

State of Arkansas

A. WATSON BELL, CHAIRMAN  
KAREN H. MCKINNEY, COMMISSIONER  
PHILIP A. HOOD, COMMISSIONER

D. ALAN McCLAIN  
CHIEF EXECUTIVE OFFICER

DAVID GREENBAUM  
CHIEF ADMINISTRATIVE LAW JUDGE



FORT SMITH DIVISION  
616 GARRISON - ROOM 207  
FORT SMITH, AR 72901  
TELEPHONE 479-783-7970  
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SPRINGDALE DIVISION  
244 SOUTH 40<sup>TH</sup>  
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MIKE BEEBE, GOVERNOR  
**WORKERS' COMPENSATION COMMISSION**

324 Spring Street  
P.O. Box 950  
Little Rock, Arkansas 72203-0950  
Telephone 501-682-3930 / 1-800-622-4472  
Arkansas Relay System TDD 1-800-285-1131  
[www.awcc.state.ar.us](http://www.awcc.state.ar.us)

April 30, 2011

Ms. Kim Baxter  
Legislative Analyst  
Arkansas General Assembly  
State Capitol, Room 315  
Little Rock, Arkansas 72201

Dear Ms. Baxter:

Enclosed please find the Quarterly Report for January, February, and March, 2011, as required by Act 1179 of 1999.

If I may provide any further information or assistance, please do not hesitate to contact me.

Very truly yours,

  
D. Alan McClain  
Chief Executive Officer

DAM:wd

Enclosure

cc: A. Watson Bell, Chairman  
(W/Enclosure)

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April 30, 2011

**QUARTERLY REPORT**  
**January, February, March, 2011**

The following, as required by Act 1179 of 1999, is a report of activity by the Arkansas Workers' Compensation Commission's Health and Safety Division and the Medical Cost Containment Division.

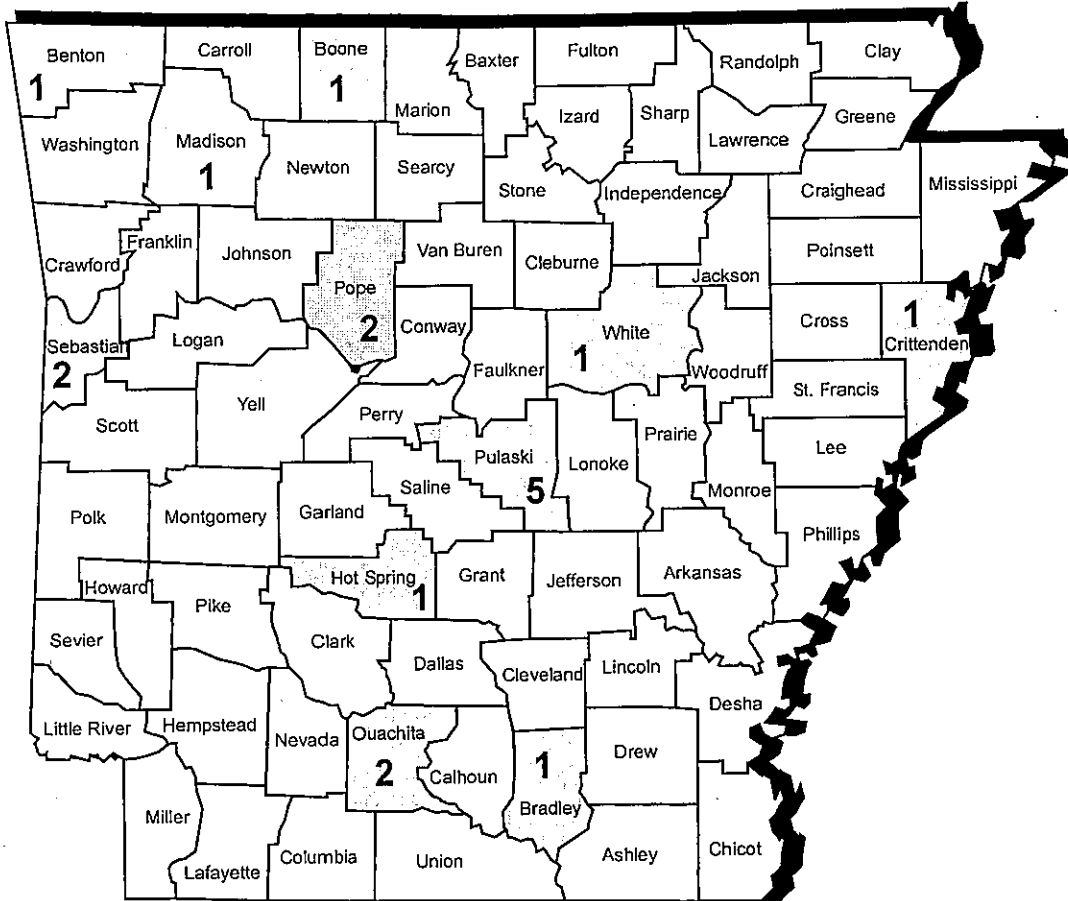
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Ark. Code Ann. §11-9-409, as amended by Act 796 of 1993, established the Workers' Compensation Commission's Health and Safety Division to launch educational programs; collect injury data; identify hazardous employers; monitor their progress with follow-up inspections; and monitor accident prevention programs of insurance carriers.

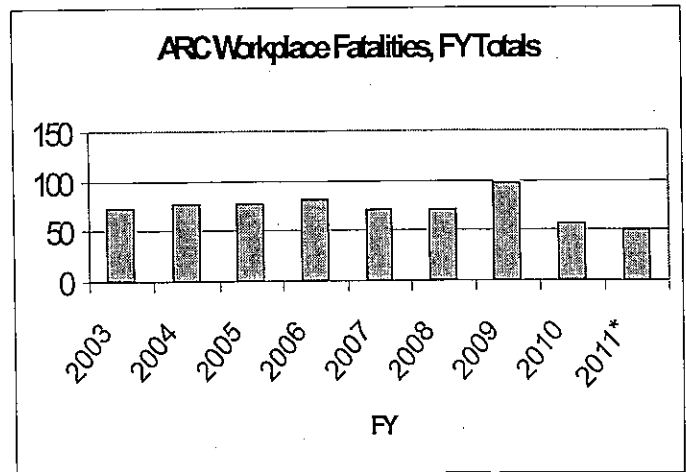
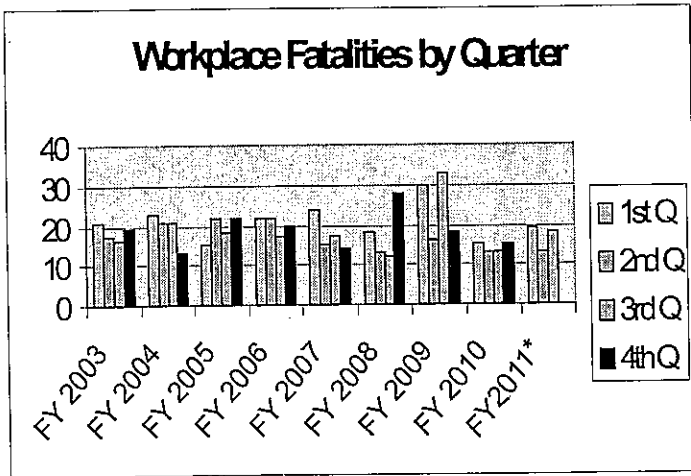
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The Medical Cost Containment Division (MCCD) was established pursuant to Ark. Code Ann. §11-9-517 (1987) and is responsible for the implementation, revision, and compliance of Commission Rules 30, 33, and 34. Rule 30 consists of an inpatient and outpatient medical fee schedule. Rule 33 is our managed care rule, and Rule 34 refers to the Impairment Rating Guide.

**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Workplace Fatalities Reported to AWCC  
3rd Quarter, FY 2011**



During the 3rd Quarter, FY 2011, 18 fatalities were reported to the Arkansas Workers' Compensation Commission, no accidents reported occurred to businesses located out of the state.



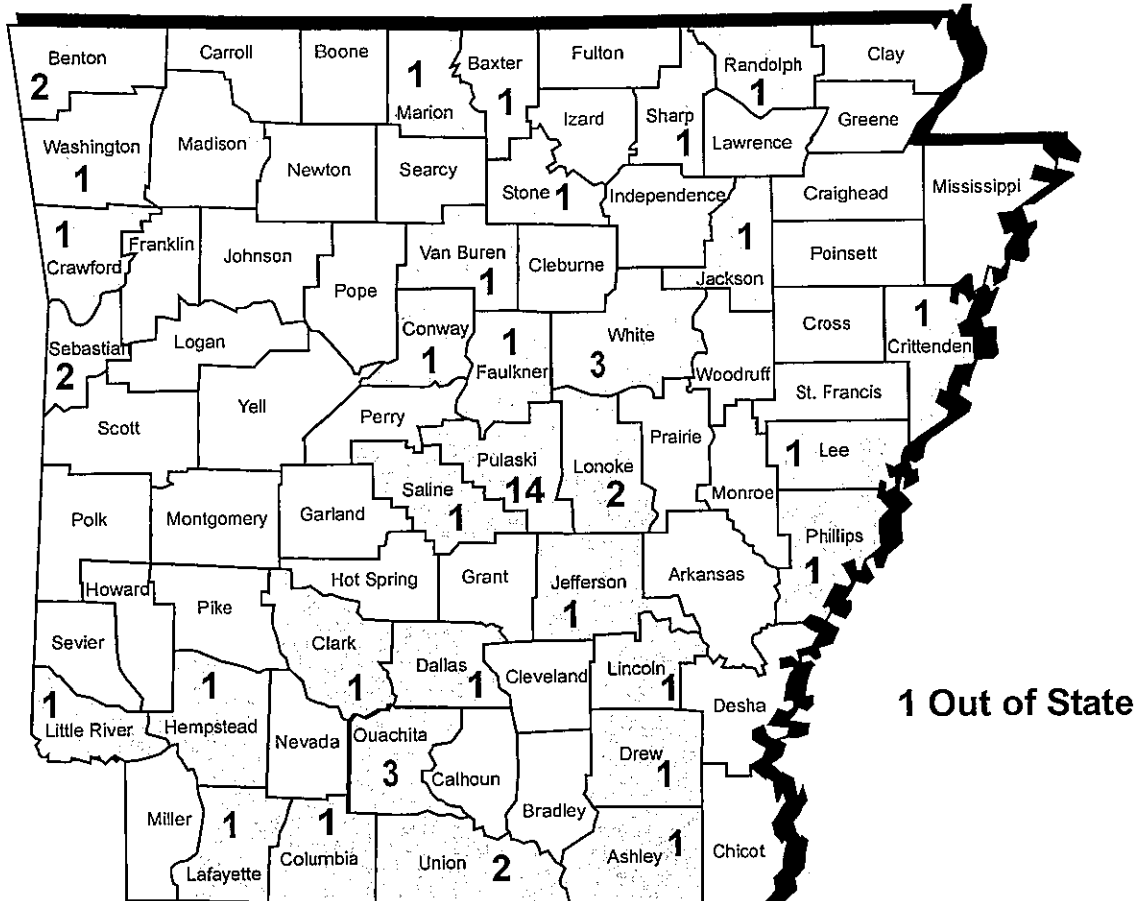
**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Workplace Fatalities Reported to AWCC  
3rd Quarter, FY 2011**

Rep. to AWCC	Employee	Employer	County of Employer	Length of Service (yrs.)	Type of Work	Type of Injury
01/11/11	Scottie Griggs	Springdale Hauling	Benton	0.4	Driver	MVA
01/10/11	Teddy Joe Pike	Harding University	White	20.3	Master Carpenter	Fall
01/17/11	Randolph C. Tedd	Lew Thompson & Son, Inc.	Madison	0.3	Driver	MVA
01/25/11	Fredrick Bogar	Prime Industrial Recruiters	Pulaski	0.4	Repair Crew	Struck by
01/03/11	Obdulion Bautista	Clanton Farms	Bradley	Not given	Not given	Heat Stroke
01/24/11	Karissa Underwood Posey	Perspectives Behavioral Health	Sebastian	0.3	Floater Mental Health	MVA
01/28/11	David Eason	City of West Memphis	Crittenden	0.1	Firefighter	Not given
02/02/11	Kellee Murphree	Arkansas Crime Information Center	Pulaski	0.0	Field Agent	MVA
01/31/11	Ojeda Cruz	Blackstone Construction, LLC	Pope	3.5	Not given	Struck by
02/10/11	Linda K. Sample	ConAgra Foods Packaged Foods, LLC	Pope	26.9	Controller	MVA
02/23/11	Gregory Riggins	UPS	Ouachita	23.1	Package driver	Heart attack
02/24/11	Donnie Moss	Rogers Logging	Ouachita	2.9	Topper	Struck by
02/28/11	Gerald Stephen Rinke	Pharis Broadcasting	Sebastian	6.8	News Director	Heart attack
03/03/11	Joseph Stephens	Central Arkansas Petroleum	Hot Spring	6.1	Driver	MVA
02/28/11	Jay Buford	Watts & Webb floor Covering	Boone	Not given	Office manager	Heart attack
03/04/11	William Riley	Meux Services, Inc.	Pulaski	3.5	HVAC	Heart attack
03/11/11	Gregorio M. Garcia	Carmarillo Ignacio Luna	Pulaski	Not given	Mason	Electrocution
03/24/11	Brandon Baldwin	Six Bridges Construction Co., LLC	Pulaski	Killed day of hire	Not given	Electrocution

**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Workplace Fatalities Reported to AWCC  
3rd Quarter, FY 2011**

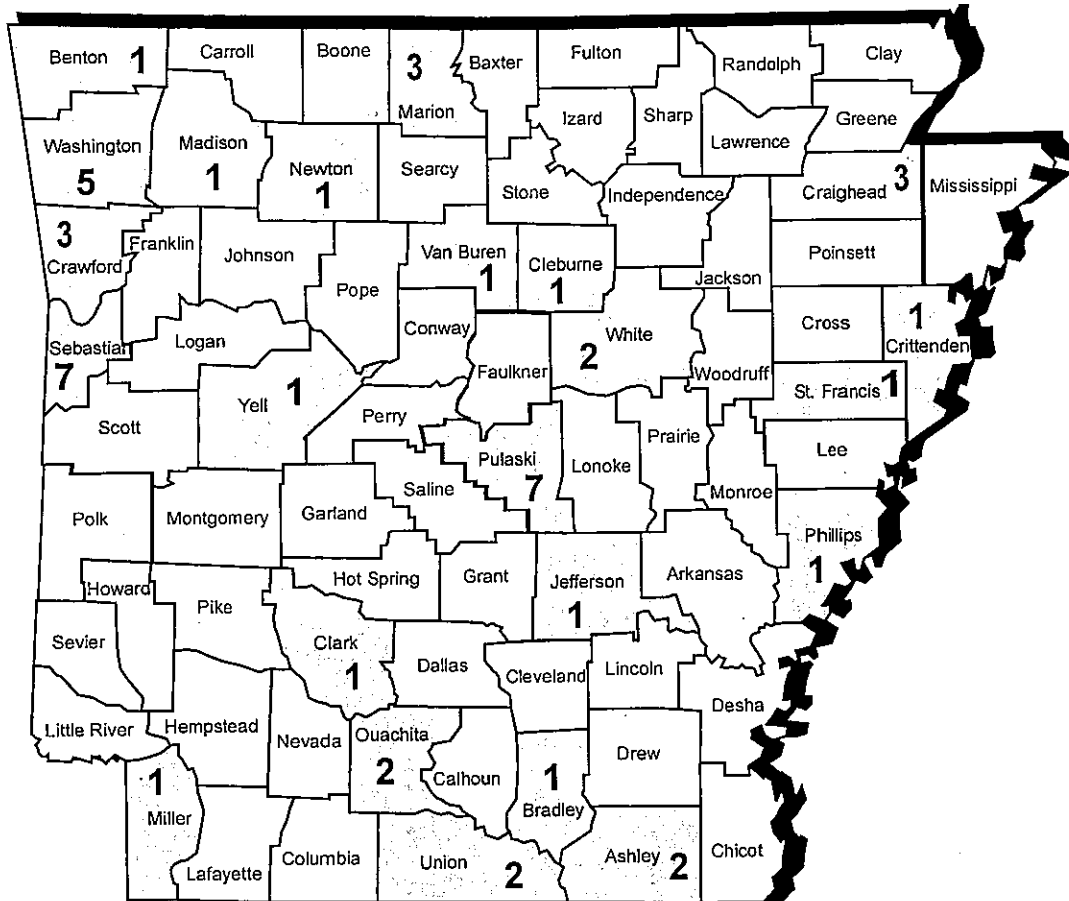
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01/10/11	Harding University	White	20.3	Master Carpenter	Fall
01/17/11	Low Thompson & Son, Inc.	Madison	0.3	Driver	MVA
01/25/11	Prime Industrial Recruiters	Pulaski	0.4	Repair Crew	Struck by
01/03/11	Clanton Farms	Bradley	Not given	Not given	Heat Stroke
01/24/11	Perspectives Behavioral Health	Sebastian	0.3	Floater Mental Health	MVA
01/28/11	City of West Memphis	Crittenden	0.1	Firefighter	Not given
02/02/11	Arkansas Crime Information Center	Pulaski	0.0	Field Agent	MVA
01/31/11	Blackstone Construction, LLC	Pope	3.5	Not given	Struck by
02/10/11	ConAgra Foods Packaged Foods, LLC	Pope	26.9	Controller	MVA
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**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Employers Placed in the Rule 32 Program  
3rd Quarter, FY 2011**



During the 3rd Quarter, FY 2011, 54 places of employment were placed in the Rule 32 Program. Employers are identified for the Rule 32 Program if they have a higher-than expected number of compensable claims for their industry group. Employers placed in this program are encouraged to work with their workers' compensation insurance carrier, in-house staff, or other professional safety sources to develop management tools which will help them run safer workplaces and minimize workers' compensation costs through the use of such tools as return-to-work programs, drug-free workplace programs, claims management, etc.

**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Employers Completing the Rule 32 Program  
3rd Quarter, FY 2011**



During the 3rd Quarter, FY 2011, 49 employers successfully completed the Rule 32 Program.

**Arkansas Workers' Compensation Commission  
Health and Safety Division  
3rd Quarter, FY 2011**

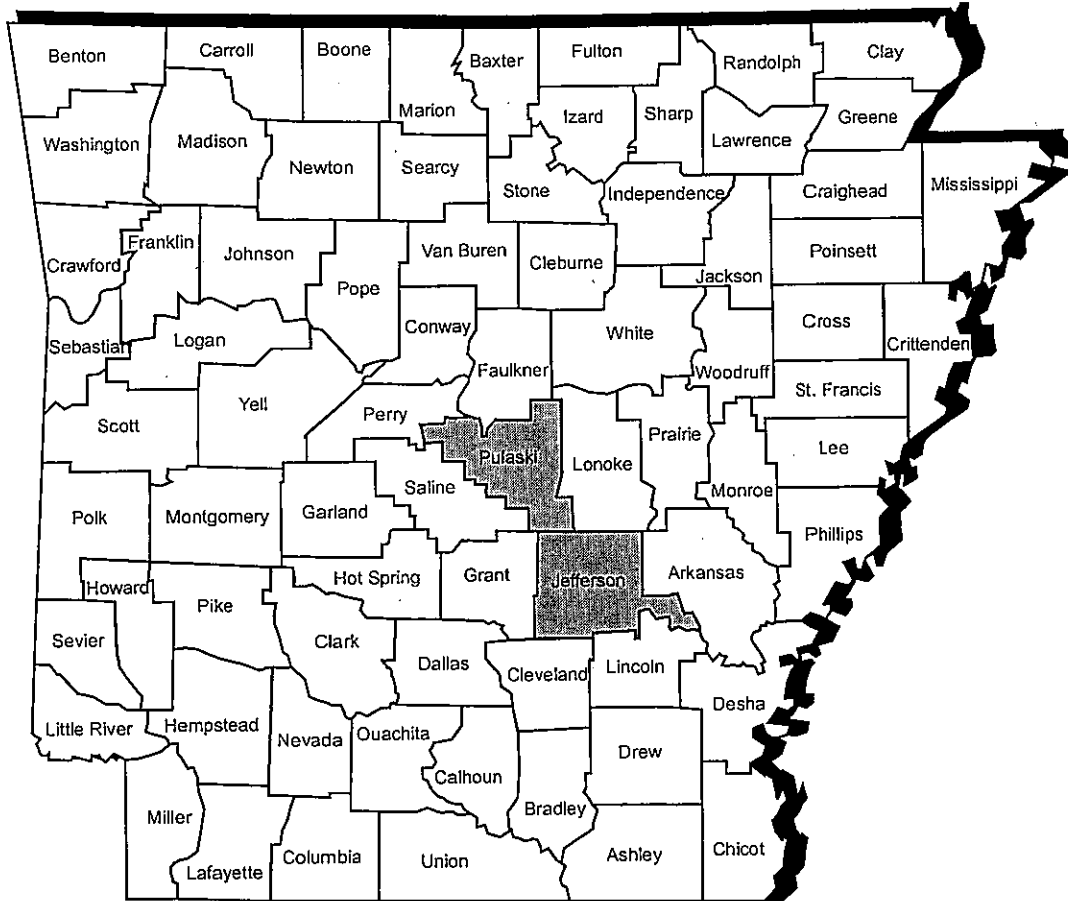
**Rule 31: Accident Prevention Services Program  
Arkansas Workers' Compensation Insurance Companies**

The Accident Prevention Services (APS) group conducts audits of all insurance companies writing workers' compensation insurance policies in Arkansas. During the 3rd Quarter, FY 2011, the APS group inspected the following companies:

Company	Account Premiums	No. of Policyholders
Tokio Marine &	\$181,312.00	44
American Compensation	\$138,927.00	17
Cherokee	\$545,085.00	12
Brotherhood Mutual	\$349,109.00	339
Chubb Group	\$2,531,904.00	474
Pharmacists Mutual	\$316,118.00	196
XL America Group	\$2,094.00	1
Liberty Mutual	\$26,201,467.00	2,252
Nationwide Group	\$394,139.00	151
Utica National	\$29,590.00	14
American Alternative	\$3,635.00	5

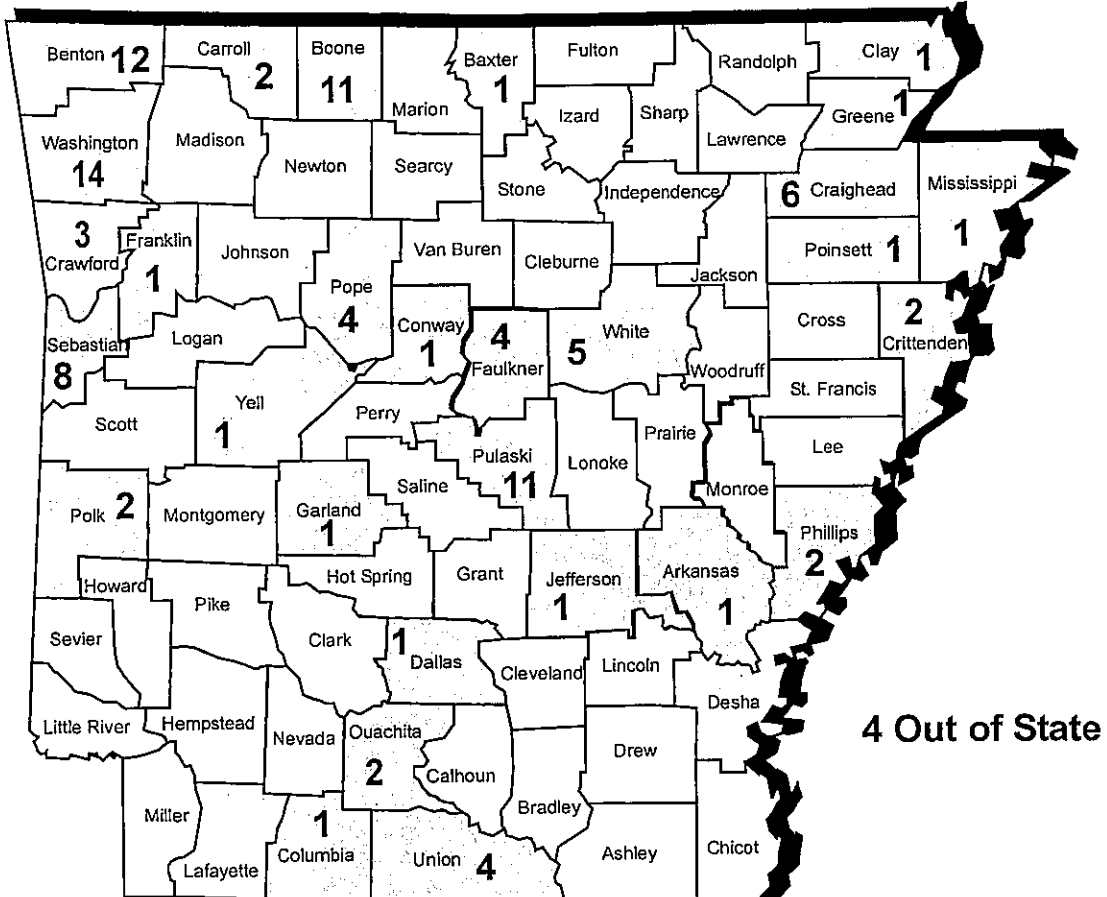


**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Presentations and Speaking Engagements  
3rd Quarter, FY 2011**



The AWCC Health and Safety staff receive frequent requests to speak on a variety of topics related to loss control, drug-free workplace programs, and related topics. If your constituents would like to host a program by the Health and Safety staff on these or other subjects, please contact Patricia Burge at 501-682-2063 or [pburge@awcc.state.ar.us](mailto:pburge@awcc.state.ar.us).

**Arkansas Workers' Compensation Commission  
 Health and Safety Division  
 Voluntary Drug Free Workplace Program  
 New Approvals and Renewals  
 3rd Quarter, FY 2011**



During the 3rd Quarter, FY 2011, the following Arkansas companies received approval of their Voluntary Drug Free Workplace Programs:

**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Voluntary Drug Free Workplace Program  
New Approvals and Renewals  
3rd Quarter, FY 2011**

COMPANY	CITY	COUNTY
Specialized Services Transportation	Stuttgart	ARKANSAS
Crawford Electric Inc.	Mountain Home	BAXTER
Crossland Construction	Rogers	BENTON
Insul-Bead Corporation	Gravette	BENTON
Central Research	Lowell	BENTON
Crosslands Heavy Contractors	Rogers	BENTON
Wil-Shar, Inc.	Rogers	BENTON
Pel-Freez Arkansas LLC	Rogers	BENTON
ACE Glass Construction Corp	Lowell	BENTON
Petro Mark W.O. #28	Bentonville	BENTON
Petro Mark W.O. #35	Rogers	BENTON
Petro Mark W.O. #36	Bentonville	BENTON
Bud Anderson Heating & Cooling	Lowell	BENTON
Petro Mark W.O. #32	Centerton	BENTON
Petro Mark W.O.#1	Harrison	BOONE
Petro Mark W.O.#2 Go Gas	Harrison	BOONE
Petro Mark W.O. #4	Harrison	BOONE
Petro Mark W.O.#7 Country Market	Lead Hill	BOONE
Petro Mark W.O.#7 Subway	Lead Hill	BOONE
Petro Mark W.O. #8	Harrison	BOONE
Petro Mark W.O.#15 Depot	Harrison	BOONE
Petro Mark W.O. #15	Harrison	BOONE
Petro Mark W.O. #15 Subway	Harrison	BOONE
Petro Mark W.O.#16	Harrison	BOONE
Petro Mark W.O.#25	Bergman	BOONE
Petro Mark W.O.#29	Berryville	CARROLL
First National Bank of Berryville	Berryville	CARROLL
J.W. Black Lumber Co.	Corning	CLAY
Deltic Timber Corp.	Waldo	COLUMBIA
Crow Paving Inc./JAY-PAC Inc.	Morrilton	CONWAY
Tate General Contractors, Inc.	Jonesboro	CRAIGHEAD
National Medtest, Inc.	Jonesboro	CRAIGHEAD
City Water & Light	Jonesboro	CRAIGHEAD
J.T. White Hardware & Lumber, LLC	Jonesboro	CRAIGHEAD
Sign Systems, Inc.	Jonesboro	CRAIGHEAD
Consolidated Youth Services	Jonesboro	CRAIGHEAD
Armstrong Tool, LLC	Van Buren	CRAWFORD
TL Services Inc.	Van Buren	CRAWFORD
Crawford Construction Company	Van Buren	CRAWFORD
Campbell's Welding LLC	Earle	CRITTENDEN
F.S. Sperry Company, Inc.	Memphis	CRITTENDEN
Freer Trucking, Inc.	Fordyce	DALLAS
Price Machine & Tool, Inc.	Damascus	FAULKNER
Dayco Construction	Damascus	FAULKNER
Lock-Wood Electric, Inc	Conway	FAULKNER
NBMC, Inc.	Greenbrier	FAULKNER
Precision Rathole, Inc.	Ozark	FRANKLIN
GTS Construction, Inc.	Hot Springs	GARLAND
Allen Engineering Corp.	Paragould	GREENE
Scott Systems	Pine Bluff	JEFFERSON
Blytheville Sheet Metal Inc.	Blytheville	MISSISSIPPI

**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Voluntary Drug Free Workplace Program  
New Approvals and Renewals  
3rd Quarter, FY 2011**

COMPANY	CITY	COUNTY
Weatherly Truck Lines Inc.	Bearden	OUACHITA
D&D Forestry, Inc.	Camden	OUACHITA
Hoffinger Industries, Inc.	West Helena	PHILLIPS
Southern Hardware	West Helena	PHILLIPS
Greenway Equipment, Inc.	Weiner	POINSETT
F.M. Dix Co., Inc.	Mena	POLK
Brodix, Inc.	Mena	POLK
Source Logistics, Inc.	Russellville	POPE
RGC Glass, Inc.	Russellville	POPE
Kirby Specialties Corp	Russellville	POPE
Roto-Rooter	Russellville	POPE
Wilbert Burial Vault Co. Inc.	Alexander	PULASKI
Harrell Mechanical Contractors	North Little Rock	PULASKI
Chenal Properties	Little Rock	PULASKI
Harvey Sheetmetal, Inc.	North Little Rock	PULASKI
Century Industries, Inc.	Little Rock	PULASKI
Harrell Service Company	North Little Rock	PULASKI
Heslep Concrete Company	Little Rock	PULASKI
Fairway Lawns	Little Rock	PULASKI
Chenal Country Club	Little Rock	PULASKI
ACE Glass Construction Corporation	Little Rock	PULASKI
Handling Systems & Conveyor	Mabelvale	PULASKI
Rodebush Construction, Inc.	Fort Smith	SEBASTIAN
Dale Crampton Company	Fort Smith	SEBASTIAN
New Prospect Company	Fort Smith	SEBASTIAN
Lowvorn Trucking Corp.	Fort Smith	SEBASTIAN
Loworn Wholesale Lumber Corp	Fort Smith	SEBASTIAN
Manufacturers Transport, LLC	Fort Smith	SEBASTIAN
Heatherwood Homes, LLC	Fort Smith	SEBASTIAN
Bradley Machine Co	Fort Smith	SEBASTIAN
Mangum Contracting, Inc.	El Dorado	UNION
Lee's Trucking	El Dorado	UNION
Norman Transport, Inc	El Dorado	UNION
Delta Timber Corp	El Dorado	UNION
Fayetteville Mechanical Contractors, Inc.	Fayetteville	WASHINGTON
Fochtman Enterprises, Inc.	Fayetteville	WASHINGTON
Heartland Honda	Springdale	WASHINGTON
Petro Mark W.O. #14	Fayetteville	WASHINGTON
Mountain Mechanical Contractors, Inc.	Fayetteville	WASHINGTON
Multi-Craft Contractors, Inc.	Springdale	WASHINGTON
Petro Mark W.O. #12	Fayetteville	WASHINGTON
Maynard, Inc.	Fayetteville	WASHINGTON
Advanced Records Storage	Springdale	WASHINGTON
Petro Mark W.O. #27 Elect.	Springdale	WASHINGTON
Petro Mark W.O. #37	Fayetteville	WASHINGTON
Petro Mark W.O. #38	Springdale	WASHINGTON
Petro Mark W.O. #38 Subway	Springdale	WASHINGTON
Petro Mark W.O. #39	Farmington	WASHINGTON
Russell Construction Co., Inc.	Beebe	WHITE
Sunrise Motorsports	Searcy	WHITE
Caldwell Milling Co., Inc.	Rose Bud	WHITE
NLS Construction, LLC	RoseBud	WHITE
D&H Electrical Contractors Inc.	Searcy	WHITE
Deltic Timber Corp	Ola	YELL
Southeastern Property Management	Birmingham	Out of State
Group Steel Erectors	Dickson	Out of State
Clifford-Lee & Associates	Pine Mountain	Out of State
Dennis Electric, Inc.	Bartlett	Out of State

## MEDICAL COST CONTAINMENT DIVISION

In the last quarter the following activities occurred regarding these rules:

### Rule 30

**Rule 30** was revised effective May 15, 2000. The AWCC adopted the Medicare RBRVS Medical Fee Schedule with Arkansas specific reimbursement multipliers. The new Medical Fee Schedule is available electronically from the AWCC Home Page. Since the Medical Fee Schedule is available electronically, we are no longer printing a medical fee schedule.

### Administrative Review

**Rule 30** contains an **Administrative Review Process**. This process allows providers or carriers to request assistance from the Medical Cost Containment Division regarding disputes. Each administrative review requested consists of an investigation, desk audit by department staff, and the issuance of an order, which determines the disputed issue. During this quarter there were 35 review requests processed, 14 review requests granted, and 10 orders issued. The ongoing issues in dispute consist of nonpayment, untimely payment, penalty request, and reimbursement disputes.

### Balance Billing

**Rule 30** also contains a prohibition against **balance billing** by providers. The balance billing process involves: receipt of an allegation of balance billing by a claimant, carrier, employer, self-insured, etc.; notice being sent to all involved parties; an investigation; an audit; and a determination order being issued. During this quarter, the MCCD received three (3) balance billing allegations.

### Investigations

**Investigations:** There were approximately 135 investigations conducted this quarter.

Quarterly Report  
April 30, 2011

### **Rule 33**

We currently have 11 certified Managed Care Organizations.

### **Medical Reports**

This quarter we received four (4) cases involving disputes about obtaining the medical records.

### **Change of Physicians**

This quarter the MCCD received 135 COP requests. MCCD issued 145 orders, and 32 requests were either returned to open general files, withdrawn, controverted, resolved, or returned to the Clerk of the Commission's office for other action.

### **Audits**

Requests are received from the ALJ Division as well as outside entities (i.e., caseworkers, attorneys, etc.) for medical bill audits.

This quarter the MCCD received and processed one (1) audit.

### **Rule 34**

There have been no changes at this time in Rule 34.

### **Speaking Engagements**

During this quarter there were no engagements/activities attended.

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January 31, 2011

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D. Alan McClain  
Chief Executive Officer

DAM:wd

Enclosure

cc: A. Watson Bell, Chairman  
(W/Enclosure)

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### QUARTERLY REPORT

October, November, December 2010

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### HEALTH AND SAFETY DIVISION

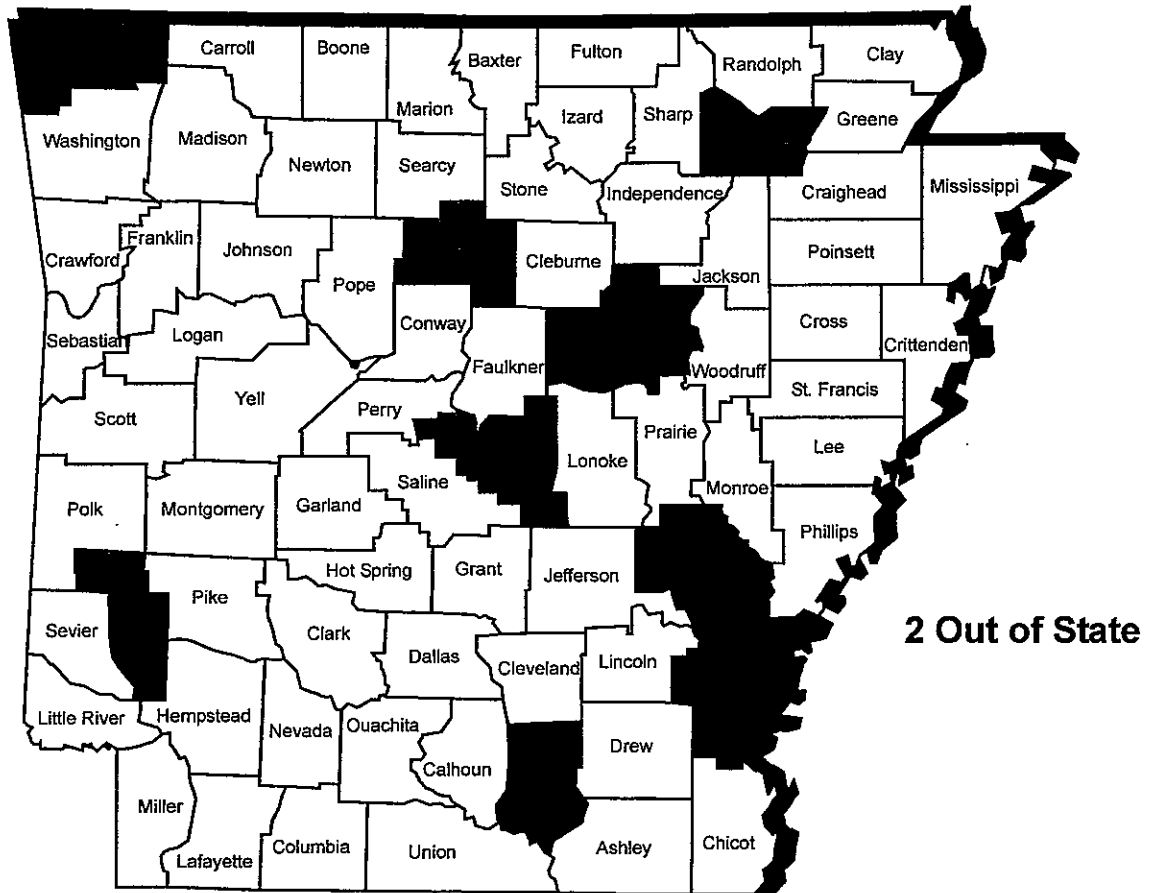
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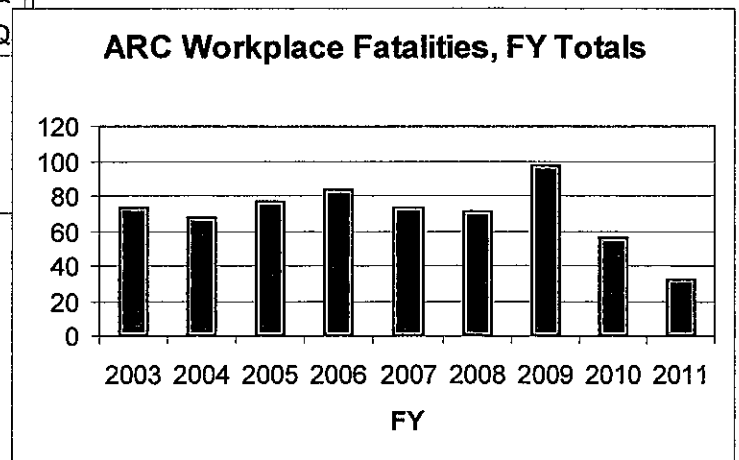
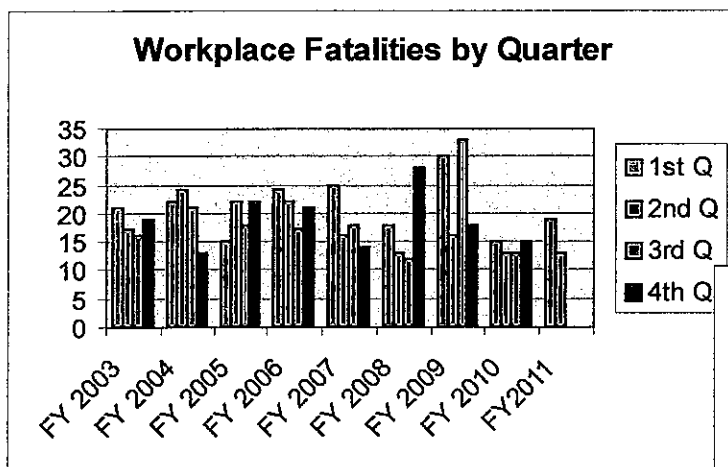
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**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Workplace Fatalities Reported to AWCC  
2nd Quarter, FY 2011**



During the 2nd Quarter, FY 2011, 13 fatalities were reported to the Arkansas Workers' Compensation Commission, 2 accidents reported occurred to businesses located out of the state.



**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Workplace Fatalities Reported to AWCC  
2nd Quarter, FY 2011**

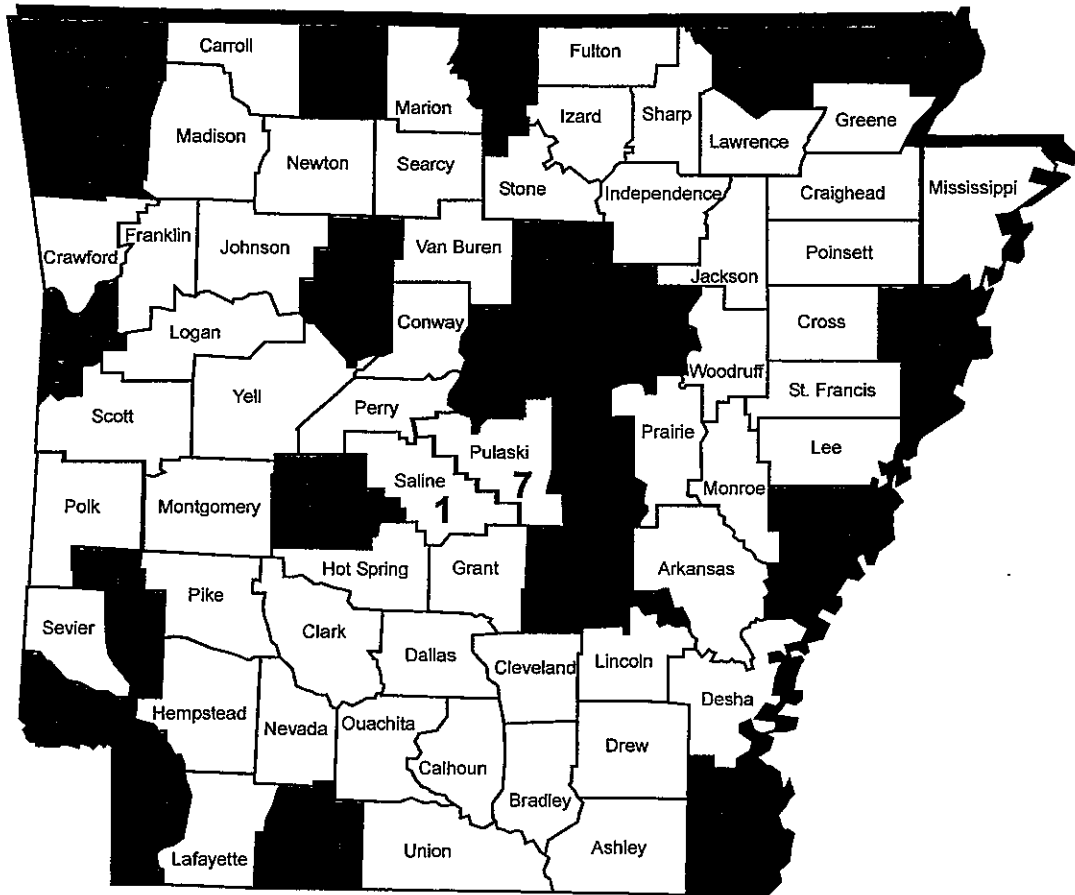
Rep. to AWCC	Employee	Employer	County of Employer	Length of Service (yrs.)	Type of Work	Type of Injury
12/3/10	Don McSwain	Ark. Game and Fish Comm.	Arkansas	29.3	Ed. Proj. Specialist	Drowning
12/3/10	Chris J. Waller	Engineering Services	Benton	2.6	Engineer	MVA
11/10/10	Dickey Youngblood	Johnsville Co. Food Giant	Bradley	ded date of hire	Driver	MVA
12/30/10	Arthur Lee	Supermarkets, Inc.	Desha	2.0	Courtesy Clerk	Heart attack
12/14/10	Johnny W. Needham	Tyson Poultry, Inc.	Howard	9.6	Unloader	Engulfment
10/20/10	Rodney Dobbs	Agri Marketing, Inc.	Lawrence	10.6	Driver	MVA
10/28/10	Roy Case	Roy Case Construction	Pulaski	Not given	Owner	Crushed
12/30/10	Norman J. Robinson	Afco Steel, LLC	Pulaski	0.8	Machine Operator	Fall
10/20/10	Henry Willeford	Van Buren Co.	Van Buren	0.1	Deputy	Struck by
10/15/10	Jerrell C. Cockrell	Lowe's Home Centers, Inc.	White	7.0	Customer Service Associate	Fall
12/2/10	Minnie Davis	Healthcare Services Group	White	9.2	Housekeeper	Stroke
10/15/10	David A. Beasley	Boston Scientific Corporation	Out of State	0.3	Territory Manager	MVA
10/13/10	Jacob McGarity	Sprint	Out of State	0.7	Area Sales	MVA

**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Workplace Fatalities Reported to AWCC  
2nd Quarter, FY 2011**

Rep. to AWCC	Employer	County of Employer	Length of Service (yrs.)	Type of Work	Type of Injury
12/3/10	Ark. Game and Fish Comm.	Arkansas	29.3	Ed. Proj. Specialist	Drowning
12/3/10	Engineering Services	Benton	2.6	Engineer	MVA
11/10/10	Johnsville Co.	Bradley	died date of hire	Driver	MVA
12/30/10	Food Giant Supermarkets, Inc.	Desha	2.0	Courtesy Clerk	Heart attack
12/14/10	Tyson Poultry, Inc.	Howard	9.6	Unloader	Engulfment
10/20/10	Agri Marketing, Inc.	Lawrence	10.6	Driver	MVA
10/28/10	Roy Case Construction	Pulaski	Not given	Owner	Crushed
12/30/10	Afco Steel, LLC	Pulaski	0.8	Machine Operator	Fall
10/20/10	Van Buren Co.	Van Buren	0.1	Deputy	Struck by
10/15/10	Lowe's Home Centers, Inc.	White	7.0	Customer Service Associate	Fall
12/2/10	Healthcare Services Group	White	9.2	Housekeeper	Stroke
10/15/10	Boston Scientific Corporation	Out of State	0.3	Territory Manager	MVA
10/13/10	Sprint	Out of State	0.7	Area Sales	MVA



**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Employers Completing the Rule 32 Program  
2nd Quarter, FY 2011**



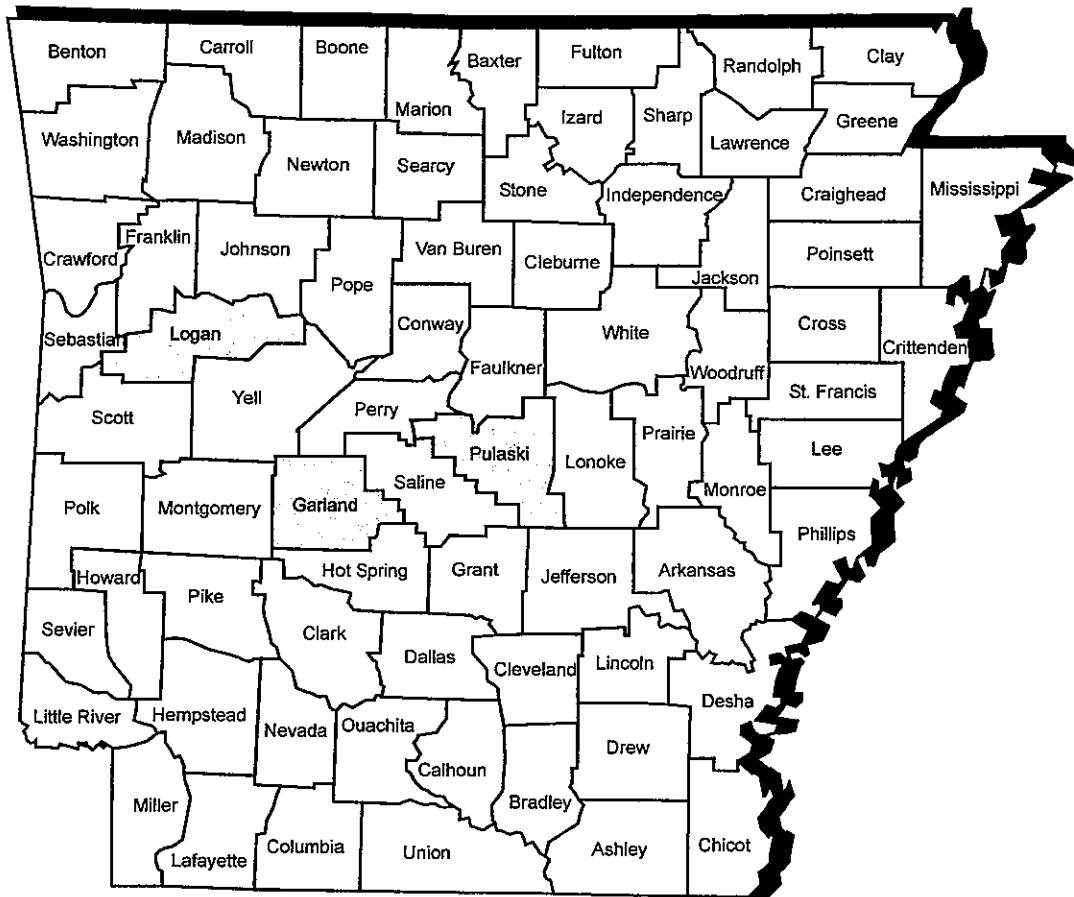
During the 2nd Quarter, FY 2011, 49 employers successfully completed the Rule 32 Program.

**Arkansas Workers' Compensation Commission  
Health and Safety Division  
2nd Quarter, FY 2011  
Rule 31: Accident Prevention Services Program  
Arkansas Workers' Compensation Insurance Companies**

The Accident Prevention Services (APS) group conducts audits of all insurance companies writing workers' compensation insurance policies in Arkansas. During the 2nd Quarter, FY 2011, the APS group inspected the following companies:

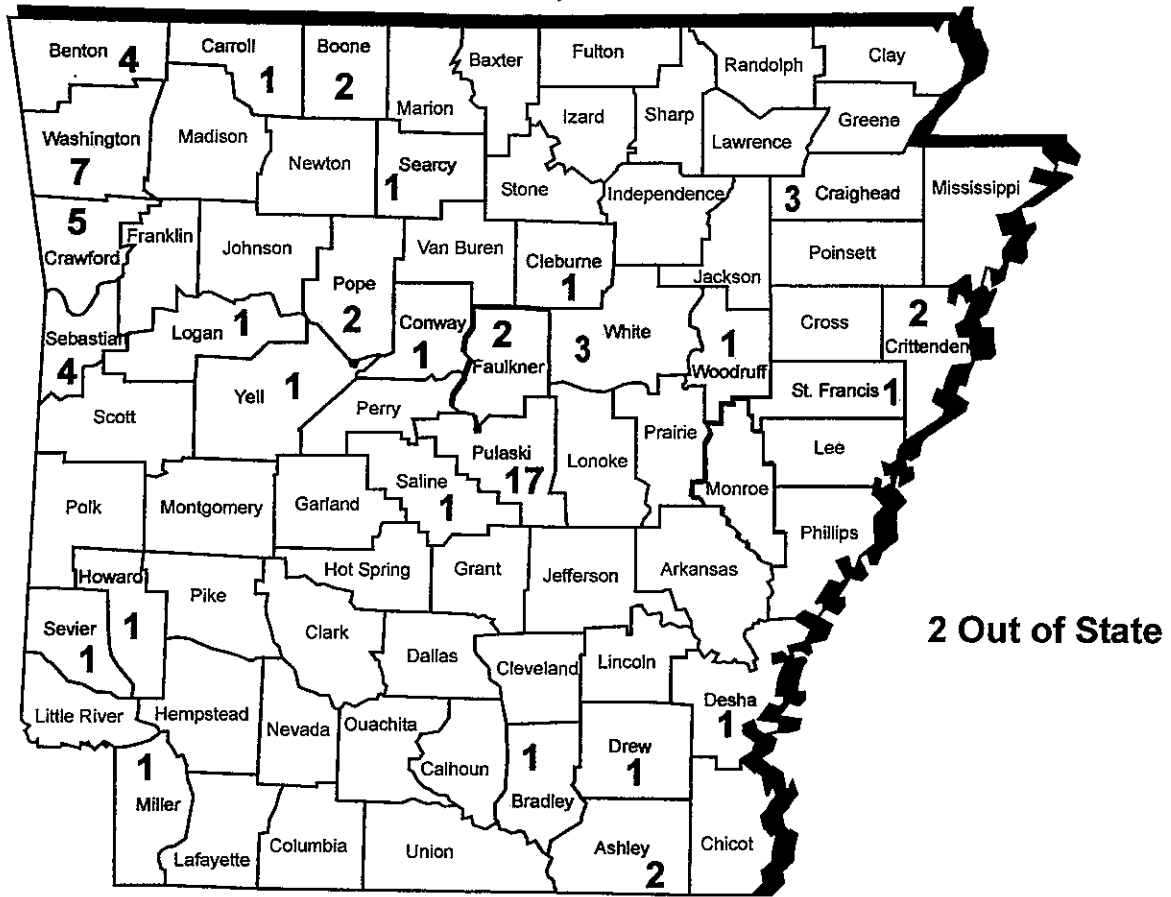
<b>Company</b>	<b>Account Premiums</b>	<b>No. of Policyholders</b>
Electric Insurance Company	\$86,326.00	1
The PMA Insurance Group - Pennsylvania Manufacturers Indemnity Co., Pennsylvania Manufacturers' Association Insurance Company, Manufacturers Alliance Insurance Company	\$2,058,664.00	179
Arch Insurance Company	\$5,926,853.00	150
Church Mutual	\$386,812.00	355
American Interstate Insurance Companies - Silver Oak Casualty	\$6,993,851.00	400
Companion Property Casualty Group - Companion Commercial Insurance Company, Companion Property Casualty Insurance Company	\$234,346.00	70
Midwest Employer Casualty Company	\$2,637,185.00	97
Florist Mutual Insurance Company	\$37,398.00	14
Everest National Insurance - Everest Reinsurance Company	\$88,651.00	25
Lumbermen's Underwriting Alliance	\$433,030.00	16
Midwest Insurance Company	\$1,090,977.00	266
Mitsui Sumitomo Insurance Group - Mitsui Cumitomo Insurance USA, Inc., Mitsui Sumitomo Insurance Company of America	\$104,985.00	15
Penn Miller Insurance Company, Inc.	\$287,401.00	5
Protective Insurance	\$304,091.00	110
Continental Indemnity Company	\$226,844.00	9
Safety National Casualty Corporation - Safety First Insurance Company	\$246,778.00	14
SeaBright Insurance	\$563,073.00	29

**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Presentations and Speaking Engagements  
2nd Quarter, FY 2011**



The AWCC Health and Safety staff receive frequent requests to speak on a variety of topics related to loss control, drug-free workplace programs, and related topics. If your constituents would like to host a program by the Health and Safety staff on these or other subjects, please contact Patricia Burge at 501-682-2063 or [pburge@awcc.state.ar.us](mailto:pburge@awcc.state.ar.us).

**Arkansas Workers' Compensation Commission  
 Health and Safety Division  
 Voluntary Drug Free Workplace Program  
 New Approvals and Renewals  
 2nd Quarter, FY 2011**



During the 2nd Quarter, FY 2011, the following Arkansas companies received approval of their Voluntary Drug Free Workplace Programs:



**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Voluntary Drug Free Workplace Program  
New Approvals and Renewals  
2nd Quarter, FY 2011**

<b>COMPANY</b>	<b>CITY</b>	<b>COUNTY</b>
J. Lauhon Logging, Inc.	Hamburg	ASHLEY
Doyle Coody Painting, Inc.	Crossett	ASHLEY
Outdoor Cap Co. Inc.	Bentonville	BENTON
Clack Corporation	Rogers	BENTON
Northwest Arkansas Sheet Metal Inc.	Rogers	BENTON
Preformed Line Products	Rogers	BENTON
Arkansas Products Co.	Harrison	BOONE
Harness Roofing, Inc.	Harrison	BOONE
Long Foundation Drilling Co.	Hermitage	BRADLEY
Carroll County Solid Waste Authority	Eureka Springs	CARROLL
Garlinghouse Brothers, Inc. & Gar-Bro Mfg. Co., Inc.	Heber Springs	CLEBURNE
Fayetteville Shale	Morrilton	CONWAY
Crittco Cable & Fiber, Inc.	Jonesboro	CRAIGHEAD
Sky Venture Aviation	Jonesboro	CRAIGHEAD
Fergus-Burris Orthodontic	Jonesboro	CRAIGHEAD
Service Compression LLC	Van Buren	CRAWFORD
Liberty Transport, LLC	Van Buren	CRAWFORD
Frost Oil Company	Van Buren	CRAWFORD
Armstrong Tool, LLC	Van Buren	CRAWFORD
Dillmeier Enterprise, Inc.	Van Buren	CRAWFORD
Seamless Systems, Inc.	Memphis	CRITTENDEN
Roeder Construction Co., Inc.	Marion	CRITTENDEN
Scott Equipment Company, L.L.C	McGehee	DESHA
Martin Sawmill, Inc.	Monticello	DREW
Fortier, Inc.	Conway	FAULKNER
Klaasmeyer Construction Company, Inc.	Conway	FAULKNER
Millwood Trucking Inc.	Nashville	HOWARD
Master Made Tanks, Inc.	Paris	LOGAN
Scott Equipment Company L.L.C.	Texarkana	MILLER
EWI, Inc.	Russellville	POPE
Evans Industrial	Russellville	POPE

**Arkansas Workers' Compensation Commission  
Health and Safety Division  
Voluntary Drug Free Workplace Program  
New Approvals and Renewals  
2nd Quarter, FY 2011**

COMPANY	CITY	COUNTY
Wrights Cabinets Inc.	Jacksonville	PULASKI
Bailey Properties, LLC	Little Rock	PULASKI
Lomanco, Inc.	Jacksonville	PULASKI
Arrow Plumbing Inc.	North Little Rock	PULASKI
Golden Eagle of Arkansas, Inc.	Little Rock	PULASKI
Scott Equipment Company L.L.C.	Little Rock	PULASKI
Baldwin & Shell Construction	Little Rock	PULASKI
Arkansas Local Police and Fire Retirement System	Little Rock	PULASKI
Beard Breeding Painting Co.	Mabelvale	PULASKI
McClelland Consulting Engineering, Inc.	Little Rock	PULASKI
Custom Aircraft Cabinets	North Little Rock	PULASKI
Hugg & Hall Equipment	Little Rock	PULASKI
Lantrip Construction	North Little Rock	PULASKI
National Custom Hollow Metal Doors & Frames	Little Rock	PULASKI
Arkansas Local Police and Fire Retirement System	Little Rock	PULASKI
National Bank of Arkansas	North Little Rock	PULASKI
Parkway Automotive Services	Little Rock	PULASKI
Almatis Inc.	Bauxite	SALINE
Roten Furniture	Marshall	SEARCY
JURK Investments LLC dba Beef 'O Brady's	Fort Smith	SEBASTIAN
R&R Pipeline Construction & Repair, Inc.	Berling	SEBASTIAN
Carco International, Inc.	Fort Smith	SEBASTIAN
Scott Equipment Company L.L.C.	Fort Smith	SEBASTIAN
Tri-Lakes Services, Inc.	Gillham	SEMER
Nimocks Oil	Forrest City	ST FRANCIS
McClelland Consulting Engineers, Inc.	Fayetteville	WASHINGTON
Johnson Mechanical Contractors, Inc.	Fayetteville	WASHINGTON
Circle of Life	Springdale	WASHINGTON
Scott Equipment Company, L.L.C.	Springdale	WASHINGTON
Shiloh Steel Fabricators, Inc.	Springdale	WASHINGTON
Amedistaf, LLC d/b/a/ The Right Solutions	Tonitown	WASHINGTON
Paschal Heating or A/C	Springdale	WASHINGTON
The Bryce Company, LLC	Searcy	WHITE
Plumbing & Maintenance, Inc.	Bald Knob	WHITE
Triple Transport	Judsonia	WHITE
Centoco Mfg	McOray	WOODRUFF
Bowden Specialties	Dardanelle	YELL
Adams Produce Co., LLC	Birmingham	OUT OF STATE
Texas Transco Inc.	Cresson	OUT OF STATE

## MEDICAL COST CONTAINMENT DIVISION

In the last quarter the following activities occurred regarding these rules:

### Rule 30

**Rule 30** was revised effective May 15, 2000. The AWCC adopted the Medicare RBRVS Medical Fee Schedule with Arkansas specific reimbursement multipliers. The new Medical Fee Schedule is available electronically from the AWCC Home Page. Since the Medical Fee Schedule is available electronically, we are no longer printing a medical fee schedule.

### Administrative Review

**Rule 30** contains an **Administrative Review Process**. This process allows providers or carriers to request assistance from the Medical Cost Containment Division regarding disputes. Each administrative review requested consists of an investigation, desk audit by department staff, and the issuance of an order, which determines the disputed issue. During this quarter there were 36 review requests processed, 17 review requests granted, and eight (8) orders issued. The ongoing issues in dispute consist of nonpayment, untimely payment, penalty request, and reimbursement disputes.

### Balance Billing

**Rule 30** also contains a prohibition against **balance billing** by providers. The balance billing process involves: receipt of an allegation of balance billing by a claimant, carrier, employer, self-insured, etc.; notice being sent to all involved parties; an investigation; an audit; and a determination order being issued. During this quarter, the MCCD received three (3) balance billing allegations.

### Investigations

**Investigations:** There were approximately 123 investigations conducted this quarter.

### Rule 33

We have 11 certified Managed Care Organizations.

### Medical Reports

**Medical Reports:** As a result of a meeting held between the Chief Legal Advisor, the Medical Cost Containment Administrator, and the Chief Administrative Law Judge, the MCCD is obtaining medical records from the provider for carriers or employers that have been unable to do so. In the past the legal advisors would write to the provider requesting medical records. If the provider did not respond, then the Chief Administrative Law Judge would issue a subpoena in order to obtain the records. We thought perhaps there was another approach, especially since the MCCD staff has numerous medical contacts. We have thus far been able to call the provider and obtain the records without any problems.

This quarter we received three (3) cases involving disputes about obtaining the medical records.

### Change of Physicians

**Change of Physician:** To expedite Change of Physician (COP) requests and to comply with recent legislative changes, new procedures and policies have been implemented. COP requests are sent to the Clerk of the Commission, who then forwards them to the MCCD for processing. If an AWCC file has been established, the MCCD calls the carrier/self-insured employer to determine if a Managed Care contract exists. This call is followed with a letter which is faxed and mailed to all parties. When a response is received and a contract exists, the contract is reviewed to determine if it complies with Rule 33 and if appropriate internal policies were followed. MCCD will review the claimant's medical records and determine an appropriate provider. An appropriate provider will be chosen on a case-by-case basis. If the request is to the claimant's treating physician, MCCD must determine if the provider meets the statutory requirements for the regular treating physician. Once an appropriate provider is chosen, MCCD will determine that the provider is a member of either the carrier/employer's MCO, if a contract exists, or a certified MCO if no contract exists. MCCD will contact the provider and set up an appointment for the claimant. MCCD will issue an order stating this is the claimant's one-time-only change of physician. This order will contain the provider's name and appointment date. All parties will be copied. If either party objects to the MCCD order, it can appeal to an Administrative Law Judge (ALJ).

This quarter the MCCD received 138 COP requests. MCCD issued 129 orders and 36 requests were either returned to open general files, withdrawn, controverted, resolved, or returned to the Clerk of the Commission's office for other action.

### **Audits**

Requests are received from the ALJ Division as well as outside entities (i.e., caseworkers, attorneys, etc.) for medical bill audits.

This quarter the MCCD received and processed one (1) audit.

### **Rule 34**

**Rule 34:** There have been no changes at this time in Rule 34. Legislation was written to extend the legislative mandate regarding an impairment rating guide.

### **Speaking Engagements**

**Speaking Engagements:** During this quarter the following engagement/activity was attended:

√ Systemedic Corporation Christmas Reception - Little Rock, AR