



Pennsylvania Workers' Compensation

Annual
Report
Fiscal Year
2001-2002



Mark Schweiker, Governor
Commonwealth of Pennsylvania

Johnny J. Butler, Secretary
Elizabeth Crum, Acting Deputy Secretary for Compensation and Insurance
Department of Labor and Industry

Richard H. Thompson, Director
David A. Cicola, Acting Director of Adjudication
Kathleen M. Dupin, Information Officer
Bureau of Workers' Compensation



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Department of Labor and Industry
Bureau of Workers' Compensation
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Message from Johnny J. Butler
Secretary of Labor and Industry

The Pennsylvania Bureau of Workers' Compensation continues to make great strides in serving the people of Pennsylvania.

In the past year alone, bureau staff have made many improvements to the workers' compensation system in areas of safety, better access for employees and employers, more efficiency in overall administration, increasing compliance, and streamlining the adjudication system.

Workers' compensation is a major issue in Pennsylvania's economic growth. Since 1995, improvements to the system have resulted in cumulative savings of more than \$4 billion; the creation of 400,000 jobs; and workplace safety records that are the envy of the nation—all while Pennsylvania's workers' compensation benefits continue to rank among the highest in the nation.

We must also recognize the role of improved labor-management relations in Pennsylvania as a positive impact on safety and workers' compensation costs.

I am proud of the role our Bureau of Workers' Compensation employees have played in helping to bring these accomplishments to reality

Sincerely

A handwritten signature in black ink that reads "Johnny J. Butler".

Johnny J. Butler

Secretary of Labor and Industry

Message from Elizabeth Crum
Acting Deputy Secretary
for Compensation and Insurance



The accomplishments of the Bureau of Workers' Compensation this past year have been significant.

We reduced the average length of time that disputed matters are in litigation to 9.3 months—for employers, employees and insurers. We increased our compliance efforts, by aggressively pursuing employers who failed to maintain ongoing workers' compensation coverage, which resulted in 37 criminal charges being initiated over the past year and the disposition of 28 criminal prosecutions.

We provided increased outreach and education on provisions of the Workers' Compensation Act to insurance carriers and employers, including self-insurers. This resulted in greater compliance with provisions of the Act, including the requirement to accept or deny a claim within 21 days, to pay medical bills in accordance with the Act, and to perform other responsibilities contained in the Act.

We improved the bureau's internal technology resulting in better customer service across the board. We added electronic reporting of injury reports and Internet accessibility that provides for filing of petitions online.

Injured workers report that they are more satisfied with the medical treatment they receive. Our health and safety efforts are paying off in safer workplaces. Our claims management and utilization review systems are running far more efficiently.

We are committed to providing quality customer service. For your convenience, bureau access numbers are listed on pages 57 through 60 of this report.

Sincerely,

Elizabeth Crum
Acting Deputy Secretary for
Compensation and Insurance



Message from Richard H. Thompson
Director, Bureau of Workers' Compensation

Here at the Bureau of Workers' Compensation, every effort is being made to reverse the common perception that government agencies may not be synonymous with *superior* customer service. We have embraced customer-service excellence as a standard practice rather than simply an item in a vision statement.

For example, our emphasis on education outreach and training both for the workers' compensation community as well as for our own staff, is paying off through better overall compliance with the provisions of the Workers' Compensation Act.

Also, we continue to encourage compliance among employers of the 21-day requirement under the Act to make first payment or deny a claim. Our efforts have increased compliance of the 21-day rule to 66 percent during fiscal year 2001/02, up from the 62 percent reported just one year ago. For the third quarter of 2002, the compliance rate was up to 70 percent.

Better compliance of the Act represents a winning proposition for all participants in workers' compensation and results in improved service to customers. The bureau will continue to seek ways to further improve the way it does business in an ongoing effort to be a premier service organization in Pennsylvania state government.

Sincerely,

A handwritten signature in cursive script that reads "Richard H. Thompson". The ink is dark and the signature is fluid and legible.

Richard H. Thompson
Director, Bureau of Workers' Compensation

Message from David A. Cicola
Acting Director, Office of Adjudication



The Office of Adjudication continues to reduce the litigation time for workers' compensation cases. As a result, the statewide average time to hear and decide cases during fiscal year 2001/02 was nearly two months less than it was just three years before. We intend to continue this trend by looking for ways to further trim litigation time and streamline the adjudication process.

We also continue to place high priority on the professional development of our employees. During the 2001/02 fiscal year, many of our judges participated in mediation training and as a result we are witnessing improved communications and awareness among judges of the different styles of alternative dispute resolution. To date, more than half of our judges have been involved in settlement conferences and mediations. We are also promoting our judges' availability for mediation through speaking engagements, in bureau publications, and on the web.

Our efforts to reduce litigation time and train our employees this past year have resulted in improved service to our customers. We will continue to look for ways to make the adjudication process more efficient and to better serve the workers' compensation community.

Sincerely

A handwritten signature in blue ink that reads "David A. Cicola". The signature is fluid and cursive, with a long horizontal stroke at the end.

David A. Cicola
Acting Director, Office of Adjudication

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Bureau Overview

A Brief History of Pennsylvania's Workers' Compensation Law

In 1915, the Pennsylvania Legislature enacted the Pennsylvania Workmen's (Workers') Compensation Act (Act). The statute charges the Department of Labor and Industry, Bureau of Workers' Compensation, with carrying out the administrative and appeal obligations defined in the Act and specifies compensation for employees who are injured as a result of employment without regard to fault. Amendments eventually merged the compensation for injuries and occupational diseases into this Act. The statute defines the benefits available to Pennsylvania workers, the conditions under which benefits are available, and the procedures for obtaining them.

The workers' compensation system protects both employees and employers. Employees receive medical treatment and are compensated for wage loss associated to work-related injuries and disease, and employers provide for the cost of such coverage while being protected from direct lawsuits by employees.

Workers' compensation coverage is mandatory for most employers under Pennsylvania law. Employers who do not have workers' compensation coverage may be subject to suits by employees and to criminal prosecution by the Commonwealth.

Some employers are exempted from workers' compensation coverage. Exemptions include: people covered under other workers' compensation acts, such as railroad workers, longshoremen and federal employees; domestic servants (coverage is optional); for agricultural workers who work less than 30 days *or* earn less than \$1,200 in a calendar year from one employer; and employees who have requested and been granted exemption due to religious beliefs or their executive status in certain corporations.

In Pennsylvania, employers can obtain workers' compensation insurance through a licensed insurance carrier or the State Workers' Insurance Fund. In addition, employers can apply to the bureau to seek approval to self-insure. Self-insurance is granted at the determination of the bureau based on criteria established by the Act and the Department.

Employees are covered for the entire period of their employment. Therefore, coverage begins the first day on the job. Injuries or diseases caused or aggravated by employment are covered under workers' compensation, regardless of the employee's previous physical condition.

Mission Statement

The Pennsylvania workers' compensation program was established to reduce injuries and provide wage-loss and medical benefits to Pennsylvania employees who become ill or injured through the course of their employment so they can heal and return to the workforce.

The bureau is responsible for carrying out the provisions of the Act and related legislation and for fulfilling the overall purpose of Pennsylvania's workers' compensation system.

In carrying out the requirements of the Act, the bureau has several primary roles:

1. Obtain, review, and maintain records on certain loss-time work injuries and benefit documents.
2. Certify individual self-insured employers and self-insured employer pools and determine their monetary security requirements.

3. Resolve areas of contention among the participants in the workers' compensation system.
4. Enforce the provisions of the Act.
5. Promote the health and safety of Pennsylvania's employ-

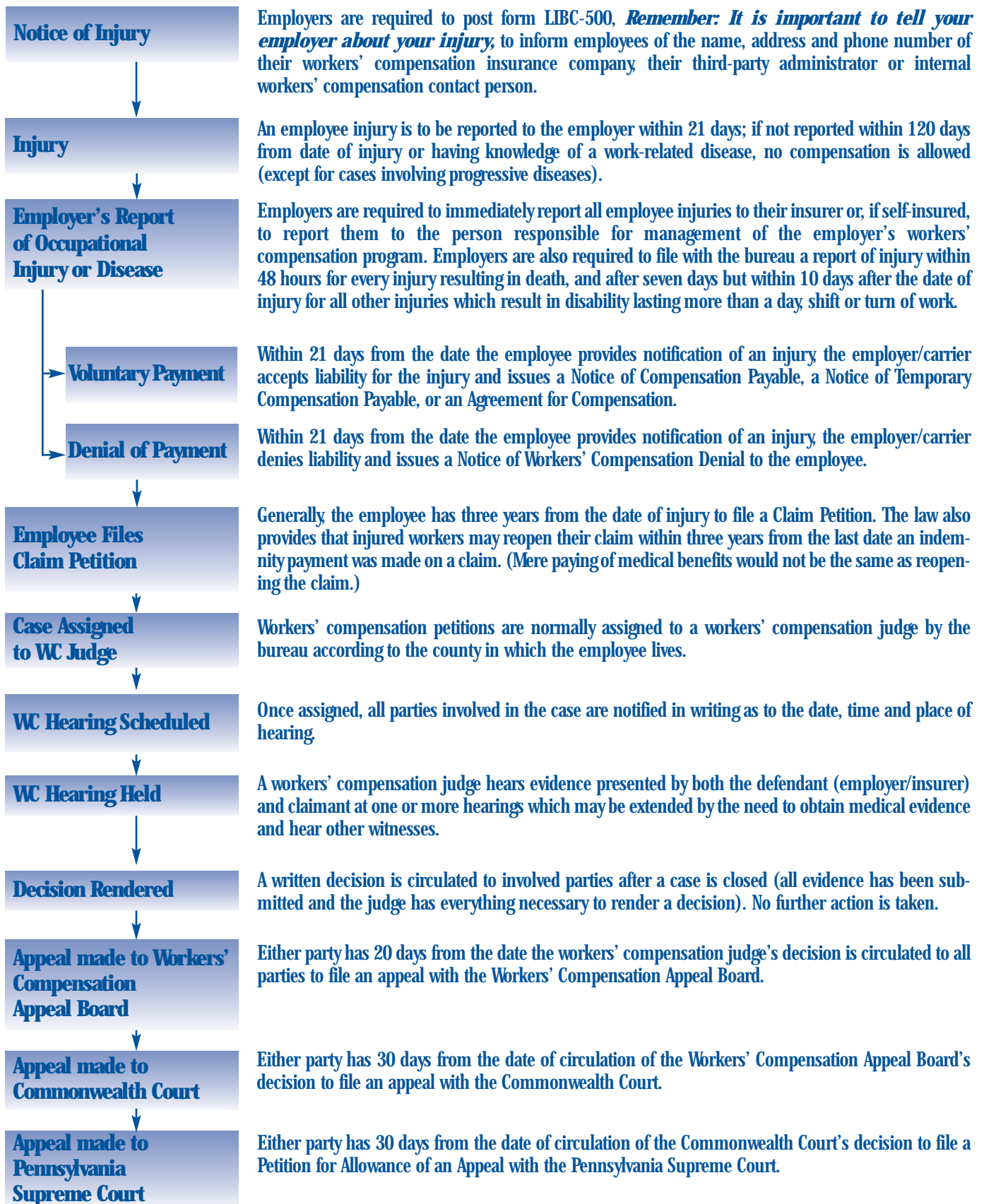
ees in accordance with the 1993 and 1996 amendments to the Act.

6. Enforce the occupational disease provisions of the Act.

Basic Benefits

1. **Replacement of Lost Wages.** A portion of the worker's salary — up to a maximum amount provided by law — is paid for the time lost from work as a result of a work-related disability if the disability lasts longer than seven calendar days. These payments are tax free. The maximum allowable weekly benefit for calendar year 2002 is \$662.00. Partial disability benefits consisting of two-thirds of the gross difference in wage loss for up to 500 weeks are paid to employees who suffer a partial disability resulting from a work-related injury or disease. Benefits can possibly be subject to other reductions or offsets.
2. **Payment of Medical Expenses.** Reasonable and necessary work-related medical expenses are paid regardless of the duration of required treatment and apply even though the employee may not have lost time from work.
3. **Specific Loss Benefits.** Benefits are payable if a work-related injury results in loss of vision, hearing and/or the use of limbs (including fingers and toes). Specific loss benefits are paid without regard to the amount of time lost from work. A separate healing period is also defined for each loss.
4. **Disfigurement Benefits.** Benefits are payable if there is a serious, permanent disfigurement of the head, face or neck.
5. **Death Benefits.** The employee's dependents may claim benefits if a work-related injury or disease results in the employee's death. Also, reasonable burial expenses are payable to a maximum amount set by law.
6. **Adjudication.** If facts concerning a claim are contested or liability is questioned, either the employee or the employer/insurer may request a hearing before a workers' compensation judge to resolve issues. If either party is dissatisfied with the decision and has grounds for an appeal, they may request a review by the Workers' Compensation Appeal Board. Further appeals may be taken through the court system.
7. **Subsequent Injuries.** Additional compensation may be available through the Subsequent Injury Fund. This Fund is administered by the Commonwealth and pays workers who have had a specific loss of use for a hand, arm, foot, leg or eye *and* incurs total disability caused by loss of use of the other hand, arm, foot, leg or eye and then the Commonwealth makes payments for the duration of the worker's total disability.

The Flow of a Pennsylvania Workers' Compensation Claim



Funding for Pennsylvania's Workers' Compensation System

The Pennsylvania workers' compensation program is funded by a spending authorization appropriated by the State Legislature and approved by the Governor. The money for these expenditures comes from four special funds established through assessments:

1. The Workers' Compensation Administration Fund

Purpose: Provides funding for the administrative operations of the Bureau and the Workers' Compensation Appeal Board.

Assessment Amount: For fiscal year 2001/02, the amount assessed totaled \$55,435,208 and represented 2.42 percent of compensation paid in calendar year 2000.

2. The Supersedeas Fund

Purpose: To provide relief to employers/insurers for payments made during litigation of claims contesting whether compensation is payable. When an employer/insurer files a petition for termination, modification, or suspension of benefits, a supersedeas hearing can also be requested. At this hearing the workers' compensation judge can deny the request or grant a temporary order of partial or total suspension of benefits. If the request is denied, but the final decision of the judge is that compensation was not payable, the employer/insurer may apply to be reimbursed from the Supersedeas Fund for "overpayments" made following the initial denial.

Assessment Amount: For fiscal year 2001/02, the amount assessed was \$35,434,073 and represented 1.53 percent of compensation paid in calendar year 2000.

3. The Subsequent Injury Fund

Purpose: To compensate workers who experience certain losses (for example arm, hand, leg foot, eye) subsequent to a prior loss.

Assessment Amount: The total amount of the fund equals the amount expended from the fund in the preceding year. Law requires the fund to have a minimum funding of \$100,000. For the 2001/02 fiscal year, the amounts

assessed totaled \$237,441 and represented 0.01 percent of compensation paid in calendar year 2000.

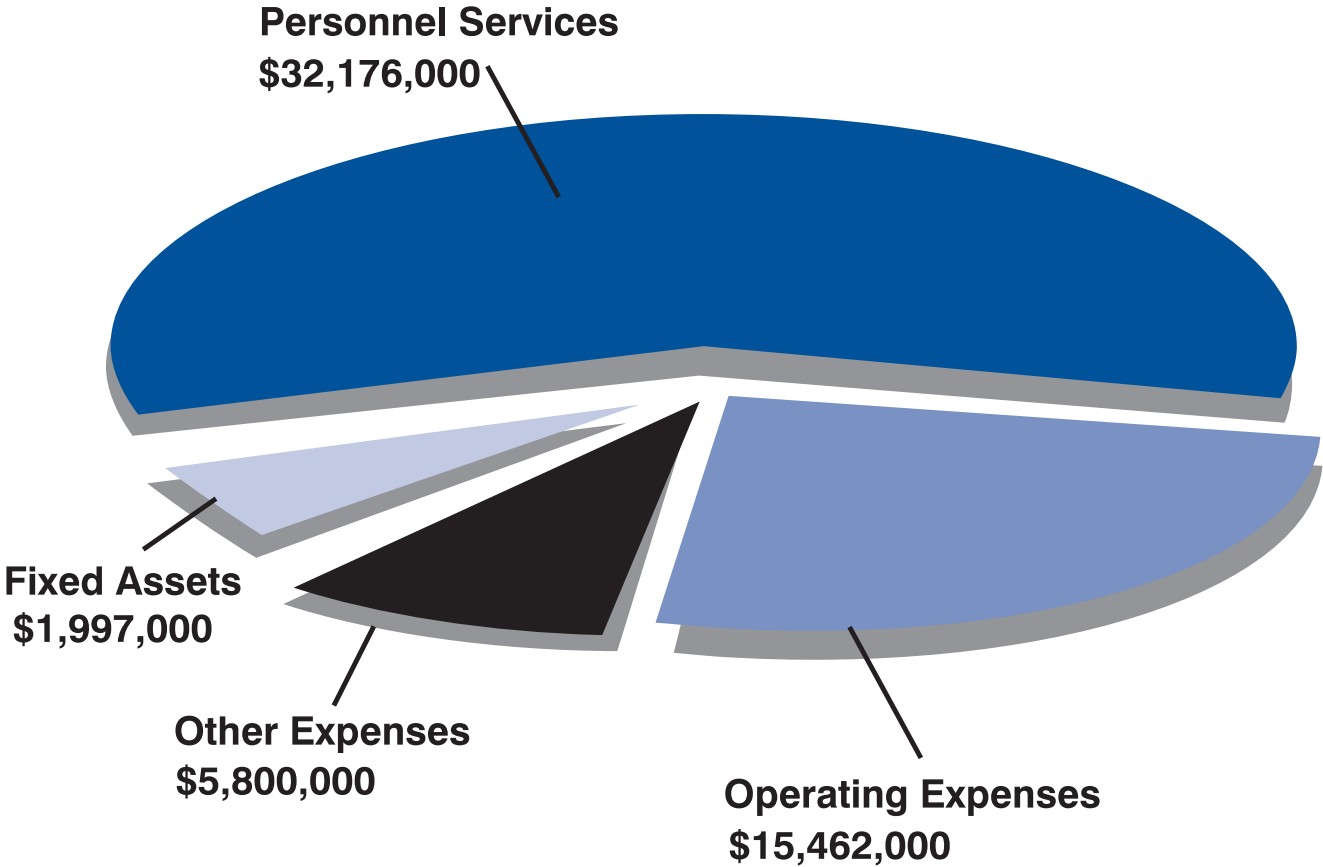
4. The Self-Insurance Guaranty Fund

Purpose: To make payments to any eligible claimant or dependents upon the default of the self-insurer liable to pay compensation or associated costs due under the Pennsylvania Workers' Compensation Act and the Pennsylvania Occupational Disease Act as amended in 1993. This fund is used when the securities posted by defaulting companies are exhausted, but can only be used for injuries occurring after the 1993 amendments.

With the passage of Act 53 of 2000, the General Assembly created a restricted account within the Guaranty Fund called the Prefund Account. The purpose of the Prefund Account is to provide for the continuation of benefits to workers who were injured prior to 1993 and whose self-insured employers have gone bankrupt. Originally, the Prefund Account was financed through the transfer of interest earned in the Administration Fund. However, in June 2001 the General Assembly enacted Act 49 which makes the financing of the Prefund Account a budget item of the Administration Fund.

Assessment Determination/Amount: For a new self-insurer starting self-insurance after October 30, 1993, the assessment is one-half percent of its modified manual premium for the 12 months immediately preceding the start of self-insurance. During the 2001/02 fiscal year, all existing and former self-insurers with runoff claims were assessed at the rate of one percent of compensation paid in 2000 to fund additional claims that became the responsibility of the Guaranty Fund. The Guaranty Fund collected \$5,553,816 during the 2001/02 fiscal year, compared to an assessment of \$44,093 collected in the 2000/01 fiscal year.

**Bureau of Workers' Compensation
Administration Fund Budget
Fiscal Year 2001/02**



Source: Pennsylvania Bureau of Workers' Compensation, Department of Labor and Industry

Bureau of Workers' Compensation

Accomplishments Fiscal Year 2001/02

The Bureau of Workers' Compensation is continuing to make significant progress in serving its many customers. The number of first reports of injury we receive from employers has increased, thanks to our implementation of online report submission via the web and educating customers on proper reporting of all lost-time cases. Since April 2002, more than 500 first reports have been submitted via the web, a substantial increase since online reporting was introduced in October 2001. In addition, we continued to promote electronic data interchange (EDI) submission of first reports. During the six-month period beginning in October 2001, the bureau received 7,170 EDI first reports. That number increased during the next six-month period to 10,913.

We have improved the timeliness of payment of benefits to injured workers and reduced the time to send petitions to the judges from four weeks to the current average of five days.

Through a successful workers' compensation conference, numerous bureau seminars, and continued outreach to our customers by providing staff to assist them in their claims processing, we have substantially increased communication with our customers.

We will continue to use all resources available to achieve our goal of a customer-friendly workers' compensation system for all.

- Improved the 21-day rule compliance rate of insurers and self-insured employers from 62 percent on average to an average of 66 percent.
- Completed the Scranton judges' office relocation and conducted preliminary work on establishing a Reading judges' office. Also budgeted and planned for renovations to the existing Philadelphia judges' office at the state office building.
- Implemented and promoted the Employer's Report of Occupational Injury or Disease (ER) Internet submission program. Continued to promote electronic data interchange (EDI) submissions of the ER as well.
- Conducted numerous external training sessions in forms submission and processing throughout the Commonwealth and neighboring states for insurers and third-party administrators.
- Coordinated and implemented changes to the bureau's automated systems to receive workers' compensation policy information for newly registered employers via the Commonwealth's "Pennsylvania Open for Business" Internet site.
- Instituted 1,350 new investigations of potential employer failure to insure workers' compensation liability and developed violations for potential prosecution.
- Referred 62 complaints of employee fraud to the proper insurance carrier for investigation and one instance of insurer fraud to a prosecuting authority.
- Investigated 535 potential labor law violations and referred investigation results of 233 cases to the Bureau of Labor Law Compliance for further action.
- Processed 1,082 corporate executive officer exceptions and 443 religious exemptions for exclusion under the Act, as well as 671 domestic elections for inclusion under the Act.
- Developed, planned and coordinated the November 2001 bureau conference. Approximately 600 employers, insurers, health care providers, attorneys and others from the workers' compensation community attended the two-day event.
- Responded to more than 77,225 workers' compensation telephone and electronic mail inquiries.

- Researched and responded to 1,324 inquiries of the workers' compensation insurance coverage of employers through the Pennsylvania Compensation Rating Bureau database.
- Published the bureau's quarterly newsletter, *News & Notes*, to over 13,000 employers, insurers, third-party administrators, union representatives, attorneys, health care professionals and the public.
- Continued timely processing of fee review cases despite an almost 50 percent increase in hearing requests during the latter part of the fiscal year.
- Granted initial certification to a cumulative total of 4,868 workplace safety committees covering over 677,035 employees as of June 30, 2002. The cumulative total of approved workplace safety committee certification renewals totaled 12,863. Accumulated employer premium discount savings now total over \$107,766,000.
- Conducted 65 on-site audits of licensed workers' compensation insurers and self-insured employer accident and illness prevention programs and services and certified workplace safety committees.
- Evaluated the acceptability of accident and illness prevention programs and services of 1,105 insurers and self-insureds through annually required reports.
- Conducted audits of 11 Commonwealth agency accident and illness prevention programs.
- Provided specialized training for more than 215 health care providers to assist in understanding the workers' compensation billing process and the fee review process.
- Provided specialized training on the workers' compensation fee schedule to over 100 repricers and insurers.
- Implemented the provisions of Act 49 of 2001, which strengthened the funding mechanism for financing the operation of the Prefund Account of the Self-Insurance Guaranty Fund. Two hundred fifty claims were provided continuing benefits through the passage and implementation of Act 49.
- Processed 829 renewal applications and 72 new applications for individual self-insurance status and 17 group self-insurance fund annual reports and one new group fund application during the fiscal year.
- Trained 100 self-insurers and their representatives in proper completion of self-insurance forms and the operation of the loss development system used to project outstanding liability.

Workers' Compensation Updates

PENNSAFE (Pennsylvania Safety First) Return-to-Work Initiative

Begun in 1996, PENNSAFE is the Ridge/Schweiker administration's initiative aimed at increasing the level of workplace safety across the Commonwealth. Johnny J. Butler, secretary of the Department of Labor and Industry, was initially charged with developing the initiative to "move Pennsylvania into the 21st century."

PENNSAFE activities are directed by an Advisory Board whose members are leaders in business, labor, education and health and safety from across the state. Various organizations within the department are important and active PENNSAFE participants including the Office of Labor-Management Cooperation and the bureaus of Workers' Compensation, Occupational & Industrial Safety and PENNSAFE.

Outreach, technical assistance and the Governor's Award for Safety Excellence are the three components of PENNSAFE. Outreach efforts stressing the importance of safety are accomplished primarily through publications, website information and participation in conferences and seminars by department and Advisory Board personnel.

Technical assistance is supplied through a number of sources such as the Bureau of PENNSAFE, which provides training for workplace safety committees seeking state certification; the Certified Employers' Network, a group of more than 1,500 volunteer employers who provide help to firms in starting up workplace safety committees; and written materials including a technical assistance manual, which provides information on how to establish a company safety program, and guidebooks, which lead employers through the steps necessary to achieve state certification of committees.

Any Pennsylvania employer can apply for the Governor's Award for Safety Excellence, which annually recognizes outstanding public and private sector safety programs across the Commonwealth. After semifinalists for the award are selected, site visits are conducted to view programs firsthand. Winners are announced at the yearly

Governor's Occupational Safety and Health Conference held in Hershey, PA, each fall.

The efforts of the PENNSAFE program and Advisory Board have most recently been concentrated on the development of a prototype Return-to-Work (RTW) program. While still stressing the importance of accident and illness prevention, many employers have also expressed the need for help in instituting a structured process that can be used to ensure that injured workers receive prompt and appropriate medical care and eventually be returned to the workplace in a safe manner.

After being charged with developing a prototype employer RTW program, a subcommittee of Board members and their staffs surveyed hundreds of employers, conducted research and reviewed successful, functioning RTW programs. A draft RTW program (along with a marketing plan) was developed to disseminate the information and shared with Board members for comment. At present, the draft program is being refined and a fall launch is planned.

The PENNSAFE RTW program has been constructed utilizing a "how to" approach, to hopefully enable employers to either improve an existing RTW program to achieve greater effectiveness or to start one from scratch. The primary program components are:

- What RTW programs are and why they are beneficial
- Safety inspections
- Accident investigation
- Formation of a RTW committee
- Developing a RTW policy statement
- Communicating with the workforce
- Conducting a job task analysis
- Developing a company physician panel
- Developing a physician form
- Configuring alternative work assignments

- Educating the workforce
- Informing stakeholders of their responsibilities

A comprehensive manual providing information about each of the above topics, strategies, sample presentations and forms, examples of successful programs, and additional resources has been developed.

An effective RTW program benefits both the employer and the employee. RTW programs allow injured workers to maintain employment security and benefits while receiving personalized and effective treatment. Employers benefit by retaining skilled and experienced workers and by the

reduction of costs of workplace accidents and injuries. Other benefits include better internal communications, providing information for and support to health care providers in their decision and treatment strategies, and access by all involved parties to a documented process to resolve any difficulties.

Planning for the launch of the prototype plan later this year includes distribution of materials, regional conferences and addition of all materials to the Department of Labor and Industry and Bureau of Workers' Compensation websites.

Workers' Compensation Advisory Council

The Workers' Compensation Advisory Council was created under Section 447 of the Workers' Compensation Act. The Council is composed of eight members, and the secretary of the department is the ex officio member. Members are appointed as follows: one employee and employer representative by the President Pro Tempore of the Senate, one employee and employer representative by the Speaker of the House of Representatives, one employee and employer representative by the Minority Leader of the Senate and one employee and employer representative by the Minority Leader of the House of Representatives. Members serve a term of two years or until their successors have been appointed.

The Council reviews requests for workers' compensation funding by the department and any assessments against employers or insurers related thereto; makes recommendations regarding certification of utilization review organizations and preferred provider organizations; reviews proposed legislation and regulations; and reviews the annual medical accessibility study. Their findings are reported to the governor, the department secretary and the legislature.

Co-chairs Carlton DeBord, representing labor, and Joseph Scagliotti, representing management, hold public meetings in Harrisburg to discuss various issues of the department, bureau and legislature.

Workers' Compensation Rules Committee

The Workers' Compensation Rules Committee's purpose is to improve the administration of workers' compensation proceedings.

Eighteen members make up the Committee, including: the chairman of the Senate Labor and Industry Committee, the chairman of the House Labor Relations Committee, the director of the bureau, the bureau's deputy chief counsel, two Workers' Compensation Appeal Board representatives, four workers' compensation judges (chosen from lawyers and non-lawyers and from metro

areas and non-metro areas), four claimant attorneys and four defendant attorneys.

On March 23, 2002, the proposed rulemaking amending various portions of 34 Pa. Code Chapters 111 and 131 was published in the *Pennsylvania Bulletin*. The publication of this proposed rulemaking was the culmination of several years' effort by the Rules Committee to clarify and improve the effectiveness of the workers' compensation judges' and Workers' Compensation Appeal Board Rules. These regulations were published in their final form in 2002.

Kids' Chance of Pennsylvania, Inc.

Kids' Chance of Pennsylvania, Inc. is a nonprofit organization that provides scholarships to children of workers who have been catastrophically or fatally injured as a result of a work-related accident or illness. The parent's injury, illness or death must be compensable under Pennsylvania's workers' compensation law, and the applicant must be between the ages of 16 and 25.

Developed by concerned insurers, employers, attorneys, and labor, medical and rehabilitation groups, Kids' Chance has, to date, awarded more than 100 scholarships ranging in amounts from \$500 to \$3,000 depending upon the student's financial needs and educational expenses.

Kids' Chance scholarships are available to students attending any accredited, post-secondary educational institution

(college, trade or vocational schools) within the United States that is recognized by Pennsylvania as eligible to receive student financial aid. The funds can be used for tuition, books, supplies, room and board, transportation and other school expenses.

The bureau provides Kids' Chance with meeting room space, administrative assistance and helps to publicize the organization's efforts via the bureau's public newsletter, *News & Notes*.

For more information on this important program, see our Kids' Chance website at: www.state.pa.us, PA Keyword: "workers comp." Or, write to: Kids' Chance of PA, Inc., PO. Box 543, Pottstown, PA 19464, telephone number: (484) 945-2104.

21-Day Rule Meetings

The bureau is pleased to report the completion of a study for fiscal year 2001/02 on compliance with the 21-day requirement of the Workers' Compensation Act to make first payment or deny a claim. The study indicated that Pennsylvania's insurers and self-insured employers complied with this requirement an average of 66 percent of the time, up from the 62 percent reported last year.

The study identified companies that could improve their compliance with the 21-day requirement. As a result, 39 companies were invited to discuss with the bureau methods for addressing their deficiencies and improving their performance. The bureau subsequently determined that three of the companies were not making sufficient progress and needed to be put on a formal action plan.

A company is put on a formal action plan to encourage substantial progress in a short period of time. The action plan requires a company to report to the bureau every two weeks so that any problems are quickly identified and corrected. The ultimate goal is to assist the insurer and self-insured employer in making more timely payments to injured workers.

We will continue to meet with and monitor those organizations that do not show adequate compliance rates. The bureau's ultimate goal is to see compliance of the 21-day requirement at 70 percent and higher.

Total Disability Weekly Workers' Compensation Rates

The following table illustrates the weekly workers' compensation rates used to calculate benefits payable to an injured employee.

	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002*</u>
1. Statewide Avg. Weekly Wage & Maximum Compensation Rate Payable (Maximum)	\$527.00	\$542.00	\$561.00	\$588.00	\$611.00	\$644.00	\$662.00
2. 50% of Statewide Average Weekly Wage	\$263.50	\$271.00	\$280.50	\$294.00	\$305.50	\$322.00	\$331.00

The compensation rate is 66 2/3% of the employee's average weekly wage. If 66 2/3% of the employee's average weekly wage is greater than the maximum, the rate of compensation payable is equal to the maximum.

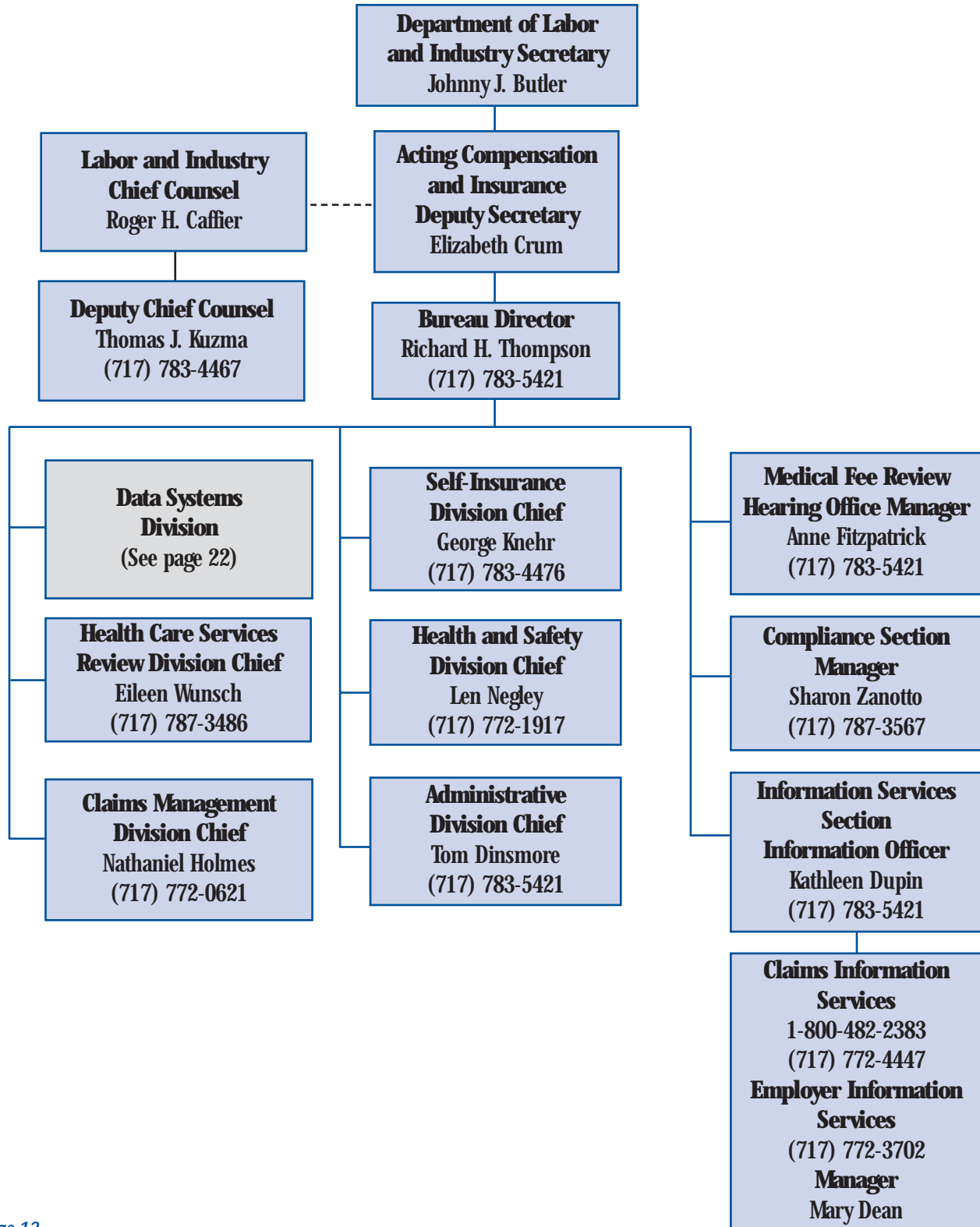
If the benefit calculated is less than 50% of the statewide average weekly wage, then the compensation rate shall be the lower of 50% of the statewide average weekly wage or 90% of the employee's average weekly wage. There is no absolute minimum.

The maximum compensation rate payable is calculated annually and is effective January 1 of each year. The calculation of the average weekly wage is defined by the Act. Corresponding figures for years prior to 1996 are maintained by the bureau. For partial disability, other calculations and definitions apply.

*For purposes of calculating the update to payments for medical treatment rendered on and after January 1, 2002, the percentage increase in the statewide average weekly wage is 2.8%.

Bureau Personnel

Department/Bureau Organization Chart



Bureau Divisions

Director's Office - Compliance Section

"Complying with the requirements of all statutory and regulatory authority and the court's orders ensures that our workers' compensation system works as it should for everyone."



Sharon Fox Zanotto joined the bureau's legal division in 1995; transferred to the claims information helpline in 1996; became a manager in the administration division in 1998; and in 2000 became manager of the compliance section. Prior to employment with the bureau, Sharon worked in private law firms and for a community legal services program. Sharon has a bachelor's degree with a dual major in political science and sociology from Wilson College and a Juris Doctor degree from Widener University School of Law

Primary Functions

Ensure compliance with the Workers' Compensation (Act), regulations enacted pursuant to the Act and orders issued by the workers' compensation judges. These functions are accomplished through:

- (a) educating employers regarding the requirement to insure their workers' compensation liability;
- (b) investigating reports of alleged employers' failure to insure their liability and prosecuting cases of noncompliance in accordance with the criminal provisions provided by the Act;
- (c) referring allegations of employee fraud to the appropriate insurance carrier and prosecuting authority and allegations of employer, insurer or medical provider fraud to the proper prosecuting authority;
- (d) reviewing all work-related minor injuries to determine if potential child labor law violations existed referring said violations to the Bureau of Labor Law Compliance for determinations and collecting any additional compensation due to injured minors;
- (e) notifying survivors of their potential survivor rights under the Act when fatalities occur;

(f) reviewing and investigating allegations of insurer, self-insurer or third-party administrator violations of the Act to determine if further action is warranted; and

(g) processing statutorily-permissible exceptions, exemptions and elections for inclusion under the Workers' Compensation Act.

Accomplishments:

2001/02 Fiscal Year

1. Mailed the *Employer Information* pamphlet to 20,658 new or modified businesses to better educate employers about their workers' compensation responsibilities, along with certificates of insurance to secure information assuring their compliance; 16,683 businesses failed to respond, so a second mailing was sent. Results indicate that 3,332 were already insured, 607 did not require coverage and the remaining businesses provided questionable responses or failed to respond, requiring further inquiry.
2. Instituted 1,350 new investigations of potential employer failure to insure workers' compensation liability and developed violations for potential prosecution.

3. Referred 62 complaints of employee fraud to the proper insurance carrier for investigation and one instance of insurer fraud to a prosecuting authority
4. Investigated 535 potential labor law violations and referred investigation results of 233 cases to the Bureau of Labor Law Compliance for further action.
5. Processed 1,082 corporate executive officer exceptions and 443 religious exemptions for exclusion under the Act as well as 671 domestic elections for inclusion under the Act.
6. Continued to expand the section's uses of the Comprehensive Information Management System (CIMS) by developing additional reports which will enable the section to improve its utilization of CIMS' capabilities, whereby increasing section effectiveness in carrying out its primary duties.
7. Redesigned the religious exemption forms and instructions in an attempt to decrease the number of improperly submitted forms that need returned.
8. Met with various funded insurance fraud task force units and county district attorneys' offices located within the Commonwealth to intensify the prosecution of employers who failed to insure their workers' compensation liability
9. Participated in the PA Open for Business initiative and PA-100 meetings to include gathering workers' compensation information in the process of registering new and modified businesses so that employers can be educated about their workers' compensation responsibilities at an earlier date.
10. Spoke at various group conferences and meetings addressing workers' compensation compliance issues on topics of interest to their attendees.
11. Included comprehensive information about compliance issues on the bureau's website.

Goals

1. Continue to increase the effectiveness of the compliance section's employer education program by identifying new ways of notifying new, modified and existing businesses of their employer responsibilities.
2. Reduce the time period it takes to investigate and prosecute employers found to have committed violations of Section 305 of the Workers' Compensation Act (The requirement to insure their liability).
3. Develop ways to identify, investigate and track insurer, self-insurer or third-party administrator repeated and unreasonable violations of the Act, cure said violations and/or take appropriate further action if warranted.

Director's Office - Information Services Section

"The Information Services Section is committed to providing injured workers, employers, insurers, and all interested parties with accurate and timely updates, news and information on workers' compensation in Pennsylvania."



Kathleen M. Dupin came to the bureau in 1977 and was appointed information specialist in 2000, overseeing the Information Services Section. She is responsible for the claim and employer information services unit and develops and manages a variety of educational and outreach-related activities. Kathleen is also the conference coordinator and played a significant role in developing and orchestrating the bureau's first conference in November 2001.

Primary Functions

1. Provide employees, employers, the public, workers' compensation professionals, health care providers, government agencies, etc., with accurate and comprehensive workers' compensation information. Information is provided via the *News & Notes* newsletter, the annual report, the Department website, by telephone, feature articles in outside publications and through various bureau pamphlets and brochures.
2. With Department Press Office approval, provide the media with accurate and timely workers' compensation information. This includes producing informational publications, coordinating interviews and writing press releases.
3. Support the Department secretary, the bureau director and the bureau staff in their missions.

Accomplishments: 2001/02 Fiscal Year

1. Developed, planned and coordinated the November 2001 bureau conference. Approximately 600 employers, insurers, health care providers, attorneys and others from the workers' compensation community attended the two-day event. In developing the conference, the Information Services Section was required to: assist in creating the agenda; establish speakers from within the Department of Labor and Industry and from the private sector; coordinate travel arrangements for speakers; collect and assemble handouts;

- prepare a contract for securing the conference facility; identify and schedule keynote speaker; advertise the event on the Department's website, in the bureau's *News & Notes*, and in other publications; develop and distribute the conference announcement to more than 12,000 members of the workers' compensation community; data record registrations; arrange for the availability of continuing education credits to conference attendees; communicate with 46 vendors and coordinate vendor exhibits; arrange to have bureau representatives available at the conference for registration, handouts, and to address the needs of conference attendees.
2. Mailed 99,692 *Workers' Compensation and the Injured Worker* pamphlets to workers for whom the bureau received an Employer's Report of Occupational Injury or Disease and who lost more than a day shift or turn of work as a result of that injury.
3. Mailed 334 *Workers' Compensation and the Injured Worker* pamphlets with Pathways language to workers in Schuylkill County for whom the bureau received an Employer's Report of Occupational Injury or Disease and who lost more than a day shift or turn of work as a result of that injury. Pathways is a Department of Labor and Industry initiative aimed at rehabilitation, job training and employment opportunities for Pennsylvanians who are injured or disabled. The Pathways pilot program for fiscal year 2001/02 was conducted in Schuylkill County only.

4. The Claims Information Helpline responded to over 77,225 workers' compensation inquiries. These included 72,606 Helpline telephone calls; 3,690 calls from businesses on the Employer Information Helpline; and 929 e-mail questions.
5. Researched and responded to 1,324 inquiries of the workers' compensation insurance coverage of employers through the Pennsylvania Compensation Rating Bureau database.
6. Responded to more than 180 written workers' compensation inquiries received from injured workers.
7. Cleared up over a six-month backlog of preliminary child labor law investigations by providing personnel assistance to the Compliance Section when one of their employees was called to active duty to fight the War on Terrorism.
8. Published the bureau's quarterly newsletter, *News & Notes*. This publication provides an overview of workers' compensation policies, programs and updates. It is distributed to over 13,000 employers, insurers, third-party administrators, union representatives, attorneys, health care professionals and the public.
9. Published the bureau's FY 2000/01 Annual Report. This 60-page document provided a thorough review of bureau accomplishments, goals and a comprehensive analysis of workers' compensation key statistics.
10. Published the quarterly employee newsletter, *Inside Information*.
11. Published articles on Pennsylvania's workers' compensation program in the *Pennsylvania Self-Insurer's Association* bimonthly newsletter.
12. Provided written responses to more than 200 workers' compensation inquiries. These written inquiries were received from injured workers, employers, insurers, Pennsylvania legislators, members of the U.S. Congress and others from the workers' compensation community.
13. Promoted the nonprofit program "Kids' Chance of Pennsylvania, Inc." through newsletter articles and the bureau's website.

Goals

1. To continue to provide injured workers, employers, the public, workers' compensation professionals and government agencies with accurate and timely information regarding the Workers' Compensation Act.
2. Develop, plan and coordinate bureau conference scheduled for December 2002.
3. Continue to provide employees, employers, the public, workers' compensation professionals, government agencies and the media with accurate and timely workers' compensation information through newsletters, press releases, feature articles and the Department website.
4. Continue to coordinate insurance information from the Pennsylvania Compensation Rating Bureau to the workers' compensation community.

Director's Office - Medical Fee Hearing Office

"Despite a recent increase in the number of hearing requests being filed, cases continue to be processed and adjudicated in a timely manner."



Anne Fitzpatrick has administered the bureau's medical fee review hearings program and served as a hearing officer for more than seven years. She has over 17 years of adjudication experience with the Department of Labor and Industry. She has a comprehensive background in the analysis and resolution of medical, vocational and legal issues associated with administrative claims adjudication. Anne is a graduate of the George Washington University with a bachelor's degree in political science.

Primary Functions

1. Management and administration of the bureau's medical fee hearing process.
2. Administrative hearing and adjudication of disputes arising between health care providers and workers' compensation insurance carriers or self-insured employers regarding the amount or timeliness of the payment of an injured worker's medical bills.

Goals

1. Reduce the time between filing of a request for fee review hearing and scheduling of the hearing.
2. Continued timely adjudication of cases within 90 days following close of the record.

Accomplishments:

2001/02 Fiscal Year

1. Developed case flow procedures for use during a period of reduced staffing and provided training to a "backup" hearing officer.
2. Processed fee review cases in a timely manner despite the reduced staffing and an almost 50 percent increase in hearing requests during the latter part of the fiscal year.

Administrative Division

"The Administrative Division works to speed delivery of services and commodities. Our processes have been improved and refined through use of electronic services and a Commonwealth purchase card program."



Tom Dinsmore joined the bureau in 1995 as chief of the administrative division. He majored in engineering at York College of Pennsylvania and came to work for the Department of Labor and Industry's Bureau of Occupational and Industrial Safety in 1974. After 15 years with that office, he transferred to the Pennsylvania Labor Relations Board where he served on two departmental task forces analyzing the Workers' Compensation Appeal Board composition and processes, and the Bureau of Workers' Compensation administrative and adjudicatory processes.

Primary Functions

1. Prepare yearly budget request for the Administration Fund. Project, analyze and report on the Administration Fund expenditures (which include the Bureau of Workers' Compensation, Workers' Compensation Appeal Board, Office of Chief Counsel and Labor and Industry bureaus that charge the Fund for services).
2. Issue, collect and record assessments to replenish the Administration Fund, Supersedeas Fund, Subsequent Injury Fund, Self-Insurance Guaranty Fund and the Small Business Advocate Fund.
3. Process supply/equipment/furniture requests and procure them for bureau offices, the Workers' Compensation Appeal Board and legal offices.
4. Provide administrative support to all divisions and field offices within the Bureau of Workers' Compensation.
5. Provide personnel advice and services to bureau employees and managers.
6. Provide mailroom and optical character recognition (OCR) service to the bureau.
7. Coordinate the leases and relocation/renovation of bureau offices.
8. Coordinate bureau training

Accomplishments:

2001/02 Fiscal Year

1. Provided tours of the image system to other agencies considering imaging
2. Implemented the Department's Emergency Communications network.
3. Created and implemented a transition pool of clerical staff to fill clerical vacancies.
4. Upgraded the headquarters security system with local pagers to speed reaction to incidents.
5. Completed the Scranton judges' office relocation.
6. Conducted preliminary work on establishing a Reading judges' office.
7. Budgeted and planned for renovations to the existing Philadelphia judges' office at the state office building.
8. Budgeted, monitored, and adjusted the Administration Fund.
9. Assisted the Claims Management Division in getting petitions assigned within five days (mailroom and OCR).
10. Routed appropriate approvals for the security improvements to judges' offices following site assessments by the Labor and Industry Bureau of Human Resources Safety Division.

Goals

1. Monitor the budget to remain within 5% of budget.
2. Ensure that all contracts exceeding \$10,000 are processed and approved by the Labor and Industry Bureau of Administrative Services.
3. Process personnel actions within seven working days of request or other actions.
4. Assist the Claims Management Division in processing petitions within five working days.

Claims Management Division

“By making workers' compensation claim forms and processes available via the Internet, Claims Management continues to provide superior service to our customers.”



Nathaniel M. Holmes joined the bureau in 1993 as an administrative assistant with the claims information helpline. He became manager of the Petitions Section in 1999, playing an important role in improving the overall performance in Petitions. Nate became Chief of Claims Management in 2002, where he directs the receipt, recording, and evaluation of claims reports from insurance carriers, self-insured employers, and employees on claims arising under the Act and Occupational Disease laws. Nate has a bachelor of science degree in public policy from the Pennsylvania State University and is currently in his third year at Widener School of Law

Primary Functions

1. Process, record and review documents received on workers' compensation claims.
2. Collect statistics regarding workers' compensation injuries.
3. Assign petitions to workers' compensation judges.
4. Pay claims where the bureau has liability
5. Evaluate carrier and employer compliance with the reporting requirements of the Workers' Compensation Act.
6. Serve as conservators of the Supersedeas Fund Reimbursement and Second Injury Funds.
7. Act as repository for workers' compensation/occupational disease records.
4. Implemented division-wide cross training of staff in multiple workbaskets to allow for the greatest use of resources to address the flux of incoming forms. Incoming forms have been processed in one week or less.
5. Conducted numerous external training sessions in forms submission and processing throughout the Commonwealth and neighboring states for insurers and third-party administrators (TPAs).
6. Direct Deposit was made available to the occupational disease payees.
7. Processed over 14,000 requests for records from injured workers, attorneys, and insurers.
8. Processed and disbursed payments of over \$31 million from the Supersedeas Reimbursement Fund.

Accomplishments: 2001/02 Fiscal Year

1. Revised the Request for Information letters to parties filing bureau forms, improving content clarity and contact information.
2. Activated the Employer's Report of Occupational Injury or Disease Internet submission program.
3. Continued to promote electronic data interchange (EDI) submissions of the Employer's Report of Occupational Injury or Disease as partners have increased.
9. A division-wide Process Improvement Team developed and implemented a process improvement plan for updating the claim status of over 77,000 bureau files.
10. Resolved the three-year backlog of workers' compensation judges' decisions. Archived nearly 500 boxes of records. Processed over 60,000 workers' compensation judges' decisions.
11. Maintained an average petition assignment time of five days from receipt of the petition.
12. Continued monitoring and improving the performance of the insurers and self-insurers in compliance with the 21-day rule.

13. Maintained the "Request for Records" processing time at an average of 10 days or less from receipt of the request.
14. Made submission of the Petition To: form available via the Internet.

Goals

1. Continue to conduct educational sessions on claims management forms' use and submission.
2. Make available via the Internet the submission of other petition forms.
3. Expand the EDI program for submitting Employer's Report of Occupational Injury or Disease data to include more partnerships within the workers' compensation community.
4. Continue to monitor and improve compliance with the 21-day rule.
5. Continue to assign petitions within five business days.

Data Systems Division

During the 2001/02 fiscal year, the Data Systems Division separated from the Bureau of Workers' Compensation. This separation occurred as part of Labor and Industry's initiative to centralize management of information technology (IT) functions within the department. The Commonwealth of Pennsylvania, through the Office of Administration, recommended L&I centralize operations to help ensure that cross-agency IT initiatives function more efficiently. This is therefore the final Data Systems update that will appear in the Pennsylvania Workers' Compensation Annual Report.

For the portion of the 2001/02 fiscal year that Data Systems was still part of the Bureau of Workers' Compensation, the following accomplishments were realized:

1. Implemented Commonwealth Connect (initiative to standardize e-mail, PC operating systems and desktop products) in bureau headquarters and field offices.
2. Implemented and marketed the bureau's first e-commerce application, allowing pre-registered users to submit the Employer's Report of Occupational Injury or Disease via the Internet instead of on paper.
3. Coordinated and implemented changes to the bureau's automated systems to receive workers' compensation policy information for newly registered employers via the Commonwealth's PA Open for Business Internet site.
4. Supported the bureau's automated processing requirements by improving CIMS and responding to a variety of ad hoc reporting and other needs.
5. Investigated and planned incorporating the Utilization Review (UR) process into CIMS in order to better integrate the UR process with other bureau responsibilities and to further reduce reliance on the Labor and Industry mainframe computer.
6. Researched and planned the transition of the CIMS image system to an environment fully supportive of Windows 2000 technology.
7. Planned and began conversion to Microsoft Word within the judges' decision database and its full integration with CIMS.
8. Completed conversion from Token Ring topology to Ethernet topology for all judges' offices.

Health Care Services Review Division

“Our division strives to ensure fair application of Medical Cost Containment provisions to benefit injured workers, employers and insurers. We place a high value on educating all parties on how to appropriately navigate through these processes.”



Eileen Wunsch is a graduate of the University of Scranton with a master's degree in medical rehabilitation and of Marywood College with a bachelor's degree in communication arts. She joined the bureau with over 19 years of experience in insurance industry managed care programs, implementing processes and regulations concerning fee schedules, utilization review, employer panels and case management.

Primary Functions

1. Administer the fee review process for health care providers who are disputing the timeliness or amount of payment received for medical care provided to an injured worker.
2. Manage and monitor chargemaster fee schedule data. Under amendments to the Workers' Compensation Act promulgated on August 31, 1993 (Act 44), the fee reimbursement rate was set at 113 percent of the applicable Medicare fee schedule and is adjusted annually.
3. Authorize utilization review organizations (UROs) to review the reasonableness and necessity of medical treatment when requested by the employer/insurer or employee. The division also trains, audits and monitors UROs in procedural and informational requirements.
4. Promulgate a list of physicians qualified to perform impairment rating examinations (IREs).
5. Designate IRE physicians as initially requested by employers/insurers and monitor IRE physicians for adherence to procedural requirements. Also provide training for physicians to perform IREs.
6. Process requests for information on vocational experts and provide letter of approval as appropriate to those completing appropriate forms.
7. Provide certification of coordinated care organizations.

8. Act as liaison to independent consultants performing medical access studies.
9. Provide education and training to employers, insurers and health care providers as requested.
10. Also act as a resource for all involved parties.

Accomplishments: 2001/02 Fiscal Year

1. Issued 9,293 fee review decisions and determinations. This is a 30 percent increase over FY 2000/01.
2. Continued to regularly update the fee schedule (except for Table I) on the bureau website.
3. Issued request for proposal (RFP) for chargemaster vendor and awarded contract to RES Solutions effective October 2001.
4. Provided specialized training for health care providers to assist in understanding the workers' compensation billing process and the fee review process. Trained over 215 providers.
5. Provided specialized training on the workers' compensation fee schedule to over 100 repricers and insurers.
6. Processed and approved 44 annual reports for utilization review organizations/peer review organizations (URO/PRO).
7. Instituted 100 percent review of Utilization Review/Peer Review Determination Face Sheet

Packages in order to more thoroughly monitor compliance with Medical Cost Containment rules and regulations. This has resulted in 46 short term suspensions of URO/PROs and six URO/PRO authorizations being revoked. This involved review of over 4,835 reviewer reports. There are a total of 44 authorized URO/PROs.

8. Received, reviewed and approved 26 URO/PRO reauthorization applications.
9. Maintained a reviewer database that includes over 1,500 Pennsylvania licensed health care providers and updated this information regularly through data received from URO/PROs.
10. Processed 8,026 Utilization Review Requests.
11. Conducted biannual training sessions for URO/PROs.
12. Received and processed 1,033 IRE Requests for Designations. This is a 61 percent increase over FY 2000/01.
13. Reviewed and authorized 75 Physician applications in 132 geographic locations under the new *5th Edition of the AMA Guides to the Evaluation of Permanent Impairment*. This list is also maintained on the bureau's website.
14. Received and distributed the 2001 Medical Access Study from TLG Research Associates. Study indicates continued high levels of injured worker satisfaction with access to medical treatment. Study also indicates that injured workers with Provider Panel Lists have a high satisfaction level and return to work over 30 percent sooner.
15. Processed 367 requests for Vocational Expert information and issued 338 Letters of Approval as a Vocational Expert.
16. Continued improvements of service to customers through increased education for health care providers, employers and insurers. This included providing speakers at 48 educational seminars attended by in excess of 2,300 individuals. These speaking engagements included 25 in-service training sessions for insurers and 13 in-service training sessions for health care providers.
17. Participated in the annual bureau conference in November 2001, providing sessions on provider pan-

els, utilization review and medical payment issues.

18. Sent out over 670 fee review and utilization review information packets.

Goals

Medical Fee Review Section

1. Continue to provide quarterly fee schedule updates and website updates.
2. Provide education and support to health care providers, employers, and insurers as needed and requested. This will include yearly education training for repricers and repricing companies and yearly training for health care providers.
3. Explore methods of reducing the size of the chargemaster database.
4. Continue to examine and enhance bureau processes in order to meet the standard of 30-day completion for fee reviews.
5. Revise and update fee review instructional brochure.

Medical Treatment Review Section

1. Authorize and provide training for URO/PROs. Reauthorize URO/PROs as their current authorization expires and as they request.
2. Continue 100 percent review of UR/PR Determination Face Sheet Package and included reviewer reports to closely monitor compliance with Medical Cost Containment rules and regulations.
3. Conduct random, on-site audits of URO/PRO operations in accordance with Medical Cost Containment rules and regulations.
4. Revise Utilization Review Request form and Utilization Review instructional brochure.
5. Also revise and enhance the URO/PRO authorization and reauthorization processes.
6. Conduct semi-annual training for URO/PROs.

IRE Program

1. Continue to update the website IRE list on a quarterly basis.
2. Process Requests for Designation in a timely manner.

Vocation Expert Approval Process

1. Process all requests for Vocation Expert approval as received.

General

1. Conduct quarterly meetings with the Health Care Provider Group.
2. Continue to provide education through seminars and

insurance/health care provider in-services on Medical Cost Containment issues and processes.

3. Monitor contractor's performance and preparation of 2002 Medical Access Study report in accordance with the Act and distribute these upon completion.
4. Participate in the bureau conference scheduled for December 2002.

Health and Safety Division

"To me, safety is so important that I view it as a 24/7 responsibility of each and every one of us. It's that one moment when you let down your guard that you could be injured."



Len Negley holds a bachelor of science degree in marketing and management from Susquehanna University and a master's degree in Human Resource Management from the New School University in New York City. He is a member of the American Society of Safety Engineers and holds the National Safety Council's Advanced Safety Certificate.

Primary Functions

1. Evaluate employer applications for certification of employer workplace safety committees for eligibility of workers' compensation insurance premium discounts as allowed under Article X of the Act. Provide assistance and guidance to employers in the establishment of safety committees, in the interpretation of requirements for certification and in the correction of application deficiencies prior to resubmission.
2. Provide safety committee certification renewal affidavits for certified employers and evaluate submitted affidavits for eligibility for continuing premium discounts.
3. Review annual reports of accident and illness prevention services and programs from Pennsylvania-licensed workers' compensation carriers, self-insured employers and group self-insurance funds. Formulate recommendations of program or service adequacy for consideration in determining whether to recommend continuance of licensure or self-insurance status.
4. Determine the necessity for, and conduct, on-site audits of accident and illness prevention services and programs and certified safety committees. Configure and monitor deficiency correction programs as necessary to resolve program or service inadequacies.
5. Through written and verbal communications, conference participation and speaking engagements, disseminate health and safety-related information to members of the regulated community regarding certification/recertification procedures and requirements; annual reporting process; mandatory program and service elements; and qualification levels of accident and illness prevention service providers.
6. Serve as member of the PENNSAFE Advisory Board, which directs statewide activities and programs aimed at increasing safety awareness and overall workplace health and safety. Participate in the employer nomination and selection processes for the Governor's Award for Safety Excellence.

Accomplishments: 2001/02 Fiscal Year

1. Granted initial certification to a cumulative total of 4,868 workplace safety committees covering over 677,035 employees as of June 30, 2002. The cumulative total of approved workplace safety committee certification renewals totaled 12,863. Accumulated employer premium discount savings now total over \$107,766,000.
2. Conducted 65 on-site audits of licensed workers' compensation insurers and self-insured employer accident and illness prevention programs and services and certified workplace safety committees.
3. Evaluated the acceptability of accident and illness prevention programs and services of 1,105 insurers and self-insureds through annually required reports.
4. Conducted audits of 11 Commonwealth agency accident and illness prevention programs.
5. Planned and conducted Pennsylvania's fourth annual Safety Day celebration.

6. Both the on-site audit procedures and Annual Report forms for Insurers (LIBC-2011), Self-Insured Employers (LIBC-220E) and Group Self-Insurance Funds (LIBC-230G) were revised and put into use in conjunction with the issuance of the Health and Safety Regulations on July 14, 2001.
7. Three additional Accident and Illness Prevention Analysts were hired toward the goal of increasing the overall number of audits and information verifications to be conducted by the division. These inspections are conducted to verify compliance with the requirement of the Workers' Compensation Act for licensed insurers to provide or maintain prevention services to policyholders; for self-insured employers to maintain an accident and illness prevention program; and for employers granted state certification of their workplace safety committees to continue to meet certification requirements.
8. Completed refresher training for experienced Accident and Illness Prevention Analysts.
9. Completed redesign and greater automation of the Employer's Written Report of Audit in order to expedite the completion and issuance of reports and to standardize report format and wording to the maximum extent possible.
10. Completed the data entry phase of 5+ years of annual insurer report information in anticipation of issuing an "Insurer Data Profile" in fiscal year 2002/03. For selected categories of accident and illness prevention program elements, the profiles will provide each insurer with comparisons of their specific data to that for all reporting insurers.

Goals

1. Conduct an average of at least 12 on-site audits per month.
2. Increase outreach efforts to employers and members of the general public through information seminars, written publications and website information concerning the certification process and accident and illness prevention programs and services requirements.
3. Promote the PENNSAFE initiative through participation in seminars, association meetings and written publications.
4. Explore the use of the Internet for online filing of annually required reports and certification renewal affidavits.
5. Complete development of an insurers' annual report data profile comparing individual insurers to overall "averages" developed from cumulative annual report data.
6. Complete design and data entry for and issue a "Self-Insured Employer Data Profile" comparing individual employer data to that reported by all self-insureds for selected categories of prevention program information.

Legal Division

"Being physically located with our clients has let us better serve them by allowing both effortless and immediate access."



Thomas J. Kuzma is a 1989 graduate of Georgetown University Law Center in Washington, D.C., and served as a litigation associate with the Philadelphia firm of Dechert, until accepting a position as an attorney with the Commonwealth in 1995. Tom accepted his current position as deputy chief counsel for the bureau in 1996. In this capacity, he acts as chief litigator and legal advisor for the bureau.

Primary Functions

1. All legal services provided to the bureau are coordinated through the Governor's Office of General Counsel. Attorneys representing the bureau and its support staff are responsible for defending any legal challenges to the bureau's implementation of the workers' compensation system.
2. Responsible for preparing criminal prosecutions of employers who fail to maintain workers' compensation coverage for workers.
3. Defend claims brought against certain statutorily created funds. For example, attorneys associated with the bureau represent the Commonwealth in claims against the Supersedeas Fund as well as the Subsequent Injury Fund.

Accomplishments:

2001/02 Fiscal Year

1. *Larry Pitt & Associates, PC. v. Butler* (No. 543 M.D. 2000; Pa. Cmwlth.) - Herein, plaintiff alleges that the legislature's enactment of section 442 of the Workers' Compensation Act (WC. Act) is unconstitutional because it is in contravention of Article 5, Section 10(c) of the Pennsylvania Constitution (Judicial administration). Additionally, plaintiff seeks to enjoin the defendants from interfering with, regulating or restricting attorney's fees in workers' compensation matters. On October 30, 2001, the Commonwealth Court sustained the Commonwealth's preliminary objection relating to the plaintiff's failure to exhaust its

administrative remedies and hence dismissed the petition. Plaintiff's appeal with the Supreme Court is pending (No. 45 EAP 2001).

2. *City of Scranton v. Bureau of Workers' Compensation, Dep't of Labor & Indus.* (No. 461 MT 2001; Pa.) - The BWC's decision denying the City's application to self-insure its liabilities under the W C. Act was affirmed by the Commonwealth Court in a decision dated July 24, 2001. Therein, the Court also reversed that portion of the Hearing Officer's decision that would have required the BWC to re-examine the adequacy of the City's Accident and Illness Prevention Program. The City filed a Petition for Allowance of Appeal with the Supreme Court, and the matter was finally settled in consideration of the City's adherence to various enhanced funding, security and reporting requirements.
3. *Bureau of Workers' Compensation v. Utica Mutual* (No. 685 M.D. 1999; Pa. Cmwlth.) - The BWC Division successfully negotiated the payment of \$125,000, in a matter involving the proper payment of surety bond proceeds.
4. *American Portraits Inc. and ITT Hartford v. Workers' Compensation Appeal Bd. (Leach)*, (No.1893 CD 2001; Pa. Cmwlth.) - In this Supersedeas Fund reimbursement matter, the Commonwealth Court supported the Department's position that reimbursement is not permitted where a Notice of Compensation Payable is set aside to correct an incorrect average weekly wage. The case is significant because of the Court's

reaffirmation of the principles of *Home Insurance Companies, v. WCAB (Bureau of Workers' Compensation/CBR Construction)*, 510 A.2d 1280 (1986). The Supreme Court subsequently denied petitioner's request for allocatur.

5. *Bradlees Stores, Inc.* (Nos. 00-16033(BRL), 00-16035 (BRL), 00-16036 (BRL); Bkcty Ct., S.D.N.Y.) - Following receipt of the BWC's Response to the Debtor's Objections in this Chapter 11 bankruptcy matter, Debtor Bradlees, Inc. withdrew its Objections to the pre-petition tax priority claim and post-petition administrative expense claim filed by the BWC. Herein, the BWC filed a Proof of Claim and an Administrative Expense Request for the unpaid 2000 Workers' Compensation Administration Fund Assessment due and owing by Bradlees, Inc. Bradlees' payment signified further acceptance of the Commonwealth's method of prioritizing and apportioning assessments in bankruptcy matters, as approved in *In re: Sacred Heart Hospital of Norristown*, 212 B.R. 467 (E.D. Pa. 1997).
6. *Health and Safety Regulations* - On July 14, 2001, the Health and Safety Final-Form Rulemaking was published in the *Pennsylvania Bulletin*, amending all or portions of 34 Pa. Code Chapters 123, 125, 129 and 143. The publication of this rulemaking was the culmination of 6 years of effort by the Department to establish guidelines for the implementation of the health and safety provisions of the W C. Act (77 PS. §§ 1-1041.4 and 2501-2626).
7. *Hepatitis C Guidelines* - On December 20, 2001, Governor Mark Schweiker signed Act 115 of 2001, which amends section 108 of the W C. Act to create a presumption that hepatitis C in certain safety, emergency, and rescue personnel occupations is an occupational disease within the meaning of the W C. Act. This presumption is not conclusive and is rebutted if the employer has established an employment-screening program, in accordance with guidelines established by the Department in coordination with the Department of Health and Pennsylvania Emergency Management Agency. Such guidelines are expected to be published shortly.
8. *Special Rules of Administrative Practice and Procedure Before Workers' Compensation Judges and the Workers' Compensation Appeal Board* - On March 23, 2002, the Proposed Rulemaking for the Judges Rules and Board Rules was published in the *Pennsylvania Bulletin*, amending numerous portions of 34 Pa. Code Chapters 111 and 131. The publication of this Proposed Rulemaking was the result of several years of effort to clarify and improve the effectiveness of these Rules, which govern procedures under the W C. Act before workers' compensation judges and the Workers' Compensation Appeal Board. These regulations were published in their final form in 2002.
9. The following is a history of the Workers' Compensation Division's successful Section 305 prosecutions for fiscal year 2001:
 - *Commonwealth v. Clifford Hubler T.A./D.B.A. S. & S. Janitorial Services; Commonwealth v. Susan Hubler, in her capacity as CEO of JZMK, Inc. T.A./D.B.A. Spartans Commercial Cleaning Services; Commonwealth v. JZMK T.A./D.B.A. Spartans Commercial Cleaning Services* (Nos. 01-1267, 1268 & 1279; Schuylkill C.C.P.) - Herein, defendant, Susan Hubler, was placed in the ARD program with 6 months supervision period and 35 hours of community service. Defendant, Clifford Hubler, pled guilty and received a \$1,500 fine. Mr. Hubler was also sentenced to a strict probation period of 23 months on each count to be served concurrently (435 counts). In addition, Mr. Hubler's sentence included restitution in the amount of approximately \$5,719.
 - *Commonwealth v. Kevin McNamara; Commonwealth v. McNamara Trading Co.* (No. 2001-4576; Bucks C.C.P.) - Herein, defendant, Kevin McNamara, was placed in an ARD program for two years beginning November 15, 2002, he must continuously maintain workers' compensation insurance and is personally liable for the fines levied against McNamara Trading Company. Also on that date, McNamara Trading Company pled guilty to 8 counts of failure to maintain workers' compensation insurance and was fined \$1,500 per count (for a total of \$12,000).
 - *Commonwealth v. Turf Lounge, Inc.* (Nos. CR-0000156-01, CR-0000157-01; Delaware C.C.P.) - Herein, the defendant pled guilty to 5 misde-

meanor counts and was placed in the ARD program, including a 2 year probation period, and a \$5,000 fine and costs.

- *Commonwealth v. Walter O. Whitley t/d/b/a Whitley's Steel Erectors* (No. 2001-10901; Lebanon C.C.P) - Herein, the defendant pled guilty to three misdemeanor counts, was ordered to pay a \$1,500 fine, and was sentenced to 12 months of probation and 100 hours of community service.
- *Commonwealth v. Robbins Rentals, Inc. (Edward Robbins)* (No. CR-000237-01; Montgomery C.C.P) - Herein, the defendant pled guilty to one consolidated misdemeanor count and was sentenced to 5 years probation, plus a fine of \$50 and costs of prosecution. Additionally the defendant was ordered to perform 50 hours of community service.
- *Commonwealth v. Sue-Deb Inc. d/b/a Domenico's Restaurant & Lounge* (Nos. CR-0000009-01, CR-0000010-01, CR-0000011-01, CR-0000012-01, CR-0000013-01, CR-0000014-01; Delaware C.C.P) - Herein, the defendant pled guilty to one consolidated misdemeanor count, and was placed in the ARD program. The defendant was fined \$2,000 plus costs, placed on probation for 2 years, and required to remain in compliance with the W C. Act.
- *Commonwealth v. Haycock Kennels, Inc. (David Neamand)* (Nos. 2001-6843, 2001-6844; Bucks C.C.P) - Herein, the defendant pled guilty to 306 misdemeanor counts. The defendant was placed in the ARD program, with the following conditions: one year probation, payment of court costs, payment of fines totaling \$9,000, and the requirement that he maintain workers' compensation coverage for the business.
- *Commonwealth v. Ital Fashions, Inc. (Pasquale Napoliello)* (No. CR-0000476-00; Luzerne C.C.P) - Herein, the defendant pled guilty to three felony counts and was ordered to pay a fine and costs totaling \$6,140.75.
- *Commonwealth v. Cletus Heller* (Nos. 00-938, 01-072-CRA; Clearfield C.C.P) - On September 25, Mr. Heller pled guilty to 76 misdemeanor counts of violating section 305 of the W C. Act. Mr.

Heller was fined \$25 per count and placed on one-year probation.

- *Commonwealth v. Charles Woodworth*, (No. 865 CA 2001; York County C.C.P) - On February 12, Mr. Charles Woodworth, sole proprietor of Woodworth Roofing, was sentenced to 12 months of probation and ordered to pay restitution for one consolidated misdemeanor count of violating section 305 of the Act.
- *Commonwealth v. Robert C. Ruch, Jr.*, (No. 5408-01; Montgomery C.C.P) - The defendant pled guilty to one misdemeanor count of failing to carry workers' compensation insurance. The defendant received a \$1,000 fine, 5 years probation and was ordered to perform 25 hours of community service.
- *Commonwealth v. Robert Becker*, (CR-0000441-01; Montgomery C.C.P) - The defendant pled guilty to three misdemeanor counts of failing to carry workers' compensation insurance. The defendant received a \$2,000 fine, two years probation, ordered to pay \$12,029.03 restitution, and \$142 in document costs to the bureau.
- *Commonwealth v. Phillips*, (2001 CR-1244; Lackawanna C.C.P) - The defendant pled guilty to one misdemeanor count of failing to carry workers' compensation insurance. The judge ordered one year probation and denied restitution based upon the defendant's indigence.
- *Commonwealth v. Delta Market Research, Inc. and Linda Celec* (Nos. _____; Bucks C.C.P) - On September 17, 2001, Delta Market Research pled guilty to one misdemeanor count and was fined \$2,500. Simultaneously, Linda Celec, responsible agent of Delta Market Research, agreed to enter into the ARD program and pay a fine of \$7,500.

Goal

1. Assist our clients to achieve their objectives to the greatest degree possible within the bounds of the law

Self-Insurance Division

“The Self-Insurance Division is charged with protecting the financial promise of compensation benefits to injured workers of self-insured employers. This is an important responsibility that we take very seriously.”



George Knehr received his bachelor's degree in secondary education from Kutztown University and has a master's degree in public administration from Shippensburg University. He has been Chief of the Self-Insurance Division since 1988. Prior to joining the bureau, he was an administrative officer for eight years with the Pennsylvania Labor Relations Board, and he worked for one year with the former Pennsylvania Department of Community Affairs, Bureau of Local Government Services.

Primary Functions

1. Process and decide applications of individual employers for self-insurance status under Section 305 of the Workers' Compensation Act and Section 305 of the Pennsylvania Occupational Disease Act, set conditions for self-insurance and monitor self-insured employers' compliance with these conditions. As of July 1, 2002, there were 814 employers authorized to self-insure their liability
2. Process and decide applications of groups of employers to operate as group self-insurance funds under Article VIII of the Act; regulate and monitor the financial conditions of the group funds, including the setting of rates, the maintenance of surplus and the distribution of dividends to members. Seventeen group self-insurance funds are currently operating covering over 675 employers in the Commonwealth.
3. Collect and tabulate information needed to issue assessments to maintain special funds established under the Act.
4. Administer the Self-Insurance Guaranty Fund and the use of financial security to remedy defaults of self-insurers. The Guaranty Fund and its special Prefund Account, which applies to claimants injured before 1993, provide benefits to more than 490 claimants, including 330 wage-loss claimants. An additional 80 claimants receive benefits from self-insurance security administered and paid through the division.

Accomplishments:

2001/02 Fiscal Year

1. Implemented the provisions of Act 49 of 2001, which strengthened the funding mechanism for financing the operation of the Prefund Account of the Self-Insurance Guaranty Fund. Two hundred fifty claims were provided continuing benefits through the passage and implementation of Act 49.
2. Oversaw the transfer of six defaulted self-insurers' liabilities to their appropriate surety company or security trustee.
3. Processed 829 renewal applications and 72 new applications for individual self-insurance status, 17 group self-insurance fund annual reports and one new group fund application during the fiscal year.
4. Trained 100 self-insurers and their representatives in proper completion of self-insurance forms and the operation of the loss development system used by the division to project outstanding liability

Goals

1. Enter a new five-year contract with a claims services company for the administration and adjusting of Guaranty Fund and Prefund Account claims.
2. Continue training self-insurers on the proper completion of forms, the provision of data and the projection of outstanding liability
3. Update the ratio-factors measuring the annual percentage of claims development for self-insurers and insured employers and update the mortality and pension tables used in the setting of self-insurance reserves.

Bureau Statistical Review

Benefits Paid 1999-2001* Indemnity and Medical Breakdown

2001

	Indemnity Compensation Paid	Medical Compensation Paid	Total Compensation Paid
Insurance Carriers	\$981,179,895	\$719,323,853	\$1,700,503,748 (70.7%)
SWIF**	\$108,514,476	\$35,992,106	\$144,506,582 (6.0%)
Individual Self-Insurers	\$360,239,007	\$175,081,315	\$535,320,322 (22.2%)
Group Self-Insurance Funds	\$12,146,582	\$13,572,442	\$25,719,024 (1.1%)
Total	\$1,462,079,960	\$943,969,716	\$2,406,049,676 (100%)

2000

	Indemnity Compensation Paid	Medical Compensation Paid	Total Compensation Paid
Insurance Carriers	\$970,869,593	\$689,303,679	\$1,660,173,272 (69.8%)
SWIF**	\$119,195,443	\$35,364,961	\$154,560,404 (6.5%)
Individual Self-Insurers	\$371,271,691	\$170,641,594	\$541,913,285 (22.8%)
Group Self-Insurance Funds	\$10,805,388	\$11,138,642	\$21,944,030 (0.9%)
Total	\$1,472,142,115 (61.89%)	\$906,448,876 (38.11%)	\$2,378,590,991 (100%)

1999

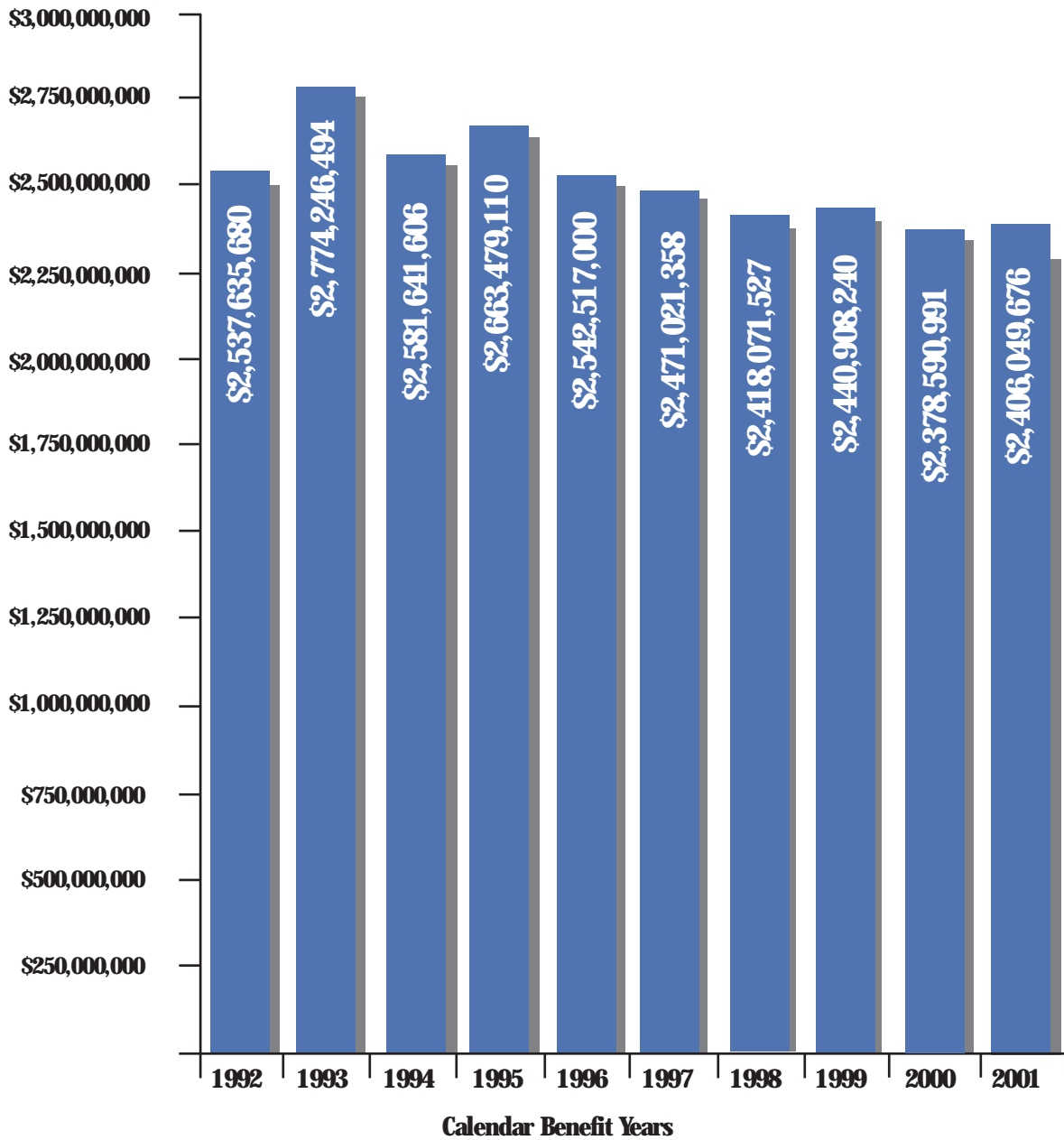
	Indemnity Compensation Paid	Medical Compensation Paid	Total Compensation Paid
Insurance Carriers	\$1,049,364,805	\$642,410,643	\$1,691,775,448 (69.3%)
SWIF**	\$137,492,423	\$38,478,758	\$175,971,181 (7.21%)
Individual Self-Insurers	\$376,884,402	\$175,426,441	\$552,310,843 (22.63%)
Group Self-Insurance Funds	\$10,116,491	\$10,734,277	\$20,850,768 (0.9%)
Total	\$1,573,858,121 (64.4%)	\$867,050,119 (35.5%)	\$2,440,908,240 (100%)

*Calendar Years

**SWIF: State Workers' Insurance Fund

Source: Pennsylvania Department of Insurance and Bureau of Workers' Compensation, Department of Labor and Industry

Total Workers' Compensation Paid (Medical and Indemnity) 1992-2001



Source: Pennsylvania Department of Insurance and Bureau of Workers' Compensation, Department of Labor and Industry

Fiscal Year 2001/02 Injury Statistics

- In Pennsylvania, 94,215 work injury and illness cases were reported to the bureau during FY 2001/02. This year's total was 13.8% higher than the 82,813 reported in FY 2000/01.
- Pennsylvania's Work Injuries and Illnesses Rate (the number of lost-time work injuries per 1,000 workers) was 16.6 in FY 2001/02. The 2000/01 FY rate was 14.4. Mining had the highest injury and illness rate among the major industry divisions in FY 2001/02 at 43.3.
- The divisions of industry with the highest percentage of accidents were Services (26%), Manufacturing (17%), and Retail Trade (15%).
- Sprain and strain injuries (41,395) accounted for 43.9% of the total cases reported in FY 2001/02. Over 23% of the cases were cuts, lacerations and punctures (9.9%) and contusions, crushes and bruises (13.1%).
- The most frequent types of accidents in Pennsylvania in FY 2001/02 were due to overexertion (34.1%), resulting in a sprain or strain in 80.0% of the overexertion cases. The second leading cause of injury resulted in a sprain or strain in 58.2% of the bodily exertion cases. Cuts, lacerations or punctures were the result in 28.4% of all "struck-by" accidents and 52.3% of all "struck-against" accidents.
- Injuries to the upper extremities (arms, wrists, hands, fingers, shoulders) accounted for over 31.4% (29,627) of the total cases reported in FY 2001/02. Back injuries alone (19,189) represented over 20.4% of the cases. Injuries to legs and fingers represented 18.4% of the total.
- Industry divisions with the highest number of work-related fatalities were Manufacturing (27), TPU (26) and Construction (18).
- Almost half (44,097) of the 94,215 cases reported in FY 2001/02 came from eight of the Commonwealth's 67 counties. Those counties, which represent 47% of Pennsylvania's workforce, were Philadelphia (14,096), Allegheny (7,751), Montgomery (4,280), Lancaster (4,413), Bucks (3,666), Delaware (3,655), Berks (3,337), and York (2,899).
- Injuries by Body Part Affected:
 - Neck: 2,253 (2.3%)
 - Head: 7,096 (7.5%); Eyes: 3,021 (3.2%); Face: 791 (0.8%)
 - Upper Extremities: 29,627 (31.4%); Arms: 5,567 (5.9%); Wrists: 3,541 (3.8%); Hands: 5,124 (5.4%); Fingers: 6,190 (6.6%); Shoulder: 5,483 (5.8%)
 - Trunk: 25,902 (27.5%); Chest: 1,708 (1.8%); Back: 19,189 (20.4%); Abdomen: 2,709 (2.9%)
 - Lower Extremities: 22,040 (23.4%); Leg: 11,102 (11.8%); Knee: 8,037 (8.5%); Ankle: 5,090 (5.4%); Foot: 3,534 (3.8%); Toes: 900 (1.0%); Hips: 782 (0.8%)
 - Multiple Parts: 8,172 (8.7%)
 - Body Systems: 809 (0.9%)

Source: Pennsylvania Bureau of Workers' Compensation, Department of Labor and Industry

Pennsylvania Work Injuries, Illnesses and Fatalities

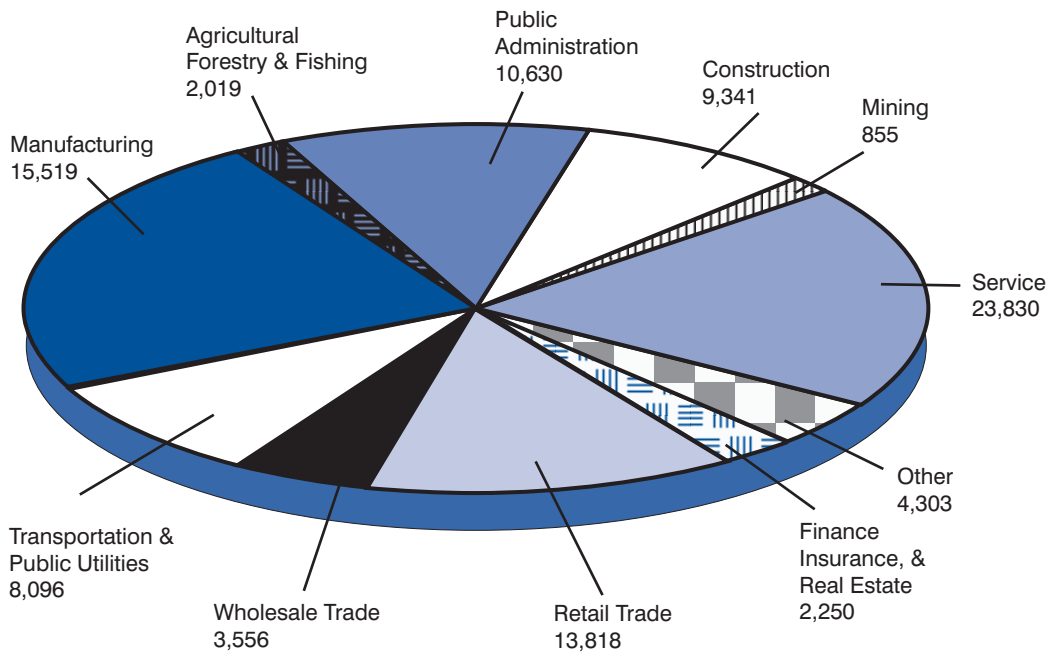
Calendar Year 1916 (10-Year Intervals) through Fiscal Year 2001/02

	YEAR*	TOTAL	FATAL**	NONFATAL
CY	1916	255,616	2,670	252,946
CY	1920	174,979	2,528	172,451
CY	1930	144,669	1,752	142,917
CY	1940	109,475	1,278	108,197
CY	1950	96,372	909	95,463
CY	1960	78,947	701	78,246
CY	1970	99,182	630	98,552
CY	1980	147,466	364	147,102
CY	1990	158,030	235	157,795
FY	1995/96	111,412	139	111,273
FY	1996/97	94,081	155	93,926
FY	1997/98	87,339	114	87,225
FY	1998/99	83,769	105	83,664
FY	1999/00	81,338	124	81,214
FY	2000/01	82,813	118	82,695
FY	2001/02	94,215	146	94,069

*CY = Calendar Year; FY = Fiscal Year

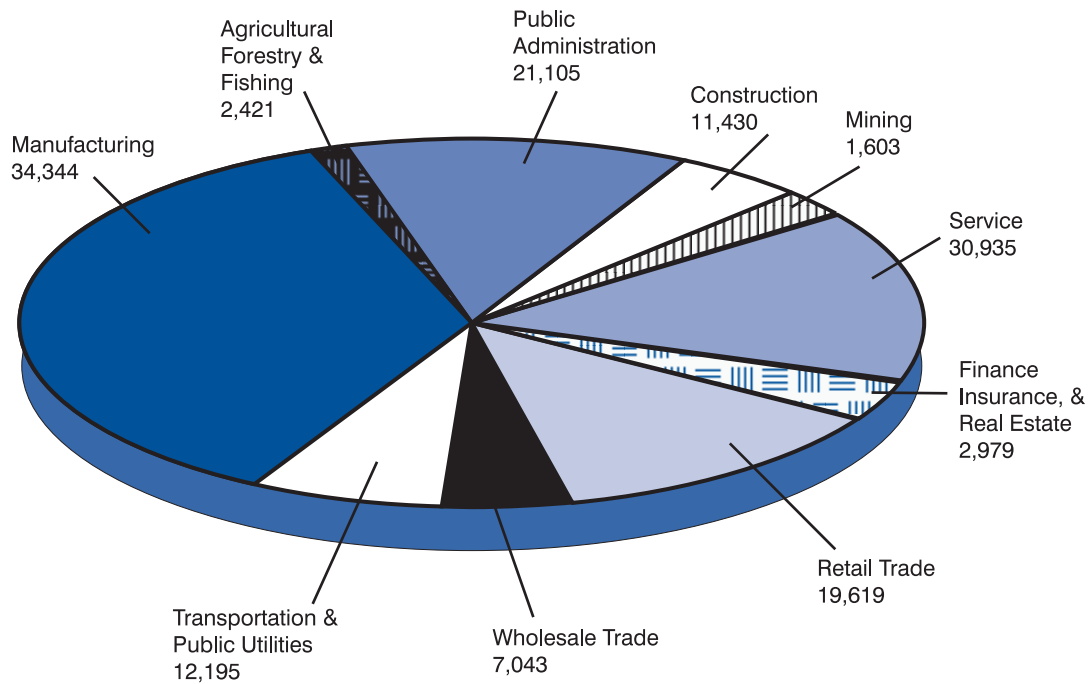
** Represents fatalities that occurred immediately or within a few days of the work event that caused death and are reported to the Pennsylvania Bureau of Workers' Compensation.

Reportable Injuries by Industry FY 2001/02



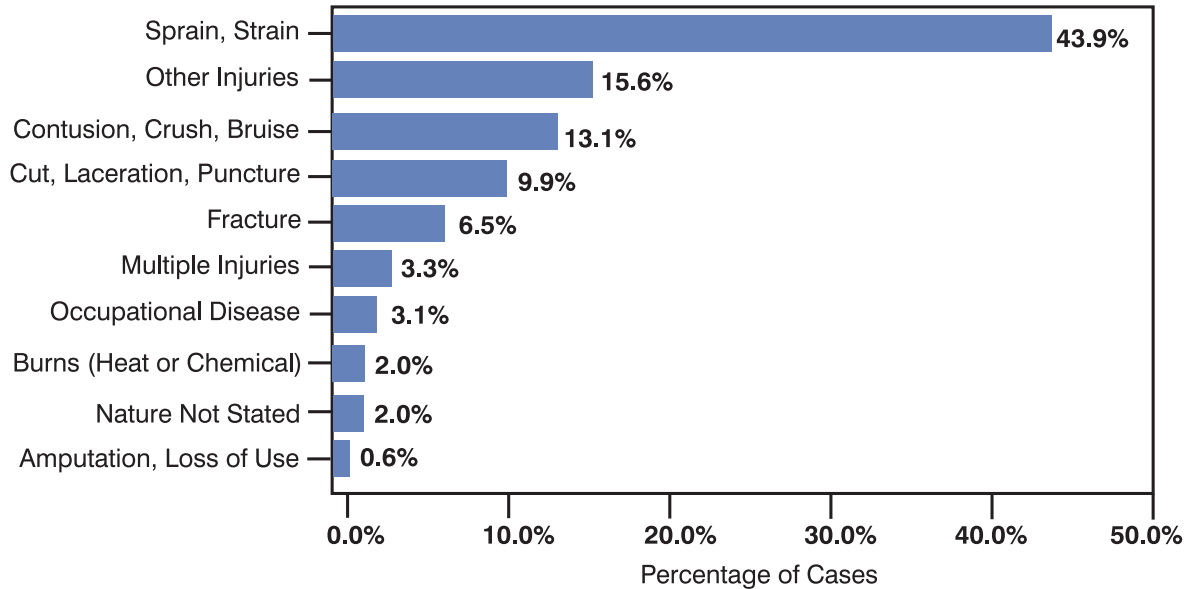
(10-Year Comparison)

Reportable Injuries by Industry FY 1991/92

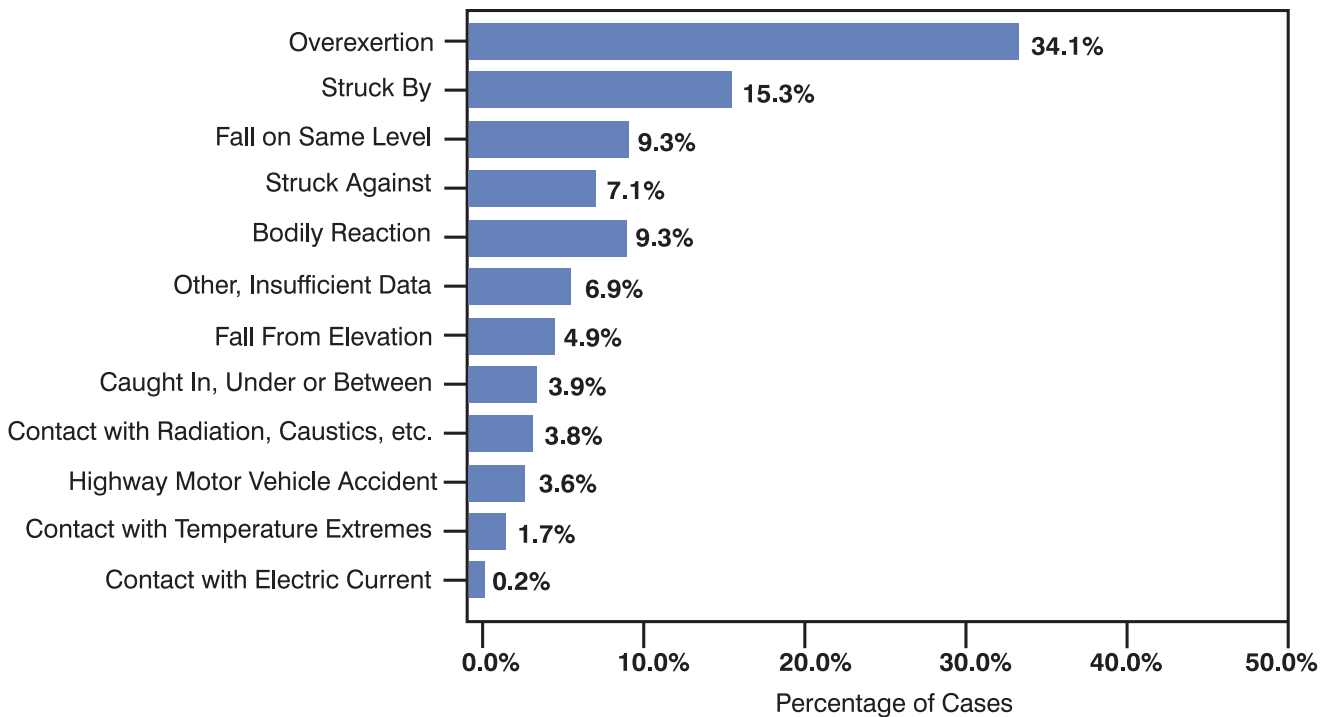


Source: Pennsylvania Center for Workforce Information and Analysis, Department of Labor and Industry

Percent Distribution by Nature of Injury or Illness Fiscal Year 2001/02



Percent Distribution by Type of Accident or Exposure Fiscal Year 2001/02



Source: Pennsylvania Bureau of Workers' Compensation, Department of Labor and Industry

Office of Adjudication Overview

Mission Statement

The Office of Adjudication is responsible for administering the process for the adjudication of disputed workers' compensation matters. The Director of Adjudication oversees 90 workers' compensation judges, four judge managers

and 24 field offices. The workers' compensation judges conduct hearings in disputed matters, render reasoned decisions in a timely manner, and may engage in alternative dispute resolution of contested matters.

Office of Adjudication Accomplishments Fiscal Year 2001/02

- Reduced the statewide average time to hear and decide workers' compensation cases to 9.3 months, down from 9.5 months in 2000, 9.8 months in 1999 and 11.5 months in 1998. Reduced the number of petitions in litigation over 18 months by approximately 16 percent.
- Reduced to as few as 136 the number of petitions closed for more than 90 days without a decision.
- Developed and conducted the annual workers' compensation judges education conference in July 2001.
- Continued to promote judges' involvement in the alternative dispute resolution process. Continued to advertise the judges' availability for this purpose through the bureau's newsletter, speaking engagements, bureau's website and in meetings with Bar Associations. Arranged for intensive training of judges in mediation techniques. Developed a system to track alternative dispute resolution activity. Involved more than half of all judges in settlement conferences and mediations. Resolved at least 47 percent of reported claims in which the parties utilized alternative dispute resolution.
- Judges decided more petitions than they received in new assignments. Judges received 52,548 new petition assignments and rendered decisions on 53,445 petitions, reducing the number of pending petitions from 39,060 at the end of the 2000/01 fiscal year to 37,985 at the end of the 2001/02 fiscal year.
- Conducted regional training seminars for all judges and clerical staff.
- Successfully completed Microsoft migration and associated training.
- Named an Adjudication training coordinator, who will be responsible for planning and scheduling training for Adjudication staff statewide; recruiting and overseeing trainers; and preparing and distributing training materials in paper and electronic formats.
- Named an Imagine PA champion, who will serve as liaison between the Commonwealth's ambitious computer integration project and Adjudication staff. Conducted Imagine PA orientation for all field office support staff.
- Developed and implemented Emergency Operation and Workplace Safety plans for all field offices.
- Provided safety training for all judges and support staff.

Office of Adjudication Updates

Compromise and Release Agreements

The parties may settle matters in dispute under the Pennsylvania Workers' Compensation Act by entering into a Compromise and Release Agreement. The agreement must contain detailed information about the settlement. Form LIBC-755 provides a format for these agreements.

A workers' compensation judge must conduct a hearing and circulate a written decision before the agreement can

be effective. The judge may not approve the agreement unless the injured worker understands its full legal significance. During fiscal year 2001/02, workers' compensation judges approved 13,058 Compromise and Release Agreements resulting in payments to injured workers totaling \$595,211,063.36.

Mediation Services

The Office of Adjudication is pleased to offer mediation services to parties who wish to amicably resolve disputes under the Workers' Compensation Act. Under this system, the decision is placed in the hands of the parties, rather than the judge, through a process of self-determination to reach an amicable agreement. The mediator's role is to facilitate the parties' discussion, provide guidance through the mediation process in identifying each party's interests, and to assist the parties in determining creative solutions for possible settlements.

Parties retain control over the outcome and decide who will mediate their case. There is no cost if workers' compensation judges are selected as mediators. Other benefits of this system include:

- Informal sessions
- Open communication between the parties
- Expedition of the claims process
- Limited attorney involvement

Participation in mediation is optional. Judges currently offering mediation services are listed below

Workers' Compensation Judges Who Mediate

Western District

Aliquippa

Susan Cercone

Erie

Carmen Lugo
Edward Pastewka
Albert Wehan

New Castle

Alfred Benedict
Perry Jones
Robert Steiner

Pittsburgh

Pamela Briston
David Henry
Cheryl Ignasiak
Eric Jones
Persifor Oliver
Linda Tobin
David Torrey
Kathleen Vallely

Uniontown

Anne Coholan
William Lowman

Washington

Paul Costelnock
Charles Lawton

Workers' Compensation Judges Who Mediate (Continued)

Central District

Altoona
Robert Vonada

Greensburg
Irving Bloom
Ada Guyton

Johnstown
David Cicola
Charles Getty

Brookville
Geoffrey Seacrist

Harrisburg
Karl Peckmann

Williamsport
Kenneth Walsh

Clearfield
Michael Koll

Eastern District

Allentown
Geoffrey Dlin
Bruce Doman
Marc Harrison

Lancaster
Kathleen DiLorenzo
Michael Hetrick
Richard Kelley
Christina Tarantelli

Scranton
Joseph Grady
William Hall

Hazleton
Wayne Rapkin

Pottsville
Paul Baker
James Stapleton

Wilkes-Barre
Joseph Sebastianelli

Southeastern District

Bristol
Michael Rosen

NE Philadelphia
Aida Harris
Denise Krass
David Slom
Michael Snyder

Upper Darby
Joseph Stokes

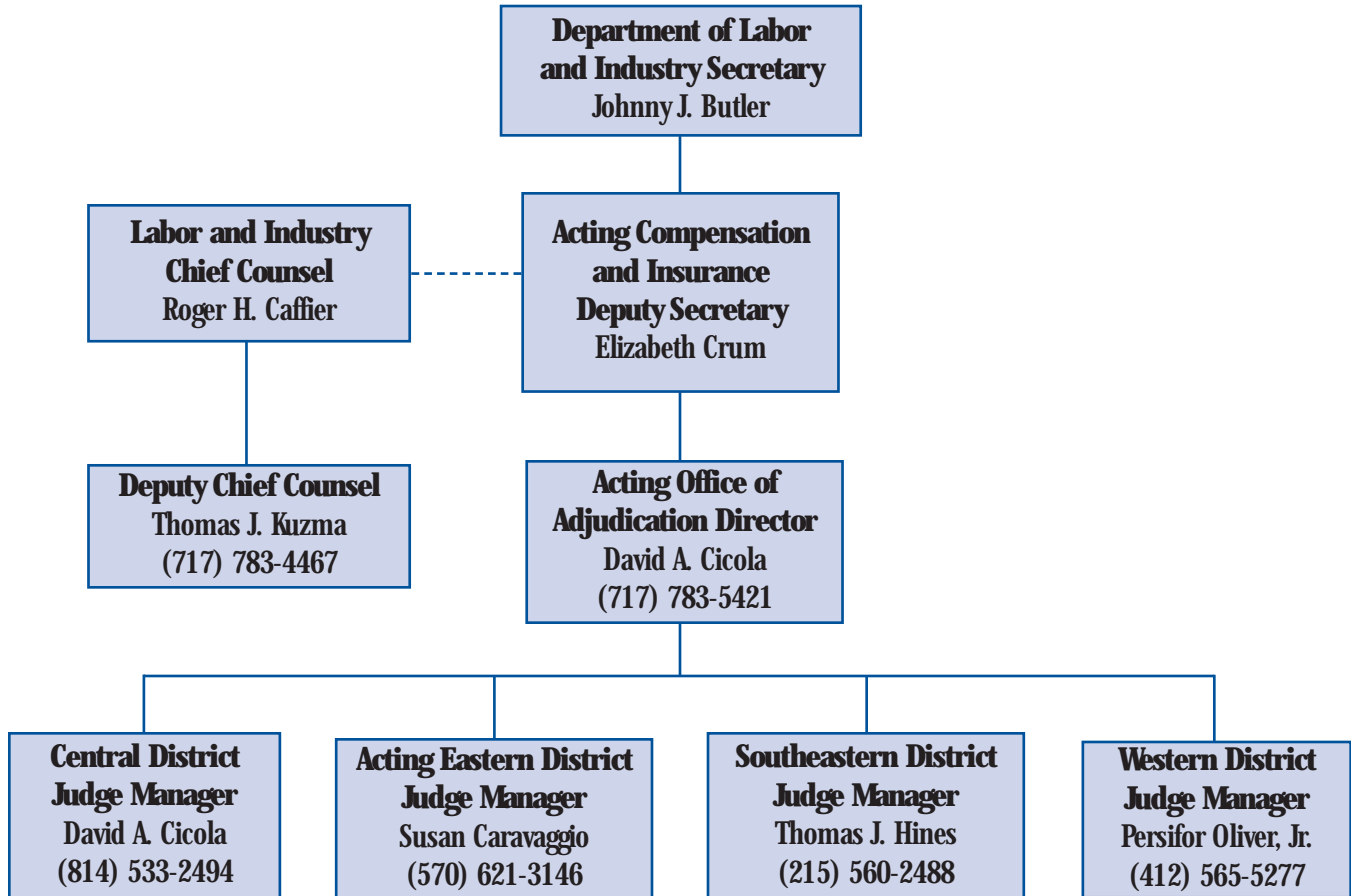
Malvern
Martin Burman
Joseph Hakun
John Liddy
Seymour Nathanson

Spring Garden
Joseph Hagan
Francine Lincicome
Donald Poorman
Pamela Santoro
Robert Simmons

**Attorney Examiner
Mediator**
Mary Catherine Baur

Office of Adjudication Personnel

Office of Adjudication Organization Chart



Office of Adjudication District Offices*



WESTERN DISTRICT

ALIQUIPPA

Sheffield Professional Building
2020 Main Street
Aliquippa, PA 15001
(724) 773-7430

ERIE

3400 Lovell Place
13th and Holland Streets
Erie, PA 16503
(814) 871-4632

NEW CASTLE

101 South Mercer Street
New Castle, PA 16101
(724) 656-3084

PITTSBURGH

933 Penn Avenue, Suite 300
Pittsburgh, PA 15222-3817
(412) 565-5277

UNIONTOWN

253 South Mt. Vernon Avenue
Uniontown, PA 15401
(724) 439-7420

WASHINGTON

Millcraft Center
90 West Chestnut Street
Washington, PA 15301
(724) 223-4595

CENTRAL DISTRICT

BUREAU HEADQUARTERS

Room 324
1171 South Cameron Street
Harrisburg, PA 17104-2501
(717) 783-5421

ALTOONA

615 Howard Avenue
Suite 202
Altoona, PA 16601
(814) 946-7355

BROOKVILLE

395 Main Street
Brookville, PA 15825
(814) 849-5382

CLEARFIELD

306 East Locust Street
Clearfield, PA 16830-2415
(814) 765-6398

GREENSBURG

115 West Otterman Street
Greensburg, PA 15601
(724) 832-5310

HARRISBURG

East Gate Center
1010 North 7th Street,
Room 319
Harrisburg, PA 17102-1400
(717) 783-4419

JOHNSTOWN

607 Main Street, Suite 100
Johnstown, PA 15901
(814) 533-2494

WILLIAMSPORT

Suite 202
208 West 3rd Street, Rear
Williamsport, PA 17701
(570) 327-3735

Office of Adjudication District Offices*



EASTERN DISTRICT

ALLENTOWN

160 Hamilton Street
Suite 200
Allentown, PA 18101
(610) 821-6554 &
(610) 821-6535

HAZLETON***

29th Street Office Complex
Building A, Suite 203
1201 North Church Street
Hazleton, PA 18202
(570) 459-3840

LANCASTER

1661 Old Philadelphia Pike
Lancaster, PA 17602
(717) 299-7591

MALVERN

72 Lancaster Avenue, 2nd Floor
Malvern, PA 19355
(610) 251-2878

POTTSVILLE

112 South Claude A. Lord Blvd.
Pottsville, PA 17901
(570) 621-3146

SCRANTON**

400 Spruce Street
Suite 500
Scranton, PA 18503
(570) 963-4580

WILKES-BARRE

101-105 N. Main St.
Wilkes-Barre, PA 18701
(570) 826-2577

SOUTHEASTERN DISTRICT

BRISTOL

1284 New Rodgers Road, Box 802
Bristol, PA 19007
(215) 781-3274

PHILADELPHIA

State Office Building
1400 Spring Garden Street
Philadelphia, PA 19130
(215) 560-2488

NORTHEAST PHILADELPHIA

Grant Plaza Business Park
2901 Grant Avenue, Suite 900
Philadelphia, PA 19114
(215) 560-2182

UPPER DARBY

Barclay Square Center, 2nd Floor
1500 Garrett Road
Upper Darby, PA 19082
(610) 284-6913

* See telephone directory on Page 57 for names, telephone numbers and office locations of workers' compensation judges.

** address change

*** phone number change

Office of Adjudication Districts

Office of Adjudication - Central District

"The secret to success is no secret: excellent people. The quality of service enjoyed by Central District customers flows from the talent and efforts of the judges and support staff."



David Cicola currently serves as judge manager for the Central District. He served in the Lawrence County field office from the time of his bureau appointment in 1992 until becoming judge manager in February 1996. Judge Cicola has spoken at continuing education programs sponsored by the bureau and by several bar associations and universities. Judge Cicola currently serves as the Acting Director of Adjudication.

Primary Function

1. Conduct the process for the adjudication of disputed workers' compensation matters in the Central District. The workers' compensation judges conduct hearings in disputed matters, render reasoned decisions in a timely manner, and may engage in alternative dispute resolution of contested matters.

Accomplishments: 2001/02 Fiscal Year

1. Central District judges decided more petitions than they were assigned. They reduced the number of petitions in their inventories and the number of petitions in litigation for over 18 months from the previous year.
2. A number of judges attended an intensive course in facilitative mediation techniques.
3. Coordinated the July 2002 statewide judges' conference.
4. Judges attended regional judges' meetings in Washington and Carlisle.
5. Adjudication trainers provided on-floor support for the migration of all Adjudication offices.
6. The trainers and training coordinator developed, wrote and illustrated a fundamentals of Microsoft Word training manual to be used in upcoming training of the Adjudication staff.
7. Converted the online procedure manuals used by the Adjudication offices to Microsoft Word and devised a system for staff to access them.
8. The training coordinator demonstrated the new online manuals, safety database and NETg training to three of the four districts' clerical seminars.
9. Completed safety renovations in the Altoona and Clearfield offices. Developed safety renovation plans for the Brookville, Greensburg, Harrisburg and Williamsport offices.
10. Completed safety training by the Health, Safety, Accident Prevention and Education Division for all offices of the Central District.
11. Formed safety committees in a number of Central District offices.
12. Created a new safety database to track and record safety incidents. This database is in the testing phase.
13. Planned and conducted educational seminars for all clerical staff.
14. Hired a clerical supervisor for the Harrisburg judges' office.

Goals

- 1. Continue to decide cases within 90 days of the due date cases are concluded and ready for a decision.**
- 2. Further reduce the average length of time to adjudicate cases.**
- 3. Continue to enhance the professional caliber of the judge corps through continuing legal education credits and judges' meetings/conferences.**
- 4. Provide additional mediation training opportunities to judges who are providing alternative dispute resolution to the parties.**
- 5. Reduce the number of petitions in litigation for longer than 18 months.**
- 6. Train judges and support staff in Imagine PA. Provide more detailed training in Microsoft applications.**
- 7. Open a field office in Reading to provide adjudication services to Berks County residents.**

Office of Adjudication - Eastern District

"It was a pleasure serving as acting judge manager this past year. I look forward to the coming year as we continue to shorten the time between petition assignment and decision, and prepare to open a new field office."



Susan B. Caravaggio has been acting judge manager of the Eastern District since May 2001. She has been a workers' compensation judge since May 1997. She previously served as a law clerk for workers' compensation judge Karl Baldys and was associated with the law firm of Mitchell, Mitchell, Gray & Gallagher, PC. She received her B.A. from Lycoming College in 1981 and her J.D. from The Dickinson School of Law in 1989.

Primary Function

1. Conduct the process for the adjudication of disputed workers' compensation matters in the Eastern District. The workers' compensation judges conduct hearings in disputed matters, render reasoned decisions in a timely manner, and may engage in alternative dispute resolution of contested matters.

Accomplishments: 2001/02 Fiscal Year

1. Studied decision scanning process and recommended enhancements. Enhancements saved time in scanning process, avoided duplication of work by field offices, and saved money through elimination of batch sheets.
2. Used multi-office teamwork to process assignments despite clerical vacancies. Pottsville, Wilkes-Barre and Lancaster staff participated.
3. Relocated the Scranton field office to a new address.
4. Hired new judges in Allentown and Lancaster.
5. Judges reduced the number of 18-month-old cases from 850 to 827.
6. Many Eastern District workers' compensation judges attended an intensive four-day mediation course.

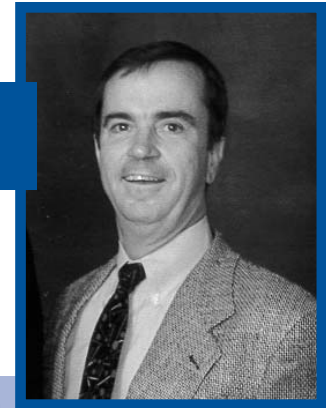
7. Eastern District judges attended a regional judges' meeting in Carlisle.
8. Assisted in the coordination of the statewide judges' conferences in July 2001 and July 2002.

Goals

1. Continue to decide cases within 90 days of the due date cases are concluded and ready for a decision.
2. Further reduce the average length of time to adjudicate cases.
3. Continue to enhance the professional caliber of the judge corps through continuing legal education credits and judges' meetings/conferences.
4. Provide additional mediation training opportunities to judges who are providing alternative dispute resolution to the parties.
5. Reduce the number of petitions in litigation for longer than 18 months.
6. Train judges and support staff in Imagine PA. Provide more detailed training in Microsoft applications.

Office of Adjudication - Southeastern District

“Judges in the Southeastern District have and will continue to shorten the length of time for the litigation and adjudication of petitions.”



Judge Thomas J. Hines has been the judge manager of the Southeastern District since the fall of 1994. He has been with the Bureau of Workers' Compensation since April 1990. He received his B.B.A. from Temple University (Insurance) in 1969. He received his J.D. from Rutgers University School of Law in 1973.

Primary Function

1. Conduct the process for the adjudication of disputed workers' compensation matters in the Southeastern District. The workers' compensation judges conduct hearings in disputed matters, render reasoned decisions in a timely manner, and may engage in alternative dispute resolution of contested matters.

Accomplishments: 2001/02 Fiscal Year

1. Reduced overall petition inventories, the number of cases awaiting decision for more than 90 days, and the number of petitions in litigation for more than 18 months.
2. Completed safety and security renovations in the Philadelphia/Spring Garden and Upper Darby offices.
3. Completed safety training provided by the Health, Safety, Accident Prevention and Education Division for all offices in the district.
4. Formed safety committees in each district office.
5. Developed, published and circulated workplace violence action plans and safety manuals to all district field office staff.
6. Planned and held continuing professional development seminars for both judicial and support staff in Philadelphia in May 2002. Judicial training included a

regional meeting and a mediation-training program attended by a number of judges.

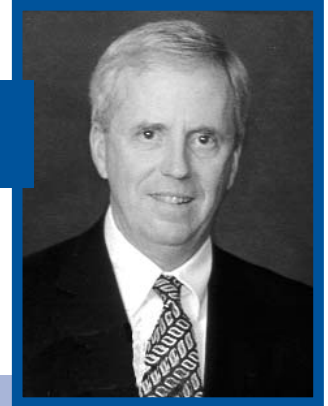
7. Installed a new telecommunications system in the Philadelphia/Spring Garden office.
8. Filled three support staff vacancies in the district in August 2001.

Goals

1. Continue to decide cases within 90 days of the due date cases are concluded and ready for a decision.
2. Further reduce the average length of time to adjudicate cases.
3. Continue to enhance the professional caliber of the judge corps through continuing legal education credits and judges' meetings/conferences.
4. Provide additional mediation training opportunities to judges who are providing alternative dispute resolution to the parties.
5. Reduce the number of petitions in litigation for longer than 18 months.
6. Train judges and support staff in Imagine PA. Provide more detailed training in Microsoft applications.

Office of Adjudication - Western District

“Judges in the Western District will continue to issue reasoned decisions in a timely manner.”



Judge Persifor Oliver serves as judge manager of the Western District. He was appointed as a workers' compensation referee in October 1986 and became a workers' compensation judge in August 1993. He became a judge manager in the fall of 1994. Judge Oliver is a member of both the Pennsylvania and Allegheny County Bar Associations. He received his B.A. from Hobart College in 1965 and his J.D. from the University of Pittsburgh in 1972.

Primary Function

1. Conduct the process for the adjudication of disputed workers' compensation matters in the Western District. The workers' compensation judges conduct hearings in disputed matters, render reasoned decisions in a timely manner, and may engage in alternative dispute resolution of contested matters.

Accomplishments: 2001/02 Fiscal Year

1. Judges in the district decided more petitions than they were assigned and had no cases in their inventory at the end of the year that had been closed (awaiting decision) for 90 days or more. Less than 9% of their cases involved petitions over 18 months old.
2. Judges also became more involved in mediation efforts assisting the parties in amicably resolving a number of pending cases. Many workers' compensation judges in the district attended an intensive four-day mediation course and will utilize what they have learned to increase the effectiveness of their mediation efforts.
3. Initiated plans for a new security system in the Pittsburgh office that includes guards monitoring the lobby of the building and installation of metal detecting equipment.
4. Increased the safety and security of work areas by participating in the new district safety committee.

Enhancements to increase security and training sessions for all staff are now handled by this committee on an ongoing basis.

5. Judges attended a regional meeting in Washington in May.
6. Coordinated the statewide judges' conference in July 2001.

Goals

1. Continue to decide cases within 90 days of the due date cases are concluded and ready for a decision.
2. Further reduce the average length of time to adjudicate cases.
3. Continue to enhance the professional caliber of the judge corps through continuing legal education credits and judges' meetings/conferences.
4. Provide additional mediation training opportunities to judges who are providing alternative dispute resolution to the parties.
5. Reduce the number of petitions in litigation for longer than 18 months.
6. Train judges and support staff in Imagine PA. Provide more detailed training in Microsoft applications.

Office of Adjudication

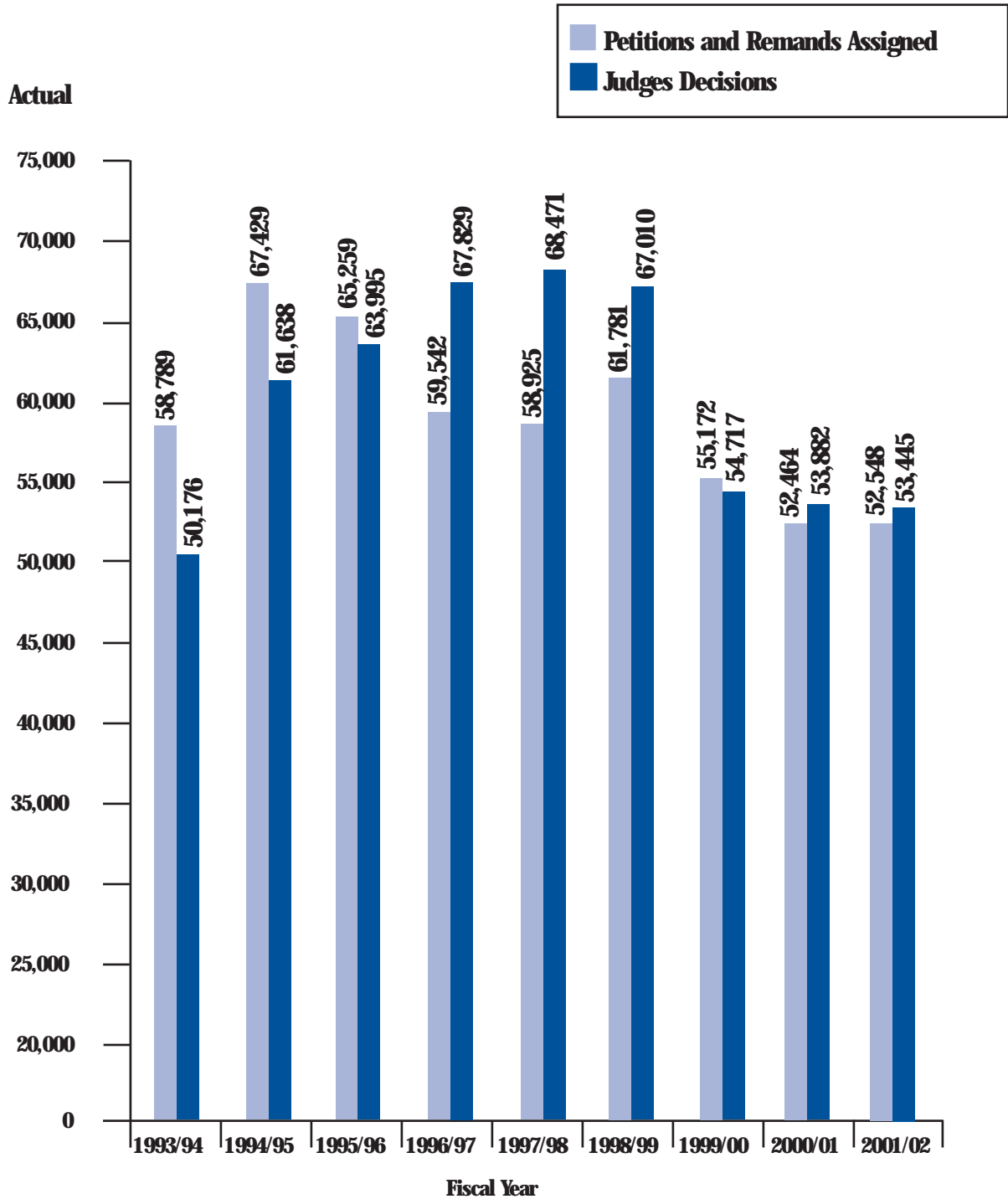
Statistical Review

Petitions Assigned to Judges (Not Remands) Fiscal Years 1998/99 through 2001/02

Type of Petition	1998/99	1999/00	2000/01	2001/02	2000/01 to 2001/02	
					+/-	%
Claim	11,578	11,482	11,344	11,314	-30	-0.26%
Supersedeas Fund	1,839	214	151	85	-66	-43.71%
Reinstatement	3,170	2,914	2,778	2,917	+ 139	+ 5.00%
Suspension	7,083	6,147	5,698	5,806	+ 108	+ 1.90%
Termination	6,323	4,564	4,038	4,348	+ 310	+ 7.68%
Penalty	5,386	5,618	5,559	5,896	+ 337	+ 6.06%
Review	2,615	3,182	3,210	3,588	+ 378	+ 11.78%
Review Medical	1,617	1,232	1,081	1,073	-8	-0.74%
Fatal	179	147	127	134	+ 7	+ 5.51%
Commutation	130	29	24	15	-9	-37.50%
Modification	4,400	4,198	3,753	3,646	-107	-2.85%
Set Aside Final	126	97	71	79	+ 8	+ 11.27%
Claim 301(i)	187	87	118	48	-70	-59.32%
OD Fatal	22	13	14	11	-3	-21.43%
WC/OD Fatal Spec.	5	5	3	6	+ 3	+ 100.00%
Claim 301(g)	0	0	0	0	0	0%
Subsequent Injury	0	0	0	0	0	0%
Utilization Review	1,526	2,185	1,745	1,658	-87	-4.99%
Joinder	610	644	600	644	+ 44	+ 7.33%
Physical Exam	2,165	1,938	1,892	1,990	+ 98	+ 5.18%
Challenge	1,155	1,231	1,042	1,044	+ 2	+ 0.19%
Comp/Release	7,906	6,175	6,114	5,605	-509	-8.33%
Special Term	1,578	1,017	1,597	1,537	-60	-3.76%
Expert Interview	121	168	208	249	+ 41	+ 19.71%
Total	59,721	53,287	51,167	51,693	+ 526	+ 1.03%

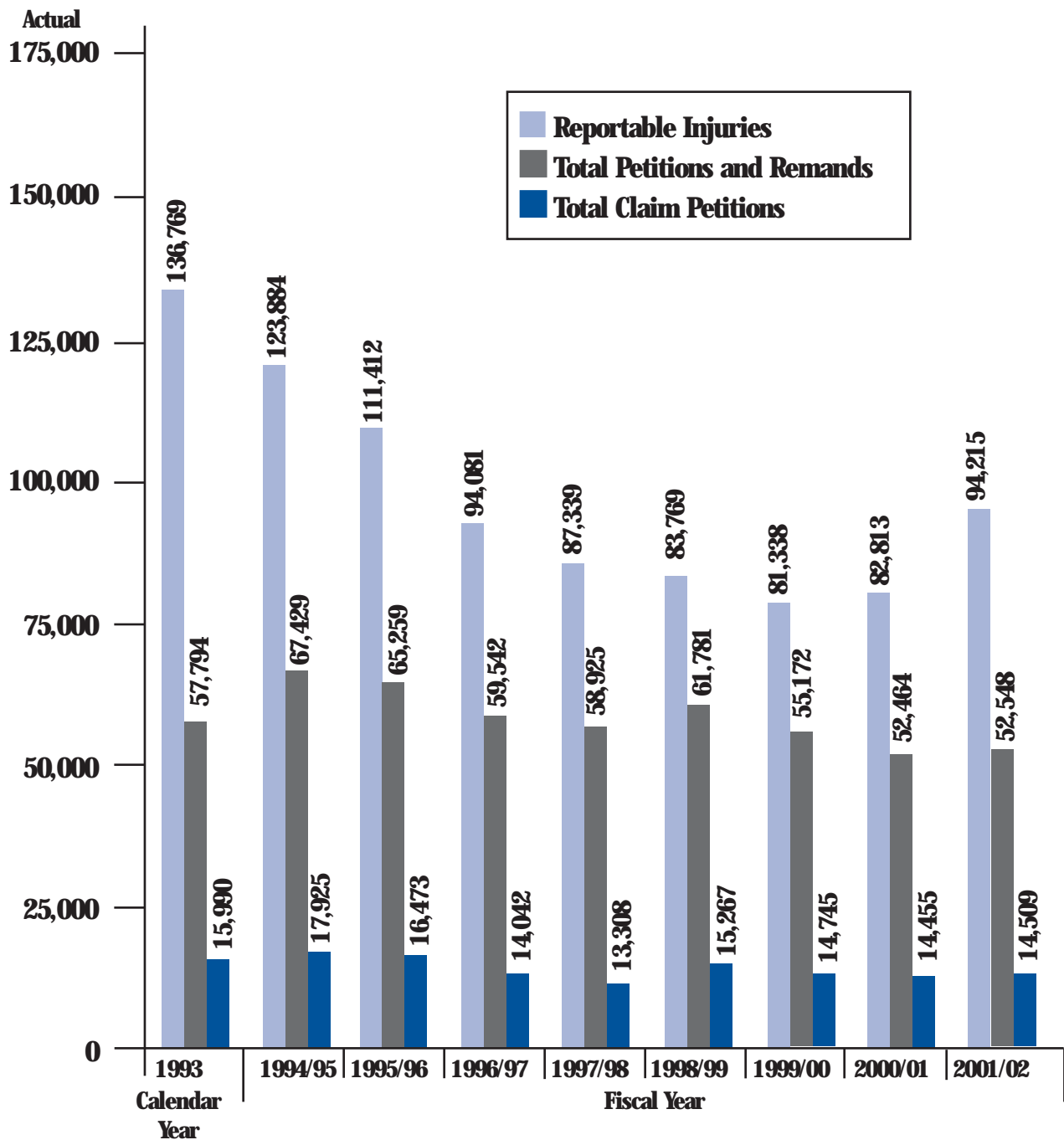
Source: Pennsylvania Bureau of Workers' Compensation, Department of Labor and Industry

Petitions and Remands Assigned vs. Judges' Decisions Fiscal Years 1993/94-2001/02



Source: Pennsylvania Bureau of Workers' Compensation, Department of Labor and Industry

Reportable Injuries* vs. Total Petitions and Remands vs. Total Claim Petitions** 1993-2001/02



* Missed more than one day shift or turn of work due to injury

** Claim petitions include claim, reinstatement, fatal, set aside final receipt, 301(i), wc/od claim, wc/od fatal, od fatal, wc/od fatal special and 301(g).

More Information from the Pennsylvania Bureau of Workers' Compensation

On the Web (www.state.pa.us, PA Keyword: "workers comp")

Check us out on the web where you'll find more exciting and innovative workers' compensation features, including:

Employer's Report Web Submission

Log on at: www.state.pa.us, PA Keyword: "workers comp." From here, click on "Online Services" (upper left-hand side of the page), then "Workers' Compensation Employer's Report of Injury."

This application allows users to file an Employer's Report of Occupational Injury or Disease via the Internet. Approximately 8,000 paper reports are received by the bureau monthly. Receiving these reports electronically reduces the amount of paper that has to be processed by bureau staff, the number of data errors via on-line validation of the data entered by the employer, and mailing costs.

Wage Interest Calculations

Log on at: www.state.pa.us, PA Keyword: "workers comp." From here, click on "Online Services" (upper left-hand side of the page), then "Wage Interest Calculations for Workers' Compensation."

This form provides several possible, but not all-inclusive, methods of calculation for various payments and interest for use by insurers, employers, attorneys, third-party administrators, injured workers and other members of the workers' compensation community.

Workers' Compensation Petition To:

Log on at: www.state.pa.us, PA Keyword: "workers comp." From here, click on "Online Services" (upper left-hand side of the page), then "Workers' Compensation Petition To:"

This application allows users to file a Petition To: form via the Internet.

Workers' Compensation "Quick Links"

Log on at: www.state.pa.us, PA Keyword: "workers comp." Here you'll find more information on subjects such as: Workers' Compensation Act, Medical Fee Schedule, Health and Safety, Claim Forms Completion Guide – Tip Sheets, Obtaining WC Hearing Transcripts, Alternate Dispute Resolution, Kids' Chance, Inc. of Pennsylvania, Bureau Publications, and more!

Workers' Compensation Subpoena

Log on at: www.state.pa.us, PA Keyword: "workers comp." From here, click on "Online Services" (upper left-hand side of the page), then "Workers' Compensation Subpoena."

This feature allows users to access the subpoena online, fill in the blanks, print the form, and mail it to a workers' compensation judge along with a written request for the judge to issue the subpoena.

Publications Available from the Bureau of Workers' Compensation:

Employer Information

- **Employer's Guide to Workers' Compensation Insurance in Pennsylvania**
Information on loss cost multipliers, classification codes, insurance fraud, safety committee incentive program, etc.

To obtain additional copies of the annual report or the publications listed on Pages 53 and 54, contact:

Pennsylvania
Bureau of Workers'
Compensation
1171 S. Cameron St.
Room 324
Harrisburg, PA
17104-2501

Telephone Number:
(717) 783-5421

More Information from the Pennsylvania Bureau of Workers' Compensation

For other information or questions regarding the PA workers' compensation program, write to the bureau or call:

CLAIMS INFORMATION SERVICES

Local calls and calls outside PA:

(717) 772-4447

toll free inside PA:

1-800-482-2383

TTY (Only people with hearing loss):

1-800-362-4228

EMPLOYER INFORMATION SERVICES (717) 772-3702

CERTIFIED EMPLOYER NETWORK

For referrals to employers who have volunteered to provide assistance in establishing workplace safety committees, call:

(717) 772-1917

- **Employer's Guide to Self-Insuring Workers' Compensation (LIBC-300)**
Information on how to self-insure your workers' compensation coverage.
- **Employer Information (LIBC-200)**
Includes key aspects of Workers' Compensation Act which relate specifically to employers.
- **Self-Insurance Regulations**
(PA Bulletin, Vol. 25, No. 41, October 14, 1995)
- **Claim Forms Completion Guide - Tip Sheets (LIBC-770)**
Samples of 30 bureau forms along with instructions on their proper completion.

Injured Workers' Information

- **Workers' Compensation & the Injured Worker (LIBC-100)**
General information on the rights and responsibilities of injured workers under the law.
- **Q & As about Funded Employment**
General information on funded employment as it relates to workers' compensation recipients.

Medical Cost Containment Information

- **Medical Cost Containment Regulations Reference**
Workers' compensation medical cost containment regulations highlights.

Health and Safety Materials

- **Health and Safety Regulations**
PA Bulletin, Vol. 31, No. 28, July 14, 2001
- **"Application for Certification of Workplace Safety Committee" Completion Guide (LIBC-372)**
- **"Certification Renewal Affidavit of Workplace Safety Committee" Completion Guide (LIBC-372R)**
- **PENNSAFE (Pennsylvania Safety First) Information Packet (Includes application for the Governor's Award for Safety Excellence)**
- **PENNSAFE Annual Report**

Miscellaneous

- **Pennsylvania Work Injuries & Illnesses Report - 2001**
Calendar year statistics on PA work-related injuries, illnesses and fatalities.
- **News and Notes**
Bureau newsletters on policies, procedures and updates on the law.
- **Section 305 Prosecutions**
A guide to aid PA's district attorneys in prosecuting employers who fail to carry the required workers' compensation insurance coverage as outlined in Section 305 of the PA Workers' Compensation Act.

More Information from the Pennsylvania Bureau of Workers' Compensation

Join our Mailing List

To receive future issues of the bureau's annual report and the *News & Notes* newsletter, complete the form below, cut on dotted line and mail to:

Bureau of Workers' Compensation
Attn: Information Services Section
1171 South Cameron Street, Room 324
Harrisburg PA 17104-2501

"Please add me to your mailing list for regular receipt of future annual reports and the *News & Notes*."

Name: _____
(name of company or organization, where applicable)

Mailing Address: _____
(street address)

_____ (city)

_____ (state)

_____ (zip)

County: _____

Please check box which best represents your affiliation:

Employer Union Attorney Health Care Industry

Insurance Industry Third Party Administrator Other: _____

Copies of the PA Workers' Compensation Act are available for purchase from:

State Bookstore of PA Commonwealth
Keystone Building
Plaza Level
400 North Street
Harrisburg, PA 17120
(717) 787-5109

To access the Act online, log on at www.state.pa.us, PA Keyword: "workers comp." From the Quick Links Page, scroll to and click on the "Workers' Compensation Act" hyperlink.

BWC Web Information:

www.state.pa.us

PA Keyword: "workers comp"

Telephone Directory

Field Offices	Street Address & Zip Code	Telephone No.
<i>Aliquippa Office</i>	<i>Sheffield Prof. Bldg., 2020 Main St., 15001</i>	<i>(724) 773-7430</i>
<i>Allentown Office</i>	<i>160 Hamilton St., Ste. 200, 18101</i>	<i>(610) 821-6535</i>
<i>Altoona Office</i>	<i>615 Howard Ave., Ste. 202, 16601</i>	<i>(814) 946-7355</i>
<i>Bristol Office</i>	<i>1284 New Rodgers Rd., Box 802, 19007</i>	<i>(215) 781-3274</i>
<i>Brookville Office</i>	<i>395 Main St., 15825</i>	<i>(814) 849-5382</i>
<i>Bureau Headquarters</i>	<i>1171 S. Cameron St., Room 324, 17104-2501</i>	<i>(717) 783-5421</i>
<i>Clearfield Office</i>	<i>306 E. Locust St., 16830-2415</i>	<i>(814) 765-6398</i>
<i>Erie Office</i>	<i>3400 Lovell Place, 13th & Holland St., 16503</i>	<i>(814) 871-4632</i>
<i>Greensburg Office</i>	<i>115 W. Otterman St., 15601</i>	<i>(724) 832-5310</i>
<i>Harrisburg Judges Office</i>	<i>East Gate Ctr., 1010 N. 7th St., Rm. 319, 17102-1400</i>	<i>(717) 783-4419</i>
<i>Hazleton Office</i>	<i>1201 N. Church St., Bldg. A, Ste. 203, 18202</i>	<i>(570) 459-3840</i>
<i>Johnstown Office</i>	<i>607 Main St., Ste. 100, 15901</i>	<i>(814) 533-2494</i>
<i>Lancaster Office</i>	<i>1661 Old Philadelphia Pike, 17602</i>	<i>(717) 299-7591</i>
<i>Malvern Office</i>	<i>72 Lancaster Ave., 2nd Fl., 19355</i>	<i>(610) 251-2878</i>
<i>New Castle Office</i>	<i>101 S. Mercer St., 16101</i>	<i>(724) 656-3084</i>
<i>Philadelphia Office</i>	<i>1400 Spring Garden St., State Office Bldg., 19130</i>	<i>(215) 560-2488</i>
<i>NE Philadelphia Office</i>	<i>2901 Grant Ave., Ste. 900, 19114</i>	<i>(215) 560-2125</i>
<i>Pittsburgh Office</i>	<i>933 Penn Ave., Ste. 300, 15222</i>	<i>(412) 565-5277</i>
<i>Pottsville Office</i>	<i>112 S. Claude A. Lord Blvd., 17901</i>	<i>(570) 621-3146</i>
<i>Scranton Office</i>	<i>400 Spruce St., Ste. 500, 18503</i>	<i>(570) 963-4580</i>
<i>Uniontown Office</i>	<i>253 S. Mt. Vernon Ave., 15401</i>	<i>(724) 439-7420</i>
<i>Upper Darby Office</i>	<i>1500 Garrett Rd., Barclay Sq. Ctr., 2nd Fl., 19082</i>	<i>(610) 284-6913</i>
<i>Washington Office</i>	<i>Millcraft Ctr., 90 W. Chestnut St., 15301</i>	<i>(724) 223-4595</i>
<i>Wilkes-Barre Office</i>	<i>101-105 N. Main St., 18701</i>	<i>(570) 826-2577</i>
<i>Williamsport Office</i>	<i>208 W. 3rd St., Rear, Ste. 202, 17701</i>	<i>(570) 327-3735</i>

Information Services

Claims Information Services:

Inside Pennsylvania (toll free)	1-800-482-2383
Local & Outside Pennsylvania	(717) 772-4447

Employer Information Services

(717) 772-3702

TTY (for hearing and speech impaired)

Inside Pennsylvania (toll free)	1-800-362-4228
Local & Outside Pennsylvania	(717) 772-4991

Contact Personnel	Location	Title	Telephone No.
Arrington, Ollie	Philadelphia DO	WCJ	(215) 560-2488
Bachman, Patricia	NE Philadelphia DO	WCJ	(215) 560-2125
Baker, Paul	Pottsville DO	WCJ	(570) 621-3146
Baldys, Karl	Williamsport DO	WCJ	(570) 327-3735
Beach, Audrey	Allentown DO	WCJ	(610) 821-6535
Bell, Linda	Harrisburg HQ	Supv., Admin. Div.-OCR	(717) 783-5421
Benedict, Alfred	New Castle DO	WCJ	(724) 656-3084

Contact Personnel	Location	Title	Telephone No.
Benischeck, Robert	Lancaster DO	WCJ	(717) 299-7591
Bivens, Linda	Harrisburg HQ	Sec.-Adj. Dir.	(717) 783-5421
Bloom, Irving	Greensburg DO	WCJ	(724) 832-5310
Briston, Pamela	Pittsburgh DO	WCJ	(412) 565-5277
Burman, Martin	Malvern DO	WCJ	(610) 251-2878
Caravaggio, Susan	Pottsville DO	Acting WCJM, Eastern District	(570) 621-3146
Cassidy, John	Pittsburgh DO	WCJ	(412) 565-5277
Cercone, Susan	Aliquippa DO	WCJ	(724) 773-7430
Cicola, David	Johnstown DO	WCJM, Central District	(814) 533-2494
Clark, Charles	Harrisburg DO	WCJ	(717) 783-4419
Cohen, Nathan	Pittsburgh DO	WCJ	(412) 565-5277
Coholan, Anne	Uniontown DO	WCJ	(724) 439-7420
Costelnock, Paul	Greensburg DO	WCJ	(724) 832-5310
Crum, Elizabeth	Harrisburg HQ	Acting Deputy Sec., Comp. & Ins.	(717) 783-5421
Deeley, James	Harrisburg DO	WCJ	(717) 783-4419
Desimone, Francis	Johnstown DO	WCJ	(814) 533-2494
Devlin, Thomas	Philadelphia DO	WCJ	(215) 560-2488
Dietrich, Wayne	Harrisburg DO	WCJ	(717) 783-4419
DiLorenzo, Kathleen	Lancaster DO	WCJ	(717) 299-7591
Dinsmore, Thomas	Harrisburg HQ	Chief, Admin. Division.	(717) 783-5421
Dlin, Geoffrey	Allentown DO	WCJ	(610) 821-6535
Doman, Bruce	Allentown DO	WCJ	(610) 821-6535
Dupin, Kathleen	Harrisburg HQ	Info. Officer, Info. Svcs.	(717) 783-5421
Eader, Brian	Harrisburg DO	WCJ	(717) 783-4419
Eppley, Harvey	Harrisburg HQ	Mng Analyst, Self-Ins. App. & Proc.	(717) 783-4476
Fitzpatrick, Anne	Harrisburg HQ	Hearing Officer, Dir. Off	(717) 783-5421
Gagai, Phethuvuyo	Philadelphia DO	WCJ	(215) 560-2488
Getty, Charles	Johnstown DO	WCJ	(814) 533-2494
Gilbert, Alan	Philadelphia DO	WCJ	(215) 560-2488
Goodwin, Nancy	Philadelphia DO	WCJ	(215) 560-2488
Grady, Joseph	Scranton DO	WCJ	(570) 963-4580
Guyton, Ada	Greensburg DO	WCJ	(724) 832-5310
Hagan, Joseph	Philadelphia DO	WCJ	(215) 560-2488
Hakun, Joseph	Malvern DO	WCJ	(610) 251-2878
Hall, William	Scranton DO	WCJ	(570) 963-4580
Harris, Aida	NE Philadelphia DO	WCJ	(215) 560-2125
Harrison, Marc	Allentown DO	WCJ	(610) 821-6535
Henry, David	Pittsburgh DO	WCJ	(412) 565-5277
Hetrick, Michael	Lancaster DO	WCJ	(717) 299-7591
Hines, Thomas	Philadelphia DO	WCJM, Southeastern District	(215) 560-2488
Holmes, Nathaniel	Harrisburg HQ	Chief, Claims Mgmt.	(717) 772-0621
Hooks, Sharon	Johnstown DO	AO, Central District	(814) 533-2494
Ignasiak, Cheryl	Pittsburgh DO	WCJ	(412) 565-5277
Ingram, Deborah	Harrisburg HQ	Mgr., Admin. Div.	(717) 783-5421

Contact Personnel	Location	Title	Telephone No.
Jefferson, Michael	Harrisburg HQ	Ppty. & Cas. Ins. Actuary	(717) 783-4476
Jones, Eric	Pittsburgh DO	WCJ	(412) 565-5277
Jones, Perry	New Castle DO	WCJ	(724) 656-3084
Kelley, Richard	Lancaster DO	WCJ	(717) 299-7591
Kelley, Susan	Philadelphia DO	WCJ	(215) 560-2488
Knehr, George	Harrisburg HQ	Chief, Self-Insurance	(717) 783-4476
Koll, Michael	Clearfield DO	WCJ	(814) 765-6398
Kopp, Tania	Harrisburg HQ	Supv., H&S Div.	(717) 772-1917
Krass, Denise	NE Philadelphia DO	WCJ	(215) 560-2125
Kutz, Thomas	Wilkes-Barre DO	WCJ	(570) 826-2577
Kuzma, Thomas	Harrisburg HQ	Dep. Chief Counsel, Legal Div	(717) 783-4467
Laurin, Barbara	Pittsburgh DO	AO, Western District	(412) 565-5277
Lawton, Charles	Washington DO	WCJ	(724) 223-4595
Liddy, John	Malvern DO	WCJ	(610) 251-2878
Liebau, John	Upper Darby DO	WCJ	(610) 284-6913
Lincicome, Francine	Philadelphia DO	WCJ	(215) 560-2488
Longson, Lac	Harrisburg HQ	Ppty. & Cas. Ins. Actuary	(717) 783-4476
Lorine, Carl	Upper Darby DO	WCJ	(610) 284-6913
Lowman, William	Uniontown DO	WCJ	(724) 439-7420
Lugo, Carmen	Erie DO	WCJ	(814) 871-4632
Maffei, Gerald	Harrisburg HQ	Mgr., Cal. Review-Claims	(717) 772-0618
Makin, Sarah	Upper Darby DO	WCJ	(610) 284-6913
McManus, Joseph	Bristol DO	WCJ	(215) 781-3274
Montville, Linda	Wilkes-Barre DO	AO, Eastern District	(570) 826-2577
Mullen, Anna Marie	Altoona DO	WCJ	(814) 946-7355
Mulligan, Angela	Harrisburg HQ	Supv., Admin-Clerical Staff	(717) 783-5421
Nathanson, Seymour	Malvern DO	WCJ	(610) 251-2878
Negley, Len	Harrisburg HQ	Chief, Health & Safety Div	(717) 772-1917
Nyce, Lloyd	Malvern DO	WCJ	(610) 251-2878
Olin, Scott	Philadelphia DO	WCJ	(215) 560-2488
Oliver, Persifor	Pittsburgh DO	WCJM, Western District	(412) 565-5277
Parker, Rosalia	Pittsburgh DO	WCJ	(412) 565-5277
Paruso, Jack	Harrisburg HQ	Mgr., SFR/Payments-Claims	(717) 787-3457
Pastewka, Edward	Erie DO	WCJ	(814) 871-4632
Peckmann, Karl	Harrisburg DO	WCJ	(717) 783-4419
Peleak, Mark	Wilkes-Barre DO	WCJ	(570) 826-2577
Polin, Larry	Harrisburg HQ	Ppty. & Cas. Ins. Actuary	(717) 783-4476
Poorman, Donald	Philadelphia DO	WCJ	(215) 560-2488
Rabold, William	Harrisburg HQ	Mgr., Audits & Assessments	(717) 783-5421
Rapkin, Wayne	Hazleton DO	WCJ	(570) 459-3840
Redding, Harold	Harrisburg HQ	Mgr., Report & Audit Proc.	(717) 772-1636
Ritter, Sandy	Harrisburg HQ	Supv., Physical Recs.-Claims	(717) 787-3361
Rosen, Michael	Bristol DO	WCJ	(215) 781-3274

Contact Personnel	Location	Title	Telephone No.
Santoro, Pamela	Philadelphia DO	WCJ	(215) 560-2488
Scott, Beverly	Harrisburg HQ	Supv, Petitions-Claims	(717) 787-3274
Seacrist, Geoffrey	Brookville DO	WCJ	(814) 849-5382
Sebastianelli, Joseph	Wilkes-Barre DO	WCJ	(570) 826-2577
Seelig, Todd	Philadelphia DO	WCJ	(215) 560-2488
Shallcross, Karen	Harrisburg HQ	Claims Mgt.	(717) 772-0619
Shayhorn, Harry	Philadelphia DO	WCJ	(215) 560-2488
Simmons, Robert	Philadelphia DO	WCJ	(215) 560-2488
Slom, David	NE Philadelphia DO	WCJ	(215) 560-2125
Snyder, A. Michael	NE Philadelphia DO	WCJ	(215) 560-2125
Snyder, Mistie	Harrisburg HQ	Sec.-Bureau Director	(717) 783-5421
Spizer, Howard	Scranton DO	WCJ	(570) 963-4580
Stapleton, James	Pottsville DO	WCJ	(570) 621-3146
Steiner, Robert	New Castle DO	WCJ	(724) 656-3084
Stokes, Joseph	Upper Darby DO	WCJ	(610) 284-6913
Tarantelli, Christina	Lancaster DO	WCJ	(717) 299-7591
Thompson, Richard	Harrisburg HQ	Bureau Director	(717) 783-5421
Titus, Terry	Harrisburg HQ	Mgr., Physical Recs/ER-Claims	(717) 787-3361
Tobin, Linda	Pittsburgh DO	WCJ	(412) 565-5277
Torrey, David	Pittsburgh DO	WCJ	(412) 565-5277
Urbany, Susan	Harrisburg HQ	Supv, Self-Ins.	(717) 783-4476
Vallely, Kathleen	Pittsburgh DO	WCJ	(412) 565-5277
Vonada, Robert	Altoona DO	WCJ	(814) 946-7355
Walsh, Kenneth	Williamsport DO	WCJ	(570) 327-3735
Wehan, Albert	Erie DO	WCJ	(814) 871-4632
Wertheimer, Karen	Bristol DO	WCJ	(215) 781-3274
Weyl, David	Harrisburg DO	WCJ	(717) 783-4419
Williamson, Francis	Harrisburg DO	WCJ	(717) 783-4419
Wiskemann, Gina	Harrisburg HQ	Mgr., Records Mgt.-Claims	(717) 772-0619
Wunsch, Eileen	Harrisburg HQ	Chief, Health Care Servs. Rev.	(717) 772-1900
Zanotto, Sharon	Harrisburg HQ	Mgr., Compliance Section	(717) 787-3567

Legend

AO	Administrative Officer
DO	District Office
HQ	Headquarters
WCJ	Workers' Compensation Judge
WCJM	Workers' Compensation Judge Manager

Notes

Notes