

Accomplishments Overview

2008

- Jan. 25, 2008 The BWC Board of Directors hires Mercer Investment Consulting Inc. as the bureau's full-service investment consultant.
- Deloitte Consulting LLP awarded contract to perform an intense study of BWC operations and programs.
- Jan. 29, 2008 BWC provides outreach to public employers in an effort to promote safety initiatives.
- Feb. 5, 2008 Raymond R. Mazzotta named as BWC chief operating officer.
- Feb. 27, 2008 Investigators from a multi-agency task force recognized for their work related to fraudulent BWC investment activities and other matters. The investigation resulted in 21 persons charged and 19 criminal convictions.
- March 28, 2008 The BWC Board of Directors approves a 5-percent overall premium rate decrease for private employers. Effective July 1, 2008, the reduction is the first premium rate decrease for Ohio's private employers since 2001.
- April 4, 2008 BWC launches a new, multi-language help line to better serve the needs of non-English speaking customers. The telephonic interpreting service provides real-time response and seamless multilingual services. It offers 150 languages and dialects.
- April 24, 2008 The BWC Board of Directors holds the first of two public forums on medical services. The forum enables employers, injured workers and other interested parties to discuss their perspectives on the role of medical providers as related to workers' compensation.
- April 25, 2008 The BWC Board of Directors approves a 10-percent, premium-rate reduction for 106 state agencies, 16 state universities and four university hospitals. The rate reduction saves these Ohio employers approximately \$7.3 million for the upcoming program year. The reduction is the first for these employers since 1999.
- May 12-16, 2008 BWC leads Ohio government improvement efforts, piloting the state's first Kaizen system of quality control event. BWC applies the system to its employer adjudication process. It cuts the average process time from 169 days to an average of about 50 days.
- June 26, 2008 The BWC Board of Directors holds its second public forum on medical services. This forum focuses on the scope of coverage and level of benefits for medical, vocational rehabilitation and pharmaceutical services. It also concentrates on reimbursement methodologies for these treatments and services. In addition, it focuses on best practices for assuring efficient and effective delivery of the managed care process.
- June 27, 2008 BWC takes its first steps toward adopting a rate-reform plan designed to improve pricing accuracy and premium equity among group-experience- and non-group-experience-rated employers. The BWC Board of Directors reduces the maximum credibility discount for group-rated employers from 85 percent to 77 percent for the July 1, 2009 program year. The board also gives staff authority to proceed in the research and development of improved rate-making processes and programs.
- July 1, 2008 As mandated in House Bill 100, BWC implements Micro Insurance Reserving Analysis II (MIRA II). MIRA II is a new, more accurate and transparent system to calculate reserves for medical claims filed by injured workers.
- July 16, 2008 BWC creates an employer compliance unit. The unit will aggressively pursue businesses in Ohio operating without workers' compensation coverage to protect the health and well-being of their employees.

- July 25, 2008 BWC collects \$50 million in original principal investments related to the 2005 Coin Fund scandal through collections from asset sales and negotiated settlements.
- Aug. 8, 2008 Governor Ted Strickland announces his selections to fill three seats on the BWC Board of Directors. He re-appoints James Hummel and Larry Price, and names Thomas Pitts as a new member. All will serve three-year terms.
- Sept. 1, 2008 The Legislature enacts a new interstate jurisdiction law to help Ohio businesses operating across state lines save on future workers' compensation costs. Employers are no longer required to include employees working outside of Ohio on their payroll report if they carry workers' compensation coverage in the other states.
- Sept. 2, 2008 Robert J. Balchick, M.D., M.B.A., a bioscience, technology and health-care expert, named as BWC's medical director.
- Sept. 26, 2008 The BWC Board of Directors approves a new medical provider fee schedule. It brings Ohio's medical fee payments to marketplace standards and in line with those of other states.
- Oct. 7, 2008 BWC strengthens efforts to promote workplace safety within Ohio's group-rating program. It pairs agency safety consultants with group sponsors to assist in the development of an appropriate safety program.
- Nov. 1, 2008 The BWC Board of Directors votes to decrease premium rates for 3,900 public employers by an average of 5 percent, effective Jan. 1, 2009. Public Employer Taxing Districts represent Ohio cities, counties, townships, villages, schools and special districts.
- Dec. 1, 2008 Caren Murdock appointed as BWC's chief of internal audit. Thomas Croyle named BWC chief information officer. Murdock is formerly the director of internal audit and Croyle served as director of the enterprise data management section.
- Dec. 18, 2008 The BWC Board of Directors approves payment relief for Ohio employers by allowing them more time to pay premiums through the agency's 50/50 program.

2009

- Jan. 23, 2009 The BWC Board of Directors approves a cap on premium increases to limit extreme cost swings for many employers. The capping plan stabilizes premiums and provides relief for small businesses.
- Jan. 29, 2009 Maria Smith appointed as chief communications officer. Smith formerly served as director of community relations.
- Feb. 19, 2009 The BWC Board of Directors hosts an open topic public forum.
- Feb. 20, 2009 The BWC Board of Directors approves a plan to create a new deductible program. The program gives employers a premium discount for taking on a degree of risk.
- Feb. 28, 2009 BWC's customer contact center holds seasonal Saturday hours for the first time. Staff provides support to Ohio employers meeting their deadline for premium payment.
- March 5, 2009 BWC and the Industrial Commission of Ohio consolidate the Springfield and Dayton customer service offices. By closing the Springfield Customer Service Office and relocating staff to the Dayton facility, 26 miles away, the agencies expect a total annual cost savings of \$1 million.
- March 13, 2009 BWC launches a series of informational, online videos on ohiobwc.com. Created for medical providers, the videos orient newly certified medical professionals with BWC's systems and processes. They also enhance their overall knowledge of the workers' compensation system.

- March 20, 2009 The BWC Board of Directors votes to decrease workers' compensation rates for non group-rated employers by up to 25.3 percent. The rate-reform plan provides a solution to the long-term challenge of ensuring premium equity among group-rated and non group-rated state-fund employers. The plan takes effect July 1, 2009.
- March 30, 2009 Ibraheem (Abe) Tarawneh, Ph.D. appointed as superintendent of the Division of Safety & Hygiene. Tarawneh oversees BWC's efforts to ensure Ohio employers and workers have access to the latest safety techniques and practices.
- April 1, 2009 BWC unveils details of the year-long comprehensive study of Ohio's workers' compensation system by Deloitte Consulting LLP. The study measures the performance of Ohio's workers' compensation system and benchmarks it against other state and private systems. Recommendations will help guide BWC's direction in the coming years.
- April 29, 2009 The BWC Board of Directors hosts a public forum on the claims-management system. The discussion centers on shifting the model from disability management to disability prevention.
- April 30, 2009 The BWC Board of Directors votes to update the state-fund investment policy statement. The State Insurance Fund investment portfolio will be comprised of 69 percent bonds, 30 percent equities and 1 percent cash.
- April 30, 2009 The BWC Board of Directors approves the creation of a Group-Retrospective-Rating Program, effective July 1. BWC believes employers will achieve better workplace safety through the performance-based program.
- May 29, 2009 The BWC Board of Directors approves a premium rate decrease for Ohio state agencies, universities and university hospitals.
- May 29, 2009 The BWC Board of Directors approves an implementation strategy for diversifying both fixed and equity investments within the state insurance fund. The portfolio will remain 100 percent passively managed and comprised of 70 percent bonds and 30 percent equities. The plan also calls for the issuance of a Master Passive Index Manager Request for Proposal to select passive-investment managers to execute the new investment strategy.
- June 9, 2009 BWC introduces BWC Education on Demand. The program is a partnership with statewide business organizations and associations to deliver specialized, daylong educational opportunities for Ohio employers.
- June 12, 2009 Governor Ted Strickland re-appoints David Caldwell, Ken Haffey, Jim Matesich and Bob Smith to the BWC Board of Directors. All four members will serve three-year terms.
- June 19, 2009 The BWC Board of Directors presents its annual evaluation of Administrator Marsha Ryan's performance. The board gives her an excellent/plus, citing her leadership in bringing greater parity between group- and non-group-rated employer premium rates. BWC also presents strategic goals for fiscal year 2010.
- June 19, 2009 The board approves the selection of Deloitte Consulting LLC as BWC's actuarial consultant in rate making, reserving and special projects.
- June 30, 2009 Governor Ted Strickland signs BWC's operating budget for fiscal years 2010 and 2011. The budget, \$328 million for each year, funds the system that provides insurance protection to Ohio's injured work force. BWC's budget request did not include an increase in appropriation from fiscal year 2009.