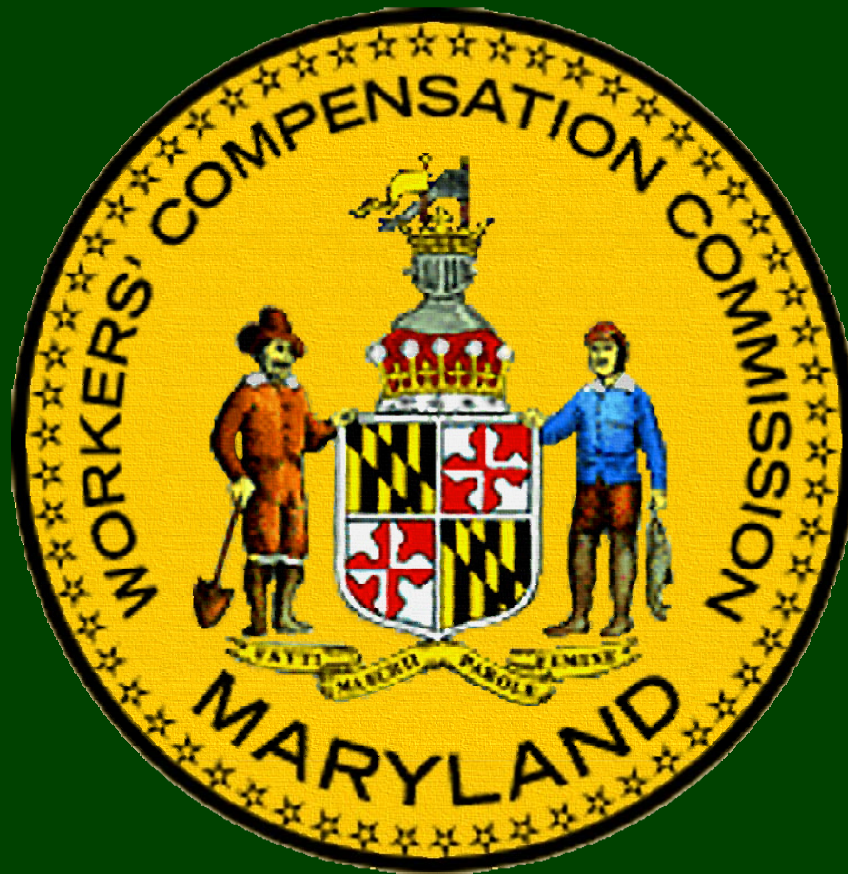


# MARYLAND WORKERS' COMPENSATION COMMISSION



## ANNUAL REPORT FISCAL YEAR 2012

MARTIN O'MALLEY, GOVERNOR • ANTHONY G. BROWN, LT. GOVERNOR  
R. KARL AUMANN, CHAIRMAN • MARY K. AHEARN, CHIEF EXECUTIVE OFFICER

# MARYLAND WORKERS' COMPENSATION COMMISSION

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## MISSION

The Maryland Workers' Compensation Commission seeks to secure the equitable and timely administration of the provisions of the Maryland Workers' Compensation law on behalf of its customers, the injured workers and their employers, by providing an efficient forum for the resolution of individual claims.

## VISION

The Workers' Compensation Commission envisions a state wherein injured workers and employers are empowered to create an equitable partnership to facilitate prompt and fair resolution of workers' compensation matters.

## Equal Opportunity Employer

The Workers' Compensation Commission continues to acknowledge and accept its commitment to equal opportunity for all current and prospective employees as well as its clients.

## LETTER FROM THE CHAIRMAN

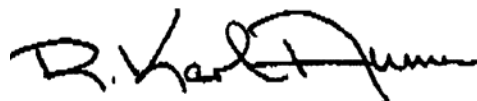
It is difficult to believe, but I am beginning my eighth year as Chairman of the Maryland Workers' Compensation Commission. This realization prompted me to reflect on the services provided by the Commission and the changes which have occurred over these years. We profoundly touch the lives of so many people and have an enormous responsibility to the community by fulfilling our mission of securing the equitable and timely administration of the law.

The achievements we reach on a daily basis, both large and small, would be impossible without the enduring commitment of the Commissioners and staff. Their professionalism and work ethic make our operations run smoothly and effectively manage the challenges which invariably arise. Every division within the agency plays a vital role in keeping us in the forefront nationally – in technology, policy, regulation, and implementation. I am very grateful to all my Commission colleagues for their outstanding focus on the public service we provide.

It is a privilege to present this annual report which covers the 2012 Fiscal Year and includes a tremendous amount of information which I believe will be helpful to you. This is the second year we are producing and publishing the report “in-house,” without the assistance and expense of outside vendors. A limited number are printed in hard copy, while the electronic version is available online and also distributed through e-mail. Many thanks to our team for producing such a high quality report.

Without a doubt, the Commission thrives because it receives help from its many partners and from leaders in government. Governor Martin O'Malley and the Maryland General Assembly have given us steadfast support. The Joint Committee on Workers' Compensation Benefit & Insurance Oversight Committee, the Advisory Committee on Budget of State Workers' Compensation, and the Maryland Workers' Compensation Educational Association continue to be instrumental in our operation. I am also very appreciative of the hard work contributed by everyone in the workers' compensation community.

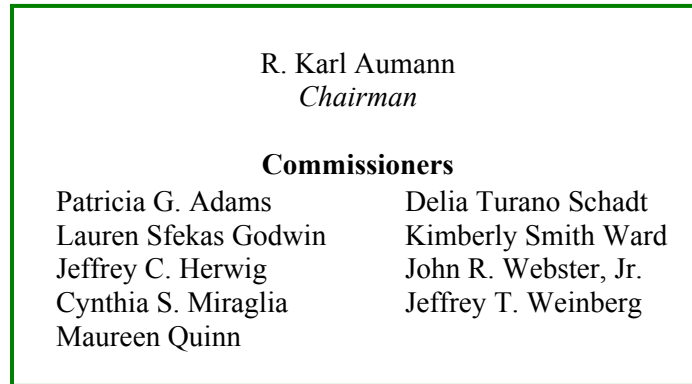
Sincerely yours,



R. Karl Aumann

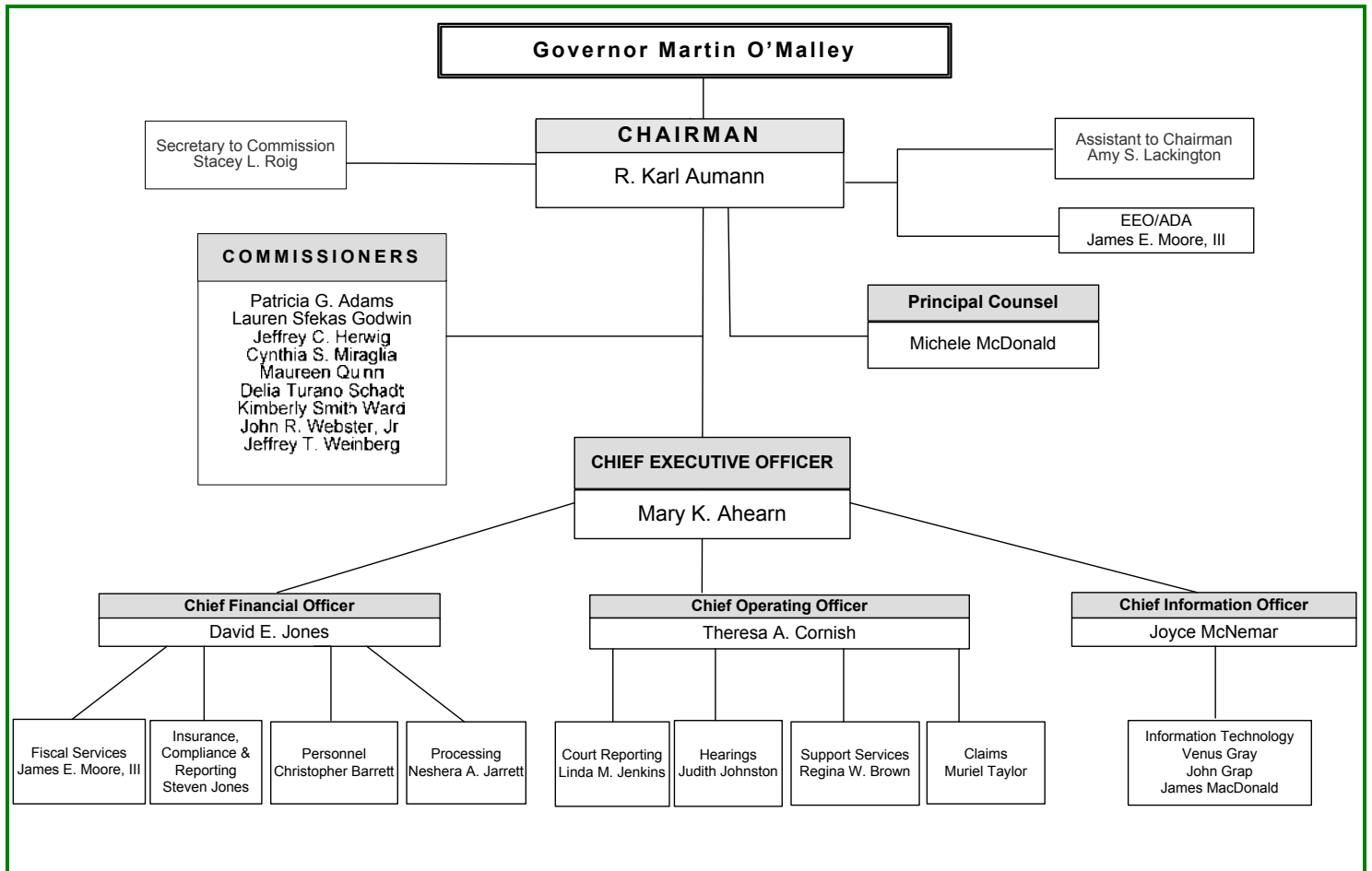
# MARYLAND WORKERS' COMPENSATION COMMISSION

## COMMISSIONERS



## ORGANIZATIONAL CHART

### Workers' Compensation Commission



## AGENCY HIGHLIGHTS AND PROCESS IMPROVEMENTS

### **New Commissioner**

In Fiscal Year 2012 the Commission welcomed Delia Turano Schadt as its newest Commissioner. On December 14, 2011, Governor Martin O'Malley appointed Ms. Schadt as a member of the Workers' Compensation Commission for 12 years from August 1, 2005. Ms. Schadt, a native of Cumberland, Maryland graduated from James Madison University with a Bachelor of Science Degree in Political Science in 1989. She earned her Juris Doctor from The University of Dayton School of Law in 1992. She then served as law clerk to The Honorable J. Frederick Sharer and The Honorable Gary G. Leasure in the Circuit Court for Allegany County. She began her legal career practicing workers' compensation law and was employed by the Injured Workers' Insurance Fund from 1993 until 2000. Following this, she was employed with the Maryland Office of the Attorney General where she served as Board Counsel to health occupation licensing boards until being appointed to the Maryland Workers' Compensation Commission.

### **International Association of Industrial Accident Boards and Commissions**

The International Association of Industrial Accident Boards and Commissions ("IAIABC") held its 97<sup>th</sup> Annual Convention August 22-25, 2011 in Madison, Wisconsin, celebrating the 100 year anniversary of the first constitutional workers' compensation law in the United States in 1911. The IAIABC will hold its 98<sup>th</sup> Annual Convention October 1-4, 2012 in Newport, Rhode Island.

*The Forum 2012* was held April 23-27, 2012 in Seattle, Washington. This year's event focused on several major forces impacting the workers' compensation industry, delving deep into how the different sectors of the industry can come together to find innovative solutions to old problems, most notably, the opioid epidemic.

### **Southern Association of Workers' Compensation Administrators**

The Southern Association of Workers' Compensation Administrators ("SAWCA") held its 63<sup>rd</sup> Annual Convention July 25-29, 2011 in Biloxi, Mississippi. The theme of the conference was "Meeting Challenges Through Innovation" and featured keynote speaker

Gulfport, Mississippi Mayor George Schloegel who shared how he uses innovation to meet the challenges facing his city and state. Presentations at the conference included "Best Practices of Self-Insured Employers" and a Special Guest Panel: "What I Wish I Had Known...Comments and Reflections from Past State Commissioners." The 64<sup>th</sup> Annual Convention will be held July 9-13, 2012 at The Homestead in Hot Springs, Virginia.

SAWCA's All Committee Conference was held November 1-4, 2011 in Annapolis, Maryland. The topic of discussion at this conference centered on pain management and the various issues and challenges posed on the workers' compensation system. Participants were given the opportunity to gain a more comprehensive understanding of the good and bad of pain management. Attendees were encouraged to give thought to how jurisdictions and industry participants could identify new options and/or avenues to address their respective challenges, including curbing some of the problems associated with run-away pain management. The 2012 All Committee Conference will be held November 13-16, 2012 in New Orleans, Louisiana.

### **Maryland Workers' Compensation Educational Association**

The 27<sup>th</sup> Annual Conference of the Maryland Workers' Compensation Education Association, Inc. ("MWCEA") was held September 18-21, 2011 at the Clarion Resort Fontainebleau Hotel in Ocean City, Maryland. MWCEA was honored to present retired United States Marine Corps First Lieutenant Denis Oliverio, representing the Wounded Warrior Project, as its keynote speaker.

The theme of this year's conference was "Smart Approaches to Special Cases..." Special case topics included the role of the Subsequent Injury Fund in workers' compensation cases, effective strategies for meeting Medicare set-aside obligations, new jury instructions and the controversial issue of fraudulent claims. Medical experts in the fields of elbow, forearm and wrist problems, occupational exposure and other causation factors contributing to hearing loss, and the appropriate application of the AMA Guides to rating psychiatric cases, were also featured. MWCEA will hold its 28<sup>th</sup> Annual Conference October 14-17, 2012.

## AGENCY HIGHLIGHTS AND PROCESS IMPROVEMENTS

### Alfred M. Porth Memorial Award

On November 17, 2011 the Maryland Workers' Compensation Educational Association awarded the Alfred M. Porth Memorial Award to Bernard J. Sevel, of the law firm Arnold, Sevel & Gay, P.A. The MWCEA established this award in 2001 to honor select members of the workers' compensation community for outstanding commitment to the fair and honest administration of the Maryland workers' compensation system. The award is named for Alfred M. Porth (1916-1992), of the law firm of Smith, Somerville & Case and one of the foremost practitioners of Maryland workers' compensation laws.

### New Forms, Revisions and Reprinted

#### Revised Forms

- H07 Settlement Worksheet: Requires filing party to provide the status of medicals.
- H24R Issues Form: The layout and format has been updated; including the selection of parties raising issues, as well as newly required information when requesting authorization for medical treatment.
- H26R Request for Emergency Hearing: Filing party is required to include the claim consideration date.

### Online Dockets

Our new Online Dockets calendar provides an up-to-the minute view of scheduled hearings at all Commission hearing sites. The calendar report provides, in a searchable and sortable format, hearing location, Commissioner, claimant, and employer and insurer information covering a two (2) week period from the current date. When hearings are added or continued, the updated information is readily available from the live report. It can be printed or converted to PDF format for electronic transmission.

### Support Services Division Update

In collaboration with the Joint Task Force ("JTF") on Injured Worker Rehabilitation, the Commission provided ethics training to registered vocational rehabilitation practitioners as a part of the mandatory requirements of registration required by COMAR. The JTF and

Commission recruited practitioners associated with the Maryland Board of Nursing, American Physical Therapy Association, and Certification Disability Management Specialists Commission to provide training on ethical practices and responsibilities.

### Processing Division Update

This past fiscal year has brought updated technology to the Commission's Mail Preparation Services Department. We have improved our efficiency by adding two new pieces of mail equipment: The PS200 Folder/Inserter, which can fold and insert up to 4,800 pieces of outgoing mail in one hour, and the OP170 Letter Opener, which will enhance our productivity by decreasing the amount of time required to open incoming mail while also counting the pieces opened in one quick, efficient process. The OP170 can open up to 40,000 envelopes per hour, 60 times faster than by hand.

### Court Reporting Division Update

The Court Reporting Division has enhanced their performance. The Notice of Appeal and Certificate of Compliance form, which is generated in connection with the filing of an appeal has been updated. The form now reflects the date of hearing, Commissioner, and court reporter connected to the specific appeal, including contact information. This will improve the overall transmittal process of transcript filings in connection with appeals to the circuit courts.

### Fiscal Division Update

By working with insurers and self-insured employers, the Commission increased the number of insurers electronically reporting payroll data to the Fiscal Division by 23% over the prior year. Approximately 80% of all licensed insurers and self-insurers now submit their required annual payroll reports to the Commission electronically, which benefits both the Commission and insurers. The Commission benefits by improved processing time and accuracy, as well reduced paper usage; insurers benefit by reduced postage costs, increased flexibility for data submission, and improved data security.

## AGENCY HIGHLIGHTS AND PROCESS IMPROVEMENTS

### Personnel Division Update

The Commission was honored in Fiscal Year 2012 to have its Director of Personnel, Christopher Barrett, invited to serve as the Commission's Agency Liaison for the statewide JOBAPPS initiative. The JOPAPPS process allows for submittal of applications and all other associated materials through an online portal, thereby simplifying the hiring process for personnel officers. As the Commission's Agency Liaison, Mr. Barrett served as an integral part in the design and implementation of JOBAPPS.

### IT Division Update

In accordance with statutory changes made by the General Assembly in the 2011 Session, Chapter 436, the Commission developed a procedure through which counties and municipal governments are able to opt in to the new death benefits scheme via a completely web-based process. They may complete the opt-in application, attach documentation and receive an email confirmation of their filing.

### Report on Fraud Unit

Labor and Employment Article, § 9-310.2, Annotated Code of Maryland, requires the Commission to refer to the Insurance Fraud Division of the Maryland Insurance Administration any case in which it is established by a preponderance of the evidence, after a hearing, that a person knowingly affected or knowingly attempted to affect the payment of compensation benefits, fees or expenses under the Workers' Compensation Act by means of a fraudulent representation. During fiscal year 2012 the Commission referred fourteen (14) cases to the Insurance Fraud Division.

Additionally, the Commission receives frequent anonymous allegations of fraudulent activity including the improper collection of benefits and failure to maintain workers' compensation insurance. In such instances there is insufficient information to positively identify the individual allegedly committing fraud. If sufficient information does exist, the matter is forwarded to the workers' compensation insurance carrier, if available, or to the Insurance Fraud Division. The Commission received eighteen (18) allegations of this type during fiscal year 2012.

## REMINDERS AND TIPS

### From our Claims Division:

- A claimant or a claimant's attorney should not file issues prior to the consideration date. The Commission will not take any action on claimant's issues filed prior to the consideration date. Premature issues will need to be re-filed after the consideration date.
- When filing issues in a Non-Insured Employer case, the Claimant's Questionnaire must be filed with both the Workers' Compensation Commission and the Uninsured Employers' Fund before the case will be placed in line for a hearing.
- When a request to "set-with" is filed after a claim has been scheduled for hearing, the Commission will administratively continue the claim in order to reschedule a new hearing date where all of the cases may be heard together.

- If a case has been "set-with" other cases and the issues are being withdrawn, attorneys must include all claim numbers on the "Request for Action on Filed Issues (Form H-25R), filed in connection therewith. This same procedure is to be followed in cases that are in-line for hearing, but for which a hearing date has not yet been assigned.

### From our Processing Division:

- Did you know that the filing of incomplete Employee's Claim forms is the #1 reason for delays in processing claims? Please make sure to follow *all* of the instructions pertaining to filing a claim form by making sure to include: the full name and address of the Claimant and the Employer, date of accident, date of birth, a description of accident (including the injured body part), Claimant's signature, and a complete, signed Authorization for Disclosure of Healthcare Information form.

## REMINDERS AND TIPS

### From our IT Division:

#### *Take Advantage of our On-Line Services!*

- WFMS is an Internet-based service offered to our customers (the parties in a workers' compensation claim) to facilitate their official and authorized business with the Workers' Compensation Commission.

Eligible subscribers may sign and file forms, obtain claim information and view appropriate claim documents. Each service is furnished specific to the subscriber's role as a party or non-party in a workers' compensation claim. Healthcare Provider has no online form service at this time.

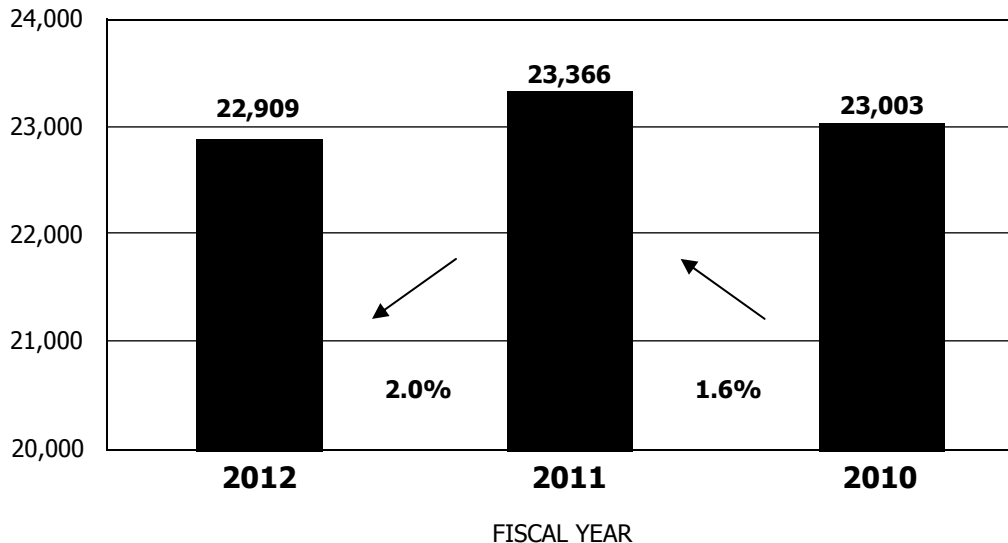
[http://www.wcc.state.md.us/WFMS/Online\\_Services\\_Overview.html](http://www.wcc.state.md.us/WFMS/Online_Services_Overview.html)

- The WFMS *eNotice* option allows eligible subscribers (currently attorneys) to choose to receive email notification of Commission Notices instead of receiving a paper copy via the U.S. Postal Service (USPS). The Notice appears in the list for 30 days from creation. This service eliminates the waiting period for mailing and delivery of many common WCC Notices. <http://www.wcc.state.md.us/WFMS/eNotice.html>.



## TABLES AND CHARTS

**FIGURE 1 • Filed Claims**





# MARYLAND WORKERS' COMPENSATION COMMISSION

**FIGURE 2 • Filed Claims by Industry**

INDUSTRIES WITH MORE THAN 100 FILED CLAIMS	FISCAL YEAR					
	2012		2011		2010	
	Count	Percent	Count	Percent	Count	Percent
Policemen - Security	2,283	10.0%	2,385	10.2%	2,485	10.8%
Truckmen N.O.C.	1,007	4.4%	1,763	7.6%	1,514	6.6%
Colleges Or Schools Incl. Day Care	1,544	6.7%	1,569	6.7%	1,532	6.7%
Building, Raising Or Moving - General Construction	606	2.6%	990	4.2%	920	4.0%
Hospitals - All Other Employees	980	4.3%	1,067	4.6%	1,007	4.4%
<b>TOP 5 INDUSTRIES IN FILED CLAIMS</b>	<b>5,420</b>	<b>28.0%</b>	<b>7,774</b>	<b>33.3%</b>	<b>7,458</b>	<b>32.5%</b>
Hotels, Restaurants, Bars & Nightclubs	716	3.1%	714	3.1%	757	3.3%
Firemen Incl. Volunteer Dept & Ambulance Service	695	3.0%	659	2.8%	691	3.0%
Meat Combined Grocery And Provision Stores Retail	525	2.3%	661	2.8%	633	2.8%
Automobile Garages Or Repair Shops Inc. Dealers	459	2.0%	411	1.8%	391	1.7%
Taxicab And Bus Companies	660	2.9%	614	2.6%	675	2.9%
Convalescent Or Nursing Homes All Employees	762	3.3%	536	2.3%	576	2.5%
Carpentry N.O.C. - Renovations	374	1.6%	247	1.1%	272	1.2%
Clothing Or Dry Goods Stores Retail	268	1.2%	265	1.1%	308	1.3%
Municipal Township County Or State Employees N.O.C.	315	1.4%	409	1.8%	456	2.0%
Storage Warehouses General Merchandise N.O.C.	414	1.8%	251	1.1%	318	1.4%
Clerical Office Employees N.O.C.	173	0.8%	435	1.9%	333	1.4%
Charitable Organizations (Goodwill)	288	1.3%	349	1.5%	336	1.5%
Plumbing-Steam Fitting	222	1.0%	178	0.8%	181	0.8%
Store Risks Wholesale Or Combined N.O.C. K-MART	319	1.4%	243	1.0%	238	1.0%
Sheet Metal Work Incl. Air Conditioning & Refrigeration	188	0.8%	167	0.7%	167	0.7%
Buildings Operation By Contractors	209	0.9%	281	1.2%	238	1.0%
Landscape & Tree Surgery	250	1.1%	234	1.0%	233	1.0%
Unclassified (Insufficient Data)	196	0.9%	142	0.6%	121	0.5%
Electrical Wiring In Buildings	189	0.8%	157	0.7%	169	0.7%
Housing Authorities - Apts & Condos Incl. Real Estate	241	1.1%	152	0.7%	191	0.8%
Employment Agencies	126	0.6%	118	0.5%	127	0.6%
Physicians Incl. Clerical	225	1.0%	170	0.7%	219	1.0%
Mail & Parcel Delivery Employees, Salespersons & Drivers	N/A		123	0.5%	N/A	
Hardware Stores - Locksmiths	N/A		120	0.5%	N/A	
Telephone or Telegraph Companies	102	0.4%	N/A		143	0.6%
<b>Industries With More Than 100 Filed Claims</b>	<b>7,916</b>	<b>34.6%</b>	<b>7,636</b>	<b>32.7%</b>	<b>7,876</b>	<b>34.2%</b>
<b>Number Of Industry Groups Represented</b>	<b>28</b>		<b>29</b>		<b>29</b>	
<b>All Other</b>	<b>8,573</b>	<b>37.4%</b>	<b>7,956</b>	<b>34.0%</b>	<b>7,669</b>	<b>33.3%</b>
<b>TOTAL</b>	<b>22,909</b>	<b>100.0%</b>	<b>23,366</b>	<b>100.0%</b>	<b>23,003</b>	<b>100.0%</b>

Source: Commission Data, July 2012

NOC: Not Otherwise Classified

Note: Chart represents filed claims in which an award has been ordered.

**FIGURE 3 • Awards According to Weeks of Disability and Body Part**

FISCAL YEAR 2012					
TOP TEN BODY PARTS DISABLED					
BODY PART	1–74 Weeks	75–249 Weeks	Greater than 249 Weeks	Total	Percent of Total
Thorax-Lower (Back)	1,807	762	70	2,639	28.3%
Shoulder	711	790	37	1,538	16.5%
Knees	899	441	19	1,359	14.6%
Neck	530	201	17	748	8.0%
Hands	513	149	8	670	7.2%
Legs	396	202	12	610	6.6%
Ankle or Ankle and Leg	362	101	5	468	5.0%
Arms	288	145	14	447	4.8%
Spinal Cord	295	118	6	419	4.5%
Feet	329	77	7	413	4.4%
<b>TOTAL</b>	<b>6,130</b>	<b>2,986</b>	<b>195</b>	<b>9,311</b>	<b>100.0%</b>
<b>PERCENT OF TOTAL</b>	<b>65.8%</b>	<b>32.1%</b>	<b>2.1%</b>	<b>100.0%</b>	

Source: Commission Data, July 2012

**FIGURE 4 • Permanency Awards According to Weeks of Disability**

FISCAL YEAR	1–74 Weeks	75–249 Weeks	Greater than 249 Weeks	Total
2012	7,819	3,533	276	11,628
	67.2%	30.4%	2.4%	100.0%
2011	6,946	3,360	270	10,577
	65.7%	31.8%	2.5%	100.0%
2010	5,823	3,062	243	9,128
	63.8%	33.5%	2.7%	100.0%

Source: Commission Data, July 2012



# MARYLAND WORKERS' COMPENSATION COMMISSION

**FIGURE 5 • Permanency, Fatality, and Compromise Awards by Type of Award**

TYPE	FISCAL YEAR								
	2012			2011			2010		
	Count	Amount	Average	Count	Amount	Average	Count	Amount	Average
<b>Permanent Total</b>	77	\$6,459,497	\$83,890	96	\$7,322,061	\$76,271	108	\$7,967,515	\$73,773
<b>Percent Change - Prior Year</b>	-19.8%	-11.8%	10.0%	-11.1%	-8.1%	3.4%			
<b>Permanent Partial</b>	11,632	218,894,804	18,818	10,503	193,369,258	18,411	9,157	170,332,521	18,601
<b>Percent Change - Prior Year</b>	10.7%	13.2%	2.2%	14.7%	13.5%	-1.0%			
<b>Fatality</b>	43	3,382,047	78,652	57	4,051,460	71,078	45	3,723,704	82,749
<b>Percent Change - Prior Year</b>	-24.6%	-16.5%	10.6%	26.7%	8.8%	14.1%			
<b>Compromise</b>	5,343	159,806,463	29,909	5,426	154,149,323	28,409	5,563	142,045,874	25,534
<b>Percent Change - Prior Year</b>	-1.5%	3.7%	5.3%	-2.5%	8.5%	11.2%			
<b>Total</b>	17,095	388,542,811	22,728	16,082	358,892,102	22,316	14,873	324,069,614	21,789
<b>Percent Change - Prior Year</b>	6.3%	8.3%	1.8%	8.1%	10.7%	2.4%			
<b>Compromise as a Percent of Permanent Partials</b>		73.0%	158.9%		79.7%	154.3%		83.4%	137.3%

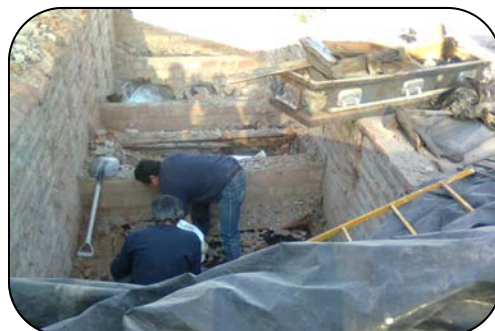
Source: Commission Data, July 2012

FY2011 Permanent Total data was restated to correct a data capture error.

**FIGURE 6 • Commission Claims Data**

COMMISSION CLAIM ACTIONS	FISCAL YEAR					
	2012		2011		2010	
	Count	Percent	Count	Percent	Count	Percent
First Reports of Injury	105,074		113,984		102,927	
Total Filed Claims	22,909	100.0%	23,366	100.0%	23,003	100.0%
Disputed Accidental Injury Claims	8,038	35.1%	7,632	32.7%	7,957	34.6%
Temporary Total Awards	13,418	58.6%	13,419	57.4%	12,857	55.9%
Claims Settled	5,343	23.3%	5,426	23.3%	5,563	24.3%
Claims Deferred	6,450	28.2%	6,372	27.3%	5,916	25.7%
Claims Disallowed by Commission	638	2.8%	545	2.3%	509	2.2%

Source: Commission Data, July 2012



# MARYLAND WORKERS' COMPENSATION COMMISSION

**FIGURE 7 • Fatalities by Industry Grouping**

INDUSTRY GROUP	Employment <sup>(1)</sup>	FISCAL YEAR		
		Fatalities <sup>(2)</sup>		
		2012	2011	2010
STATE GOVERNMENT	103,621	3	1	1
LOCAL GOVERNMENT	248,878	11	10	15
<b>GOVERNMENT SECTOR TOTAL</b>	<b>352,499</b>	<b>14</b>	<b>11</b>	<b>16</b>
<b>GOOD PRODUCING</b>				
Natural Resources and Mining	6,450	0	0	0
Construction	144,940	5	6	8
Manufacturing	112,090	1	7	8
<b>SERVICE PROVIDING</b>				
Trades, Transportation, and Utilities	450,990	2	5	7
Information Technology	41,609	0	0	2
Financial Activities	136,430	0	0	0
Professional and Business Services	402,634	0	1	4
Education and Health Services	396,984	1	2	1
Leisure and Hospitality	229,821	1	0	6
Other Services	88,045	6	4	0
UNCLASSIFIED	2	20	16	12
<b>PRIVATE SECTOR TOTAL ALL INDUSTRIES</b>	<b>2,009,995</b>	<b>36</b>	<b>41</b>	<b>48</b>
<b>TOTAL EMPLOYMENT/FATALITIES</b>	<b>2,362,494</b>	<b>50</b>	<b>52</b>	<b>64</b>

Source: <sup>(1)</sup> DLLR 4th Quarter 2011

<sup>(2)</sup> Commission Data, July 2012



# MARYLAND WORKERS' COMPENSATION COMMISSION

**FIGURE 8 • Filed Claims by Gender and Age**

FISCAL YEAR 2012			
Gender	Age Group	Claims Filed	Percent
Male	Unknown	3	0.0%
Male	10 - 19	154	0.7%
Male	20 - 29	2,642	11.5%
Male	30 - 39	3,406	14.9%
Male	40 - 49	3,890	17.0%
Male	50 - 59	3,018	13.2%
Male	60 - 69	1,009	4.4%
Male	70 - 79	151	0.7%
Male	80 - 89	16	0.1%
		<b>Total 14,289</b>	<b>62.4%</b>
Female	Unknown	1	0.0%
Female	10 - 19	117	0.5%
Female	20 - 29	1,340	5.8%
Female	30 - 39	1,687	7.4%
Female	40 - 49	2,286	10.0%
Female	50 - 59	2,294	10.0%
Female	60 - 69	772	3.4%
Female	70 - 79	108	0.5%
Female	80 - 89	15	0.1%
		<b>Total 8,620</b>	<b>37.6%</b>
		<b>Total Filed Claims 22,909</b>	<b>100.0%</b>

Source: Commission Data, July 2012



**FIGURE 9 • Source of Appeals**

SOURCE	FISCAL YEAR		
	2012	2011	2010
Claimant	1,185	989	967
Employer/Insurer	791	811	909
Subsequent Injury Fund	37	40	41
Uninsured Employers' Fund	18	19	24
<b>TOTAL</b>	<b>2,031</b>	<b>1,859</b>	<b>1,941</b>

Source: Commission Data, July 2012

FY2010 data was amended to include out-of-state appeals. All other years include out-of-state appeals.

**FIGURE 10 • Hearing Transcripts**

CATEGORY	FISCAL YEAR		
	2012	2011	2010
Non Appeal Transcripts	1,706	1,596	1,644
Appeal Transcripts	1,841	1,690	1,737

Source: Commission Data, July 2012



# MARYLAND WORKERS' COMPENSATION COMMISSION

**FIGURE 11 • Source of Claims and Appeals by Political Subdivision**

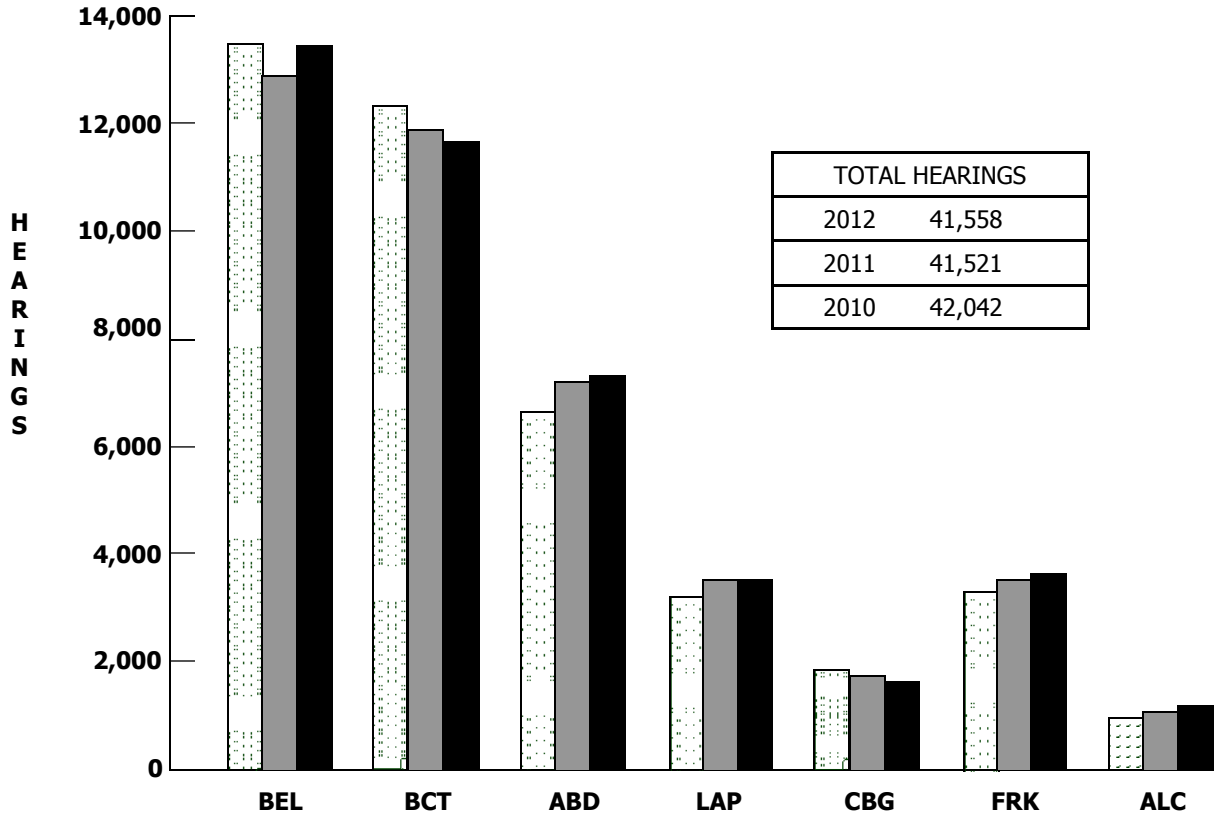
JURISDICTIONS	FISCAL YEAR					
	2012		2011		2010	
	Claims	Appeals	Claims	Appeals	Claims	Appeals
Baltimore County	4,068	292	4,094	344	3,966	338
Baltimore City	3,278	237	3,698	258	3,655	242
Prince George's County	3,027	373	3,003	309	3,035	277
Montgomery County	2,098	200	2,043	155	1,990	185
Anne Arundel County	1,907	156	1,967	139	1,964	151
Harford County	916	82	1,014	85	937	81
<b>SIX MAJOR METRO AREAS COUNT</b>	<b>15,294</b>	<b>1,340</b>	<b>15,819</b>	<b>1,290</b>	<b>15,547</b>	<b>1,274</b>
<b>Percent of Total Filed Claims</b>	<b>66.8%</b>	<b>66.0%</b>	<b>67.7%</b>	<b>69.4%</b>	<b>67.6%</b>	<b>65.6%</b>
Frederick County	787	61	733	28	762	58
Washington County	691	63	635	47	656	50
Carroll County	632	49	587	43	633	48
Charles County	458	53	507	40	463	55
Howard County	582	45	501	26	533	39
Wicomico County	305	15	368	29	384	21
Allegany County	327	34	351	24	320	20
Cecil County	311	22	321	34	306	45
Calvert County	309	39	319	18	263	26
St. Mary's County	284	33	297	24	300	25
Caroline County	274	17	280	13	278	20
Queen Anne's County	189	13	168	13	159	12
Dorchester County	140	12	160	2	170	9
Worcester County	164	8	141	10	165	15
Talbot County	116	3	119	12	92	2
Garrett County	96	9	109	9	114	10
Somerset County	78	4	85	6	81	2
Kent County	60	8	75	5	67	1
<b>EIGHTEEN NON-METRO AREAS COUNT</b>	<b>5,803</b>	<b>488</b>	<b>5,756</b>	<b>383</b>	<b>5,746</b>	<b>458</b>
<b>Percent of Total Filed Claims/Appeals</b>	<b>25.3%</b>	<b>24.0%</b>	<b>24.6%</b>	<b>20.6%</b>	<b>25.0%</b>	<b>23.6%</b>
<b>OUT OF STATE CLAIMS COUNT</b>	<b>1,812</b>	<b>203</b>	<b>1,791</b>	<b>186</b>	<b>1,710</b>	<b>209</b>
<b>Percent of Total Filed Claims</b>	<b>7.9%</b>	<b>10.0%</b>	<b>7.7%</b>	<b>10.0%</b>	<b>7.4%</b>	<b>10.8%</b>
<b>TOTAL</b>	<b>22,909</b>	<b>2,031</b>	<b>23,366</b>	<b>1,859</b>	<b>23,003</b>	<b>1,941</b>
<b>PERCENT OF CLAIMS APPEALED</b>		<b>8.9%</b>		<b>8.0%</b>		<b>8.4%</b>

Source: Commission Data, July 2012

\*FY2011 and FY2010 data was amended to include out-of-state appeals.

# MARYLAND WORKERS' COMPENSATION COMMISSION

**FIGURE 12 • Scheduled Hearing Distribution**



REGIONAL SITES							
	BELTSVILLE	BALTIMORE CITY	ABINGDON	LA PLATA	CAMBRIDGE	FREDERICK	CUMBERLAND
	BEL	BCT	ABD	LAP	CBG	FRK	ALC
<b>2012</b>	13,331	12,272	6,610	3,268	1,894	3,388	795
<b>2011</b>	12,714	11,921	7,049	3,479	1,856	3,584	918
<b>2010</b>	13,283	11,792	7,067	3,472	1,754	3,607	1,067



**FIGURE 13 • Interpreter Office Program Statistics**

ITEM	FISCAL YEAR		
	2012	2011	Change
Requests	2,243	2,157	4.0%
Interpretations Provided	1,550	1,553	-0.2%
Requests Continued or Withdrawn	693	604	14.7%
Spanish Interpretations	1,381	1,387	-0.4%
All Other Interpretations	169	166	1.8%
Percent Spanish	89.1%	89.3%	-0.2%
Number Of Languages Provided	34	33	3.0%

Source: Commission Data, July 2012

**FIGURE 14 • Vocational Rehabilitation Case Management**

FISCAL YEAR 2012		
	Count	Percent
<b>Return to Work</b>		
Same Employer, Same Job	538	37.3%
Same Employer, Different Job	92	6.4%
New Employer, Same Occupation	60	4.2%
New Employer, Different Occupation	266	18.4%
Self-Employment	7	0.5%
Medical Issues, Not Employed	216	15.0%
<b>Subtotal</b>	<b>1,179</b>	<b>81.8%</b>
<b>Employment Status Unknown</b>		
Rehabilitation Services Declined	99	6.9%
Rehabilitation Program Dropout	124	8.6%
Claimant Moved Out of State	17	1.2%
Claimant Declined Job Offers	22	1.5%
<b>Subtotal</b>	<b>262</b>	<b>18.2%</b>
<b>Total Vocational Rehabilitation Case Dispositions</b>	<b>1,441</b>	<b>100.0%</b>

Source: Commission Data, July 2012

FIGURE 15 • Self-Insurance Program

ITEM	FISCAL YEAR		
	2012	2011	2010
Individual Self-Insurers and 1 Group	103	103	106
Covered Self-Insured Employees <sup>(1)</sup>	420.5 k	422.5 k	429.6 k
Covered Self-Insured Payroll <sup>(1)</sup>	\$21.1 B	\$20.8 B	\$20.8 B
Self-Insured Payroll as Percent of All Covered Payroll	16.0%	16.4%	17.4%
Security Held <sup>(1)</sup>	\$225.0 M	\$222.0 M	\$221.1 M
Commission Orders <sup>(2)</sup>	21	20	28

k = Thousand, M = Million, B = Billion

<sup>(1)</sup> Source: A-01/IC-1 Report 2009 - 2011 Note: Security includes active self-insurers only.

<sup>(2)</sup> Commission Data 2010 - 2012



# MARYLAND WORKERS' COMPENSATION COMMISSION

**FIGURE 16 • Workers' Compensation Premium Rate Ranking**

2012 Ranking	2010 Ranking	2008 Ranking	State	Median Index Rate	State % of Median
1	2	1	Alaska	3.01	160%
2	6	20	Connecticut	2.99	159%
3	5	13	California	2.92	155%
4	3	10	Illinois	2.83	151%
5	13	19	New York	2.82	150%
6	4	9	Oklahoma	2.77	147%
7	7	16	New Jersey	2.74	146%
8	1	2	Montana	2.50	133%
9	10	14	New Hampshire	2.40	128%
10	8	5	Maine	2.24	119%
12	14	15	Pennsylvania	2.15	114%
12	19	34	Wisconsin	2.15	114%
13	26	38	Washington	2.11	112%
14	18	4	Vermont	2.07	110%
15	25	11	Louisiana	2.06	110%
16	12	12	South Carolina	2.04	109%
17	16	24	Minnesota	2.03	108%
19	20	21	Tennessee	2.02	107%
19	29	34	Idaho	2.02	107%
20	28	26	Rhode Island	1.99	106%
21	10	8	Alabama	1.97	105%
22	15	7	Kentucky	1.96	104%
23	28	36	South Dakota	1.91	102%
25	36	41	Iowa	1.90	101%
25	23	22	North Carolina	1.90	101%
27	24	25	Georgia	1.88	100%
27	32	32	New Mexico	1.88	100%
28	17	3	Ohio	1.84	98%
29	40	28	Florida	1.82	97%
30	34	7	Delaware	1.77	94%
31	37	37	Wyoming	1.74	92%
32	23	32	Michigan	1.73	92%
33	30	32	Nebraska	1.71	91%
34	42	44	Maryland	1.66	88%
35	40	36	Hawaii	1.66	88%
36	33	28	Missouri	1.62	86%
37	38	45	Arizona	1.61	86%
38	12	17	Texas	1.60	85%
39	41	39	Oregon	1.58	84%
40	35	41	West Virginia	1.55	82%
41	43	42	Kansas	1.54	82%
42	31	24	Mississippi	1.49	79%
43	47	43	Colorado	1.42	76%
44	44	49	Massachusetts	1.37	73%
45	45	46	Utah	1.35	72%
46	21	18	Nevada	1.33	71%
47	48	29	District of Columbia	1.28	68%
48	47	48	Virginia	1.20	64%
49	49	47	Arkansas	1.19	63%
50	50	50	Indiana	1.16	62%
51	51	51	North Dakota	1.01	53%

Source: Research and Analysis Section, Oregon Department of Consumer and Business Services (Rev. 10/2012)

- Notes:
1. Starting with the 2008 study, when two or more states' Index Rate are the same, they now are assigned the same ranking.
  2. 2012 premium rate indices are calculated based on rates in effect as of January 1, 2012.

**FIGURE 17 • Licensed Insurers Writing Workers' Compensation Insurance**

Fiscal Year	Licensed Insurers <sup>(1)</sup>	Licensed Insurers Billed	Percentage of Licensed WC Insurers
<b>2012</b>	634	311	49.0%
<b>2011</b>	630	328	52.1%
<b>2010</b>	618	327	52.9%

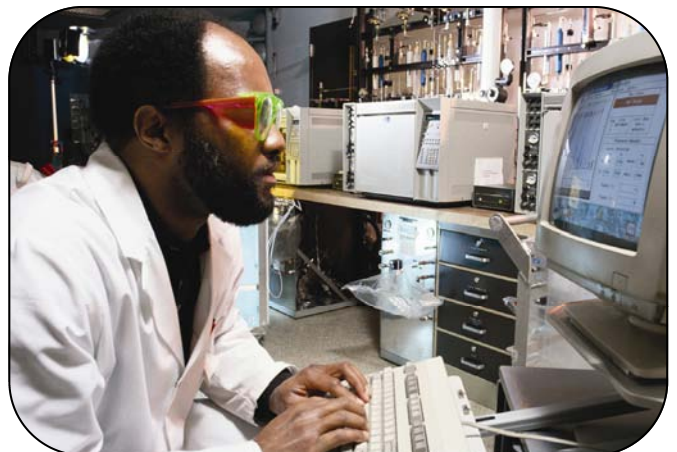
Source: Commission Data, July 2012

<sup>(1)</sup> Includes Self-Insurers

**FIGURE 18 • Insurer Assessments and Commission Cost**

Fiscal Year	Assessment Base Insured Payroll	Total Insurer Assessments	Safety and Fraud Program Cost	Commission Cost	Assessment per \$1000 of Payroll
<b>2012</b>	\$110,175,781,742	\$25,059,646	\$11,319,662	\$13,739,984	0.227
<b>2011</b>	\$112,656,771,036	\$24,428,360	\$9,985,427	\$13,496,037	0.217
<b>2010</b>	\$108,195,546,586	\$22,440,617	\$10,177,248	\$12,263,369	0.207

Source: Commission Data, July 2012



**REVENUES/EXPENDITURES**

The Commission collects an assessment from licensed workers' compensation insurers and self-insurers for the operating budget of the Commission as well as the Occupational Safety and Health Program and the Workplace Fraud Act within the Department of Labor, Licensing and Regulation (DLLR). During this fiscal year, \$25,059,646 was collected with \$11,320,489 being transferred to DLLR for its safety program and workplace fraud initiative. The remaining funds are retained in the Workers' Compensation Fund when appropriated to cover Commission operating

expenditures. The fiscal year 2012 Legislative Appropriation for the Commission totaled \$13,963,984. Approximately 76.5 percent of this budget provided for the Commission's allotment of 121.0 full-time equivalent permanent position salaries and 11.25 full-time equivalent contractual position salaries, 11.6 percent for fixed costs to include lease agreements and lease escalations, 5.6 percent for contractual services to include computer software and hardware maintenance contracts, 3.7 percent for communications and postage, and 2.6 percent for travel expenses, supplies and equipment.

**REGULATORY/LEGAL UPDATE**

**Legislation**

**SB30/Ch.10**

**HB65/Ch. 11**

**Injured Workers' Insurance Fund – Cancellation of Policies – Failure to Pay a Premium**

Altering the manner in which the Injured Workers' Insurance Fund may cancel policies when a policyholder has failed to pay a premium; repealing a requirement that the Board for the Injured Workers' Insurance Fund refer cases for collection to the Office of the Attorney General.

**SB174/Ch. 40**

**HB114/Ch. 41**

**Subsequent Injury Fund and Uninsured Employers' Fund – Assessments of Settlement Agreements**

Excluding from the assessments imposed by the Workers' Compensation Commission and payable to the Subsequent Injury Fund and the Uninsured Employers' Fund the amount of certain medical benefits under a specified settlement agreement under certain circumstances.

**HB293/Ch. 119**

**Workers' Compensation – Uninsured Employers' Fund**

Requiring the Uninsured Employers' Fund Board to review the administration of the Uninsured Employers' Fund by the Director of the Fund; specifying that the Director shall have immediate supervision and direction over the administration of the Fund; authorizing the Director to employ staff in accordance with the State budget; establishing the Director as the appointing authority for all staff of the Fund; authorizing an

employee to appeal a disciplinary action taken by the Director to the Board.

**HB421/Ch. 663**

**Workers' Compensation – Death Benefits – Determination of Benefits**

Altering the calculation of workers' compensation death benefits for a dependent of a deceased covered employee who died due to an occupational disease.

**HB835/Ch. 398**

**Workers' Compensation – Permanent Partial Disability Benefits – Washington Metropolitan Area Transit Authority**

Altering the definition of "public safety employee" so as to apply a specified workers' compensation provision relating to permanent partial disability benefits to police officers employed by the Washington Metropolitan Area Transit Authority.

**SB256/Ch. 472**

**HB876/Ch. 473**

**Property and Casualty Insurance – Commercial Policies – Notices of Premium Increases**

Altering the scope of provisions of law that require an insurer to send to a named insured and an insurance producer a specified notice of a premium increase for policies of commercial insurance and policies of workers' compensation insurance; providing that the provisions of law do not apply to policies for which the renewal policy premium is in excess of \$500 and an increase over the expiring policy premium of the lesser of 3% or \$300.

**REGULATORY/LEGAL UPDATE**

**HB1017/Ch. 408**

**Task Force to Study Maryland Insurance of Last Resort Programs**

Establishing the Task Force to Study Maryland Insurance of Last Resort Programs; providing for the composition, chair, and staffing of the Task Force; prohibiting a member from receiving compensation by authorizing reimbursement; requiring the Task Force to study and make recommendations on subjects including potential benefits to the State from the affiliation of one or more of the State-created insurers of last resort; requiring the Task Force to report its preliminary and final findings on or before specified dates.

**SB745/Ch. 570**

**Injured Workers' Insurance Fund – Conversion to Chesapeake Employers' Insurance Company**

Providing that the Injured Workers' Insurance Fund be converted into a statutorily created, private, nonprofit, and non-stock workers' compensation insurer to be named the Chesapeake Employers' Insurance Company; requiring the Company to be authorized, examined, and regulated by the Maryland Insurance Commissioner in a specified manner; requiring the Fund to begin paying a specified amount to the State Employee and Retiree Health and Welfare Benefits Fund on or before July 1, 2013.

**SB431/Ch. 506**

**HB1085/Ch. 507**

**Workers' Compensation – Emergency Responders – Revision**

Altering the definition of “on duty” in the workers' compensation law to include the performance of certain duties assigned to certain individuals appointed as deputy sheriffs or members of a specified fire police unit; altering the definition of “volunteer company” to include a volunteer fire police unit; specifying that a certain yearly stipend to help offset out-of-pocket expenses that is paid to certain emergency responders may not be used when determining the average weekly wage of the members for workers' compensation purposes; specifying that certain emergency responders who receive a certain membership benefit may not be considered *paid covered* employees based on receipt of a certain membership benefit.

**HB1101/Ch. 445**

**Workers' Compensation – Medical Presumptions and Study**

Altering the diseases and cancers that are considered occupational diseases suffered in the line of duty and are compensable in a specified manner; requiring the Department of Legislative Services, with the agreement of certain stakeholders, to contract with a specified individual to study specified types of cancers that certain individuals may contract in the line of duty; providing for the purpose of the study; providing that any funding needed for the study shall be from sources other than the Department.

**HB1175/Ch. 420**

**Howard County – Workers' Compensation – Students in Unpaid Work-Based Learning Experiences Ho. Co. 9-12**

Authorizing the Howard County Board of Education to waive the requirement that a participating employer reimburse the county for the cost of specified workers' compensation insurance coverage for students placed in unpaid work-based learning experiences.

**SB272/Ch. 206**

**HB1364/Ch. 207**

**Labor and Employment – Workplace Fraud Act – Revisions**

Establishing an exception for an employer that produces specified documents for inspection to the presumption that an employer-employee relationship exists for purposes of the Workplace Fraud Act; authorizing an employer to comply with a specified requirement to provide records by producing copies of the records; altering the number of days within which an employer is required to produce specified records; requiring the Commissioner to take specified action within a specified time regarding an alleged violation.

## REGULATORY/LEGAL UPDATE

### Regulatory Updates

#### 14.09.01. Procedural Regulations

##### **.01, .19 Agreements of Final Compromise and Settlement**

This action clarified the procedures for reviewing settlements to ensure compliance with the Medicare Secondary Payer Act when settling claims involving future medical benefits.

Effective Date: 11/28/11

#### 14.09.03. Guide of Medical and Surgical Fees

##### **.03 Calculation of the Maximum Reimbursement Allowable**

This action modified the medical fee schedule to reflect the current practice of calculating and publishing the yearly Maryland specific conversion factors by December 1 of each year so that insurers may implement the new reimbursement rates by January 1.

Effective Date: 3/5/12

#### 14.09.01. Procedural Regulations

##### **.06, .06-1 Requirements for Filing and Amending Claims**

This action implemented the statutory changes made by the General Assembly in the 2011 Session, Chapter 436. These statutory changes, effective October 1, 2011, concern the death benefits paid to surviving dependents. The law also enables counties and municipal governments to opt in to the new death benefits scheme.

Effective Date: 3/19/12

#### 14.09.01. Procedural Regulations

##### **.19 Agreements of Final Compromise and Settlement**

This action required that certain additional information (date of disablement) be included in a settlement agreement so that the Commission may properly evaluate the proposed settlement.

Effective Date: 4/16/12

### Appellate Opinions

Potomac Abatement, Inc., v. Sanchez, 424 Md. 701 (2012). Under Md. Code Ann., Lab. & Emp. § 9-736(b), the Workers' Compensation Commission retains jurisdiction to hear new issues while other issues in the same claim are pending on appeal, provided that no evidence was taken or decision made on the new issues in the hearing from which the appeal was taken. Section 9-742 was not intended to reduce the Commission's ongoing jurisdiction to grant relief, notwithstanding the appeal.

Washington Metro Area Transit Auth. v. Williams, 204 Md. App. 649 (2012). A subsequent injury is covered as an extension of the prior covered injury if the first injury proximately caused the second injury. There must be a direct causal connection between the original accidental injury and the subsequent injury.

McLaughlin v. Gill Simpson Electric, 206 Md. App. 242 (2012). A withdrawal of the issues filed in conjunction with the petition to reopen constitutes a withdrawal of the petition.

**COMMITTEES**

**Maryland General Assembly Workers' Compensation Benefit and Insurance Oversight Committee**

Chapters 590 and 591 of the Acts of 1987 established the Maryland General Assembly Workers' Compensation Benefit and Insurance Oversight Committee. The Oversight Committee was developed to:

- Examine and evaluate the condition of the workers' compensation benefit and insurance structure in Maryland and the impact these laws have on that structure.
- Review, with respect to adequacy and appropriateness, the changes made to the permanent partial benefits laws and make recommendations for necessary changes.
- Report to the Governor and the Legislative Policy Committee on December 31 of each year.
- Monitor, review and comment on salient workers' compensation issues for the Maryland Legislature.

The Oversight Committee membership includes representatives from the legislative, medical, legal and labor sectors, as well as the general public. The Committee is co-chaired by an appointed State Senator and a House of Delegates member.

**2012 Committee Roster**

Katherine A. Klausmeier, Senate Chair  
 Sally Y. Jameson, House Chair  
 Senator Allan H. Kittleman  
 Delegate Joseph J. Minnick

**Representative of Maryland Business Community:**  
 Mary Anne Reuschling

**Representative of the Maryland Labor Organization:**  
 Jerome S. Lozupone

**Representative of Maryland Building and Construction Labor Organization:**

Roderick P. Easter

**Two Members of the Public:**

Debora Fajer-Smith  
 Vacancy

**Member of the Insurance Industry:**

H. Glenn Twigg, Jr.

**Member of a Workers' Compensation Rating Organization:**

George A. Ortiz

**Member of Medical and Chirurgical Faculty of Maryland:**

Kenneth R. Lippman, M.D.

**Members of the Bar:**

Rudolph L. Rose, Defense Lawyer  
 P. Matthew Darby, Plaintiff Lawyer

**Maryland Certified Rehabilitation Service Provider:**

Kathy M. Stone

**Workers' Compensation Commission—Ex Officio:**

Maureen Quinn

**Committee Staff:**

Laura H. Atas  
 Tamela D. Burt  
 Jennifer A. Ellick

Department of Legislative Services

**Governor's Advisory Committee on Budget of State Workers' Compensation Commission**

Pursuant to the requirements of Labor and Employment Article §§ 9-317 and 9-318, a Budget Advisory Committee was established to review the annual proposed operating budget of the Workers' Compensation Commission and make recommendations to the Commission. The Budget Advisory Committee will perform this review and make its recommendations by November 1 of each year. The committee submits its annual report and recommendations to the Governor and Legislature by December 1 of each year.

**2012 Committee Roster**

Kevin P. Foy, Esq.	Mark T. Hackman, Esq.
Stephen G. Fugate	Melinda L. Hayes
Kathleen Fink, M.D.	Michael G. Comeau
Jeff Horowitz, Esq.	Karen L. Ebersole
Patrick A. Roberson, Esq.	Michael J. Schreyer
Sandra I. Dorsey	Vacancy



**COMMITTEES**

**Advisory Committee on the Registration of Rehabilitation Practitioners**

The Advisory Committee on the Registration of Rehabilitation Practitioners was formed by the Workers' Compensation Commission in 1997. The Committee's role is to review, evaluate and provide recommendations to the Commission regarding a vocational rehabilitation practitioner's application where questions or clarifications are needed. Members are appointed to a three-year term by the Workers' Compensation Commission. The Committee consists of seven members who are certified rehabilitation practitioners (Labor and Employment Article, Section 9-6A-05).

**2012 Committee Roster**

Charles Smolkin, MS, LCPC, CRC, CVE, MSRP  
*Committee Chair*  
Susan Budden, MS, CRC, MCRSP  
Cathryn Gustafson, R.N., WCCM, MCRSP  
Janet Spry, Ph.D., CRC, LPC, MCRSP  
Vickie Butts, R.N., WCCM, CRN, MCRSP  
Kathy M. Stone, MS, CDMS, CCM, MCRSP  
Mary Sevinsky, MS, CRC, CCM, MCRSP

**Joint Enforcement Task Force on Workplace Fraud**

On July 14, 2009, under Executive Order 01.01.2009.09, Governor Martin O'Malley established a Joint Enforcement Task Force on Workplace Fraud. This inter-agency task force includes the Commission, the Department of Labor, Licensing and Regulation and, specifically the Divisions of Labor and Industry and Unemployment Insurance, the Attorney General's Office, the Comptroller's Office and the Maryland Insurance Administration.

The task force enables Maryland agencies to share information, educate and reach out to Maryland employers. The goal of the task force is to provide for effective and efficient use of state resources to protect Maryland workers and provide a level playing field for all Maryland employers.

In Fiscal Year 2012, the Commission participated in a subcommittee to create a joint database for the sharing of information among the Joint Task Force member agencies. The Commission, along with other state agencies, continues to cooperate and share information concerning any suspected failure of an employer to properly classify workers as employees as per § 9-402.1 (h) of the Labor and Employment Article of the Maryland Code.

## COMMITTEES

### Medical Fee Guide Revision Committee

The Medical Fee Guide Revision Committee (MFGRC) was established in response to Labor and Employment Article §9-663(b)(3). It reviews medical and surgical fees for completeness and reasonableness as well as provides a forum for discussing the fee guide. Recommendations are then made to the full Commission. The MFGRC, whose membership consists of an equal number of payers and receivers of workers' compensation medical benefits, engages in an ongoing analysis of reimbursement rates and recommends modifications to the Commission. In 2008, the Medical Fee Guide was fully incorporated into COMAR and was updated to include an annual adjustment factor that will help reimbursement rates stay current. A meeting of the MFGRC is scheduled in October 2012.

### 2012 Committee Roster

Commissioner Jeffrey C. Herwig, Committee Chair  
Neil A. Robinson, M.D., Physician Adviser, WCC  
Timothy Bailey, Committee Secretary, WCC

#### Payers

Rudolph Rose, Esq.  
Dennis Carroll, Esq.  
Beth Porter  
Michael Levin, Esq.  
Ken Stoller, Esq.  
Craig J. Ross, DO  
Antonio R. Lopez, Esq.

#### Receivers

Gregory M. Gilbert  
P. Matthew Darby, Esq.  
Keith A. Segalman, M.D.  
Derek Kram, M.D.  
Eric Gordon, PT  
Charles Thorne, D.C.

### Online Services Advisory Counsel

The Online Services Advisory Counsel (OSAC) was formed to serve as a forum for two-way communication with the Commission to improve the effectiveness of online experiences, and to make it easier and more accessible to conduct business with the Commission online. Membership consists of representatives from all areas of the workers' compensation community. Members are asked to share ideas and comments regarding current and future online services at <http://www.wcc.state.md.us>.

The Commission is committed to a high level of stakeholder communication and feedback. Throughout the year, members may be contacted via e-mail or phone to provide subject matter expertise on proposals or invited to participate in pre-release reviews of new online products and services. Suggestions and criticisms from OSAC members help us to continue providing innovative online products and services to facilitate conducting business with the Commission.

For more information about OSAC, please send an e-mail request to the MDWCC Online Services Advisory Council at [mdwccosac@wcc.state.md.us](mailto:mdwccosac@wcc.state.md.us).

### 2012 Committee Roster

Joyce McNemar, *Committee Chair*  
Lynda Dilks  
Nancy Harrison, Esq.  
Michael Steinhardt, Esq.  
Gale Reikenis  
Donna Henderson, Esq.  
Stan Haynes, Esq.  
Steve Perroots  
James Forrester, Esq.  
Mary Sevinsky  
Andy Nussdorf  
Robert Zarbin, Esq.  
Buffy L. Pyle-Liberto  
Mitchell Greenberg, Esq.  
Lally Abraham, WCC  
James MacDonald, WCC  
Carolyn Nelson, WCC

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**Executive Office**

R. Karl Aumann, Chairman  
410-864-5300

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Stacey L. Roig, Secretary to the Commission  
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Michele J. McDonald, Principal Counsel  
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Claims  
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**Information Technology**

Joyce McNemar, Chief Information Officer  
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**Interpreter Services Program**

10 East Baltimore Street  
Baltimore, MD 21202  
410-864-5299 • [lep@wcc.state.md.us](mailto:lep@wcc.state.md.us)

**CONTACT INFORMATION**

Maryland Workers' Compensation Commission  
10 East Baltimore Street  
Baltimore, MD 21202-1641  
410-864-5100 • 1-800-492-0479  
Maryland Relay 1-800-735-2258 (for the hearing impaired)  
E-mail: [info@wcc.state.md.us](mailto:info@wcc.state.md.us) • [www.wcc.state.md.us](http://www.wcc.state.md.us)

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For questions regarding the status of your claim, please access our Public Information Claim Inquiry site at:  
[http://www.wcc.state.md.us/WFMS/public\\_inquiry.html](http://www.wcc.state.md.us/WFMS/public_inquiry.html)

**Interactive Voice Response System — 410-864-5100 (Option 2)**

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**PUBLIC SERVICE**

410-864-5100

[info@wcc.state.md.us](mailto:info@wcc.state.md.us)

- Claim filing process
- Claim status
- Hearing status
- Award orders
- Prior claims

**CLAIMS**

410-864-5358 or Public Service

- Receipt and entry of forms filed

**INSURANCE, COMPLIANCE & REPORTING**

410-864-5293

[wccinsur@wcc.state.md.us](mailto:wccinsur@wcc.state.md.us)

- Self-insurance regulation
- Employer compliance
- Certificate of Compliance

**PROCESSING / MAIL SERVICES**

410-864-5288

[wccmailserv@wcc.state.md.us](mailto:wccmailserv@wcc.state.md.us)

- Settlement Agreements, Stipulations
- Questions about the return of a claim form for missing information
- Receipt of documents or packages

**HEARINGS**

410-864-5112

[wccheat@wcc.state.md.us](mailto:wccheat@wcc.state.md.us)

- Duty Commissioner
- Vocational rehabilitation disputes (including conference calls)

**COURT REPORTING**

410-864-5182

[ljenkins@wcc.state.md.us](mailto:ljenkins@wcc.state.md.us)

- Court reporting inquiries
- Transcripts
- Extensions of time and transmittal of appellate records to the circuit courts
- Scheduling appointments at a regional site for attorney verification for web access

**MEDICAL and VOCATIONAL REHABILITATION**

410-864-5320

[supportservice@wcc.state.md.us](mailto:supportservice@wcc.state.md.us)

- Vocational rehabilitation procedures and processing of vocational rehabilitation plans
- Vocational rehabilitation practitioner or provider applications, and continuing education requirements
- Medical claims, NISI orders, non-valued codes, physician referrals or the Medical Fee Guide
- Appeal orders or judicial reviews

**CONTACT INFORMATION**

**INTERPRETER SERVICES**

410-864-5299

[lep@wcc.state.md.us](mailto:lep@wcc.state.md.us)

**PERSONNEL**

410-864-5230

[wccpers@wcc.state.md.us](mailto:wccpers@wcc.state.md.us)

- Recruitment questions
- Employment verification
- Risk management

**FISCAL SERVICES**

410-864-5250

- Accounts payable
- Annual insurance assessments or annual payroll reporting

**INFORMATION TECHNOLOGY**

[websupport@wcc.state.md.us](mailto:websupport@wcc.state.md.us)

- Technical questions or problems regarding the web site or on-line subscription service

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**For additional information, please visit the Commission's  
"Frequently Asked Questions" page at:**

[http://www.wcc.state.md.us/Gen\\_Info/WCC\\_FAQ.html](http://www.wcc.state.md.us/Gen_Info/WCC_FAQ.html)

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