

DEPARTMENT OF INDUSTRIAL RELATIONS
DIVISION OF WORKERS' COMPENSATION

Audit Unit

2424 Arden Way, Suite #305
Sacramento, CA 95825-2403



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Re: Availability of Audit Unit Staff for Claims Training - 2006

Dear Claims Manager:

It is the goal of the Division of Workers' Compensation (DWC) to help claims administrators improve the administration quality of California workers' compensation claims. In order to achieve this goal and to help claims administrators avoid the types of errors for which the DWC Audit Unit assesses penalties, the Audit Unit is willing to participate in workshops and offer presentations to your claims handling personnel related to compliance with California workers' compensation statutes and regulations.

If you wish to take advantage of this service, your company or organization must provide adequate space and any materials needed by participants in the workshops. So that we are better able to manage our resources, we ask that you have a minimum of twenty participants per workshop or presentation. While there is no charge for putting on the workshop, we do ask that you reimburse the Department of Industrial Relations for any travel expenses associated with the presentation. We are not able to conduct presentations or workshops outside of California.

The Audit Unit presentation is designed to provide claims handling staff with an understanding of the audit process and issues that are subject to scrutiny in the course of an audit. Current topics include:

- The Impact on the Audit Unit of Assembly Bill 749 [with a detailed description of the PAR/FCA (Profile Audit Review and Full Compliance Audit) audit process]
- Issues subject to audit due to legislation in Assembly Bill 227 / Senate Bill 228 and Senate Bill 899
- Claim File Contents and Maintenance
- Documentation of Earnings; Calculation of the Average Weekly Wage (AWW)
- Payment and Notices for Provision of Temporary and Permanent Disability Indemnity
- Self-Imposed Increase
- Interest and Increase issues on late paid medical bills
- Overview of the Audit Unit Regulations including the new penalties for violations of regulations of the Workers' Compensation Information System and Supplemental Job Displacement Benefits
- The Right and Duty to Investigate a Claim for Workers' Compensation Benefits
- Unsupported Denials
- The Penalty Regulations for LC 4610, Utilization Review and LC 5814.6, violators of LC 5814
- Information Available on the DIR/DWC Webpage
- Complaints Filed with the Audit Unit

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If you are interested in Audit Unit staff participating in this type of training, or training on specific subjects, for your company or organization, please make your request at least 60 days in advance and provide alternate dates if possible. Make your requests, in writing, to:

For Northern California:

Ms. Christine King, Northern California Supervisor
Division of Workers' Compensation, Audit Unit
1515 Clay Street, 17th Floor, Oakland, CA 94612
Telephone: (510) 286-7108

For Southern California:

Ms. Cora Lee, Southern California Supervisor
Division of Workers' Compensation, Audit Unit
320 West 4th Street, 9th Floor, Los Angeles, CA 90013
Telephone: (213) 620-2312