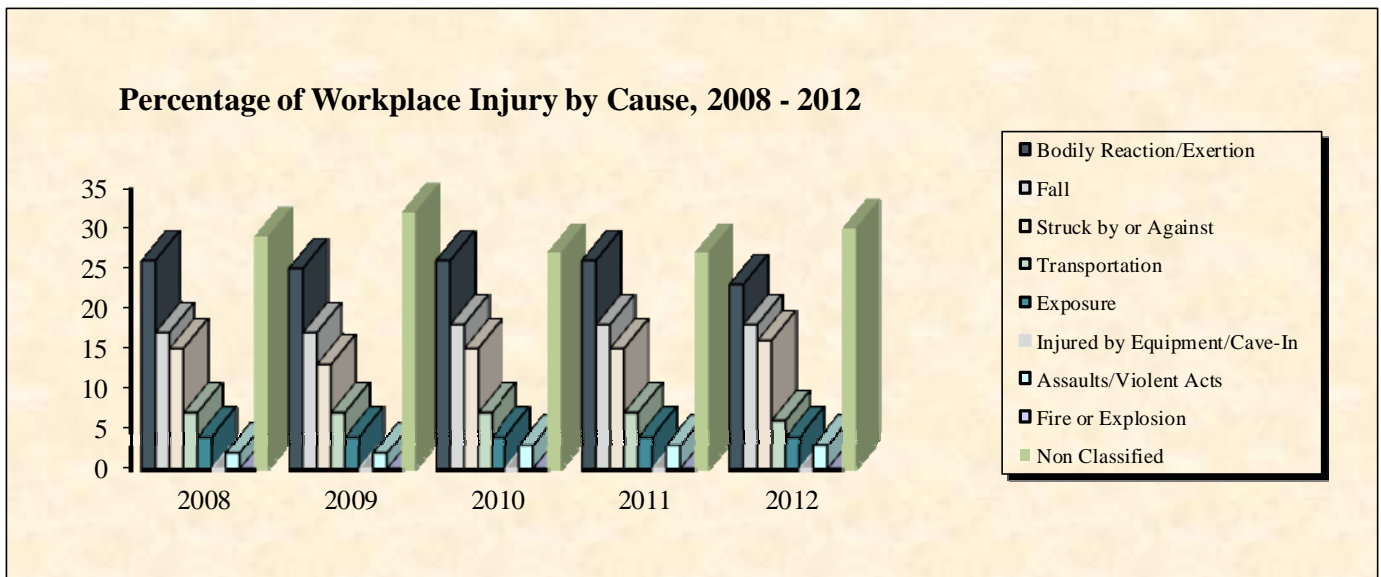
## STATISTICAL REVIEW

For the past five years, the OWCA has been reviewing the manner in which injuries and illness occurred in the workplace. Over a five year period, there were 63,488 workers' compensation cases (LWC-1007), reviewed for cause of injury and illness. According to the table below for classified injuries reported in 2012, per year, Bodily Reaction/Exertion was cited as having the highest percentage of cases (23). Falls is the second cause of injury followed by Struck By or Against. This year, six percent of the cases reported resulted from Transportation Accidents. Exposure and Assaults/Violent Acts had the least percentage of injuries.

**Percentage of Workplace Injury by Cause, 2008 – 2012**

Cause of Injury	2008	2009	2010	2011	2012
Bodily Reaction/Exertion	26	25	26	26	23
Fall	17	17	18	18	18
Struck By or Against	15	13	15	15	16
Transportation	7	7	7	7	6
Exposure	4	4	4	4	4
Injured by Equipment/Cave-In	0	0	0	0	0
Assaults/Violent Acts	2	2	3	3	3
Fire or Explosion	0	0	0	0	0
Non Classified	29	32	27	27	30

Note: The claims reported are workplace injuries that are identified through the filings of the LWC-WC-1007 form.



## WORKPLACE FATALITIES

Each year, a small number of workplace fatalities result in the tragic death of workers. The number of workplace fatalities reported in 2008 has decreased by 30 percent in 2012. The number of workplace fatalities was calculated by using data from the LWC-WC-1007 form.

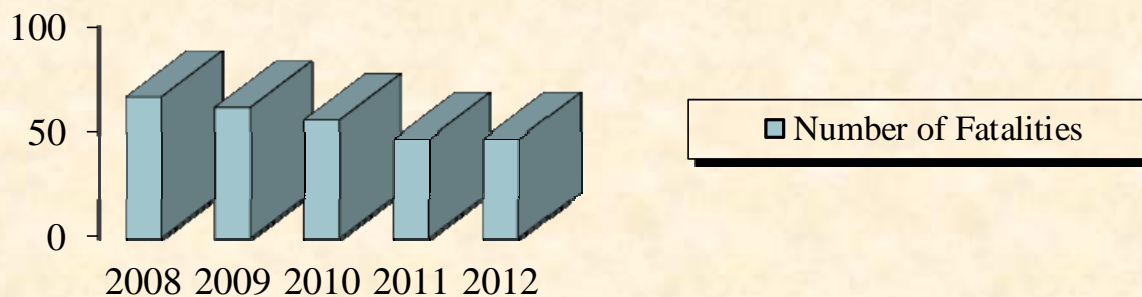
The information represents workplace fatalities in instances that were reported where:

- death occurred while on the employer's premises and is work-related
- death occurred off the employer's premises and is work-related

**Workplace Fatality Reported Claims, 2008 – 2012**

Year	Number of Fatalities	Percentage of Change from Prior Year
2008	67	-11%
2009	62	-7%
2010	56	-10%
2011	47	-16%
2012	47	0%

**Workplace Fatality Reported Claims, 2008-2012**



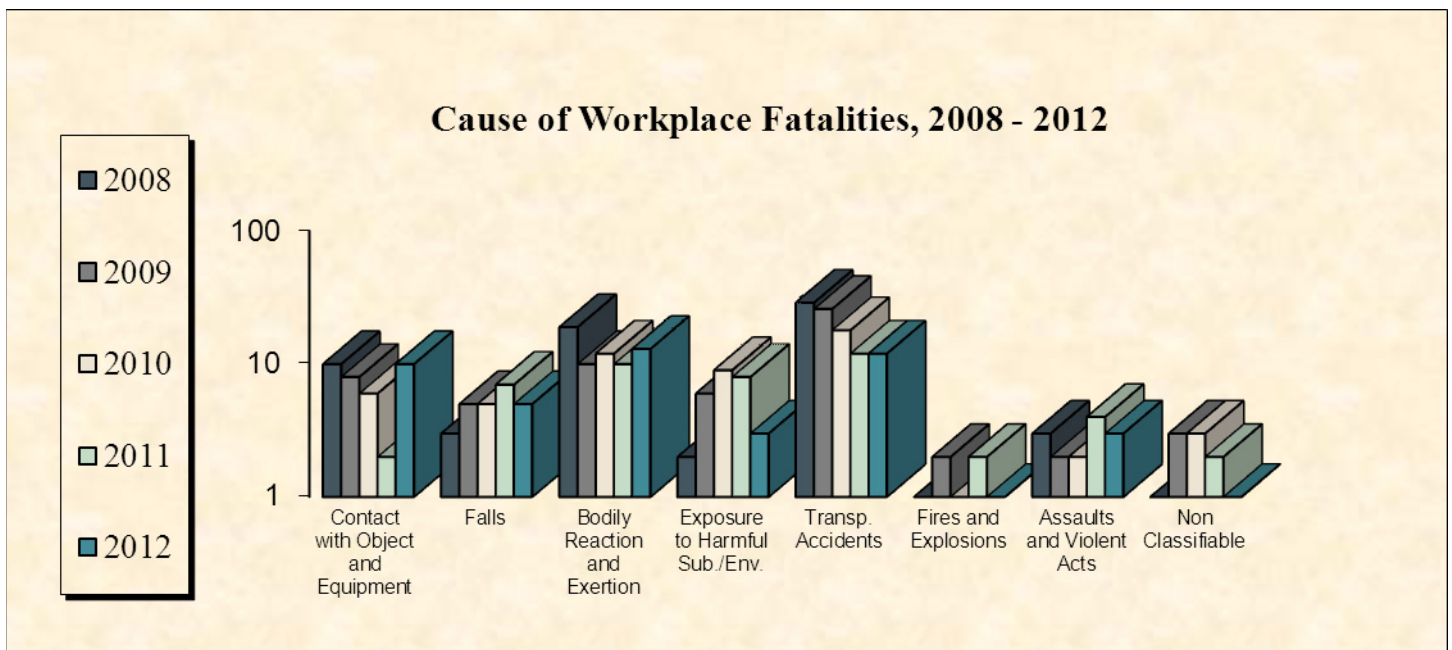
## CAUSE OF WORKPLACE FATALITIES

The table below represents the cause of workplace fatalities over a five year period. Transportation accidents registered the highest claim rate which was 35 percent of the claims. More than three-fourths of all transportation accidents were caused by motor vehicles. Over a five year period; motor vehicle accidents accounted for an average of 79 cases, aircraft crashes accounted for an average of 14 cases, water accidents accounted for an average of two cases, and railway accidents accounted for an average of two cases. Bodily Reaction and Exertion, a non-impact injury primarily associated with lifting and body motions which causes stress or strain to some part of the body, amounted to 23 percent of the claims. Heart attacks, which are bodily reaction and exertion, accounted for 46 of the 64 claims.

**Cause of Workplace Fatalities, 2008 – 2012**

Year	Contact with Object & Equipment	Falls	Bodily Reaction & Exertion	Exposure to Harmful Substances or Environments	Transportation Accidents	Fires & Explosions	Assaults & Violent Acts	Non Classifiable	Total
2008	10	3	19	2	29	0	3	1	67
2009	8	5	10	6	26	2	2	3	62
2010	6	5	12	9	18	1	2	3	56
2011	2	7	10	8	12	2	4	2	47
2012	10	5	13	3	12	1	3	0	47
<b>Total</b>	<b>36</b>	<b>25</b>	<b>64</b>	<b>28</b>	<b>97</b>	<b>6</b>	<b>14</b>	<b>9</b>	<b>279</b>

Note: The claims reported are workplace fatalities that are identified through the filings of the LWC-WC-1007 form. Date has been revised for all years as additional 1007s are processed or duplicates eliminated.



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Chief Judge Sheral Kellar

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**District 8**

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