

Kentucky

Workers' Compensation at a Glance



2008

The Kentucky Office of Workers' Claims

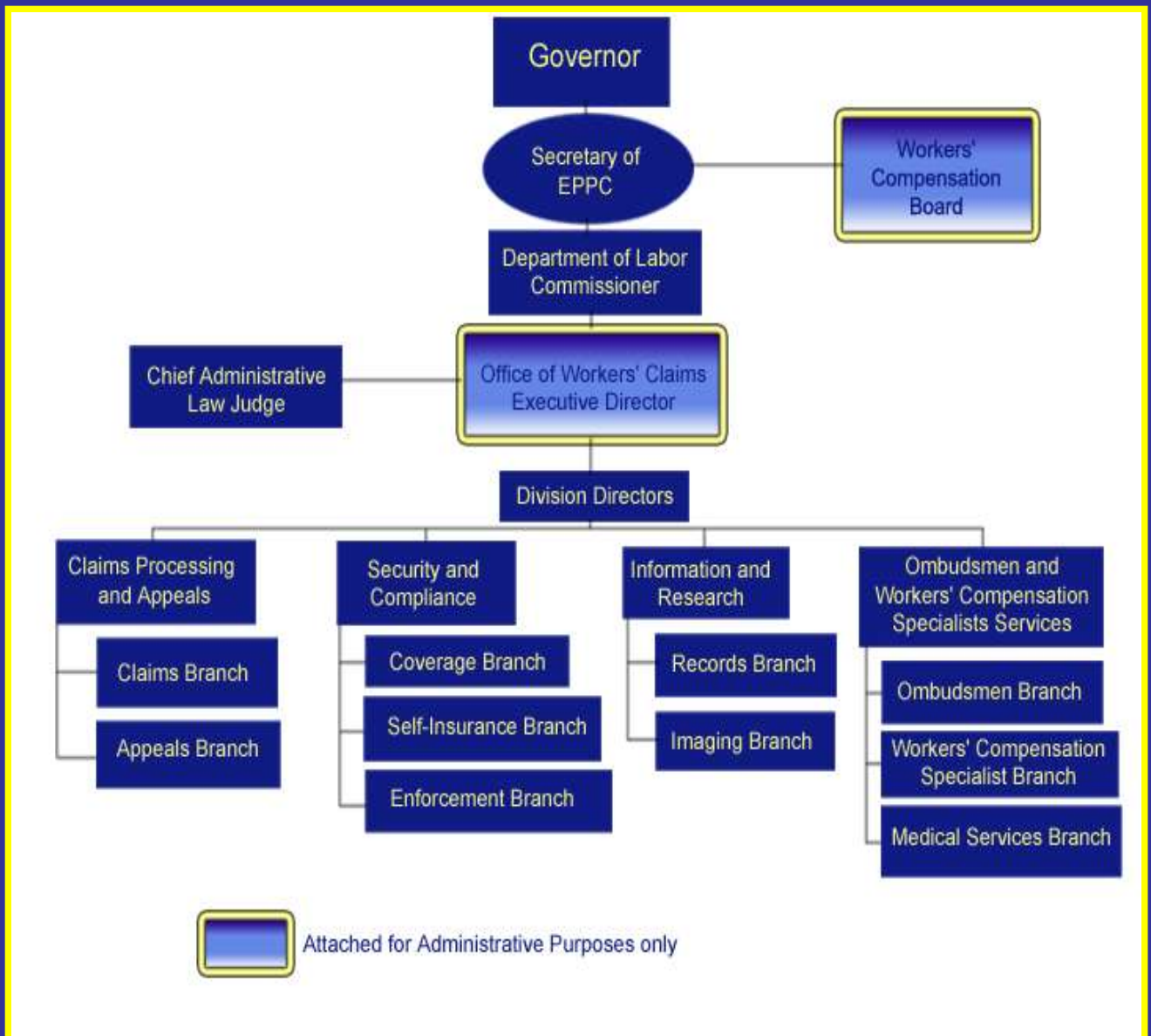


Dwight T. Lovan
Executive Director

Mission of the Office of Workers' Claims:

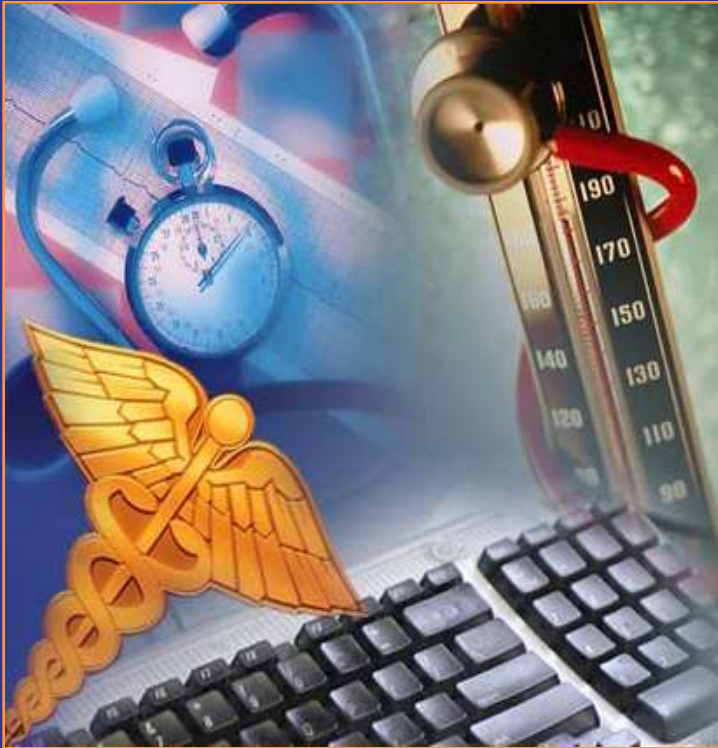
Resourceful
administration of
Kentucky's workers'
compensation program
with equitable and
expedient processing of
claims

Ky OWC Organizational Structure



As of 3/19/2008

Office of Workers' Claims Performance Objectives:



- Assure prompt delivery of statutory benefits, including medical services and indemnity payments
 - Provide timely and competent services to stakeholders
 - Foster stakeholder knowledge of rights and responsibilities under the Workers' Compensation Act
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- Encourage stakeholder involvement in the development of policy and delivery mechanisms
 - Provide the public and policy makers with accurate and current indicators of program performance
 - Anticipate changes in the program environment and respond appropriately

Monitoring Program Performance

Claims Processing

This division is charged with the timely processing and assignment of applications for resolution from an injury; an occupational disease including pneumoconiosis; a hearing loss; a chiropractic peer review; an order for an attorney fee; and official agreements/settlements of any type.



Information & Research

This division collects, stores and retrieves data and disseminates information. This division handles data entry, Electronic Data Interchange (EDI), coding, responding to requests for claim and first report information, publications, specific data extrapolation associated with open records requests and ensures the validity and integrity of the Office of Workers' Claims (OWC) databases. In addition, all hard copy documents are verified and indexed into the optical imaging system.

Monitoring Program Performance



Security & Compliance

This division focuses on ensuring that non-exempt employers maintain workers' compensation coverage for their employees. They perform audits on individual self-insured employers' claim files, monitor their financial strength and determine surety requirements necessary to secure benefits for the self-insured workforce. This division also maintains records to document proof of coverage for each insured Kentucky employer as well as investigating the status of employers' insurance coverage through on-site visits to encourage compliance with the Workers' Compensation Act.

Workers' Compensation Specialists

This division offers assistance to callers on all workers' compensation topics of interest to the public ranging from how to report a claim, dispute resolution,



benefit information, rights and procedures and many other related issues. This division responds to constituent services requests from lawmakers and attorneys as well. The primary duty of the specialists is to assist in the prompt delivery of benefits by facilitation communication between the injured worker and the claims adjuster, employer and medical provider.

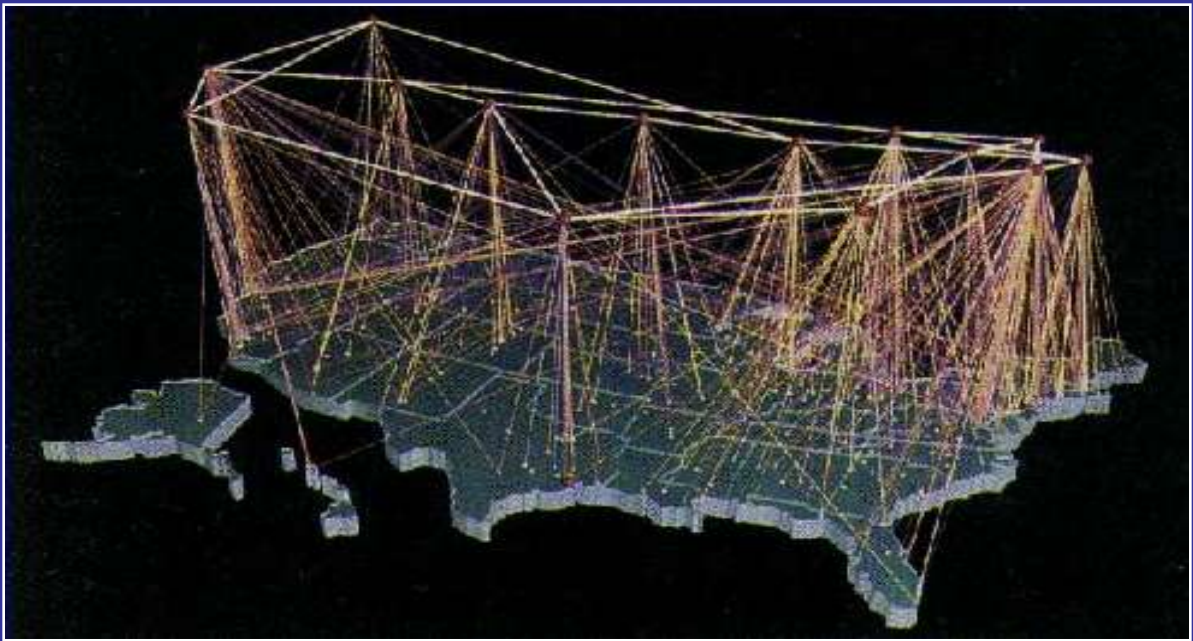
Kentucky Office of Workers' Claims Key Contacts

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Philip A. Harmon, Deputy Exec. Director	(502) 564-5550, ext. 4412
Division of Claims Processing	(502) 564-5550, ext. 4534
Division of Information & Research	(502) 564-5550, ext. 4423
Division of Ombudsmen	(502) 564-5550, ext. 4559
Division of Security & Compliance	(502) 564-5550, ext. 4526

Information on workers' compensation may be obtained by accessing the Ky Office of Workers' Claims Web site at www.labor.ky.gov/workersclaims or by calling toll free at (800) 554-8601.

Ky Office of Workers' Claims
Prevention Park
657 Chamberlin Avenue
Frankfort, Kentucky 40601





**The following publications are made available
by the Kentucky OWC:**

Medical Fee Schedule for Physicians
Executive Director's Report on "B" Readers
Workers' Compensation Posting Notice
Life Expectancy Tables
Rehabilitation Pamphlet
Compliance Inspection Pamphlet
List of "B" Readers for CWP
Acute Low Back Pain Booklet
Workers' Compensation Forms
Hospital Fee Schedule
Annual Report
Benefits Schedule
Quarterly Report
Present Worth Table
Workers' Compensation Guidebook

*Forms may be found by accessing <http://www.labor.ky.gov/workersclaims/forms>
The only exception to this is the Form 4 which can only be obtained by contacting
Administrative Services at (502) 564-5550, ext. 4428.