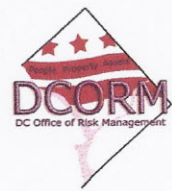




GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Risk Management



Phillip A. Lattimore, III
Chief Risk Officer

ADMINISTRATIVE ISSUANCE SYSTEM

Administrative Order No. AO-15-01

February 9, 2015

SUBJECT: Recovery and Refund Check Handling Procedures
Public Sector Workers' Compensation Program (PSWCP)

ORIGINATOR: Phillip A. Lattimore, III, Chief Risk Officer/Director

DISTRIBUTION: DCORM employees and Third Party Administrator Employees

EXPIRATION DATE: Until Superseded or Rescinded

1. Purpose

The purpose for this Administrative Issuance is to formalize and set forth the current practice of the Office of Risk Management (ORM) for processing the recovery and refund of checks that are sent to ORM in claims that have overpayments and/or liens as a result of indemnity, medical, or subrogation expenditures.¹ Staff from the Third Party Administrator (TPA) and ORM routinely handle and process recovery and refund checks and prepare them for submission to the District of Columbia Office of Finance and Resource Management (OFRM) for deposit in the D.C. Treasury. This policy provides information about how to handle recovery and refund checks that are in the custody, possession and control of ORM, and is being disseminated to facilitate and ensure the integrity and accountability of the process.

2. Applicability

Until further modified or rescinded, this Order applies to ORM employees, TPA staff and any other employee or volunteer who may work on behalf of ORM.

3. Policy

All recovery and refund checks submitted to the Public Sector Workers' Compensation Program (PSWCP), either by person or through mail delivery, shall be processed according to the following procedures:

- A. The Incoming Check Register (ICR) form (see appendix) shall be attached to each check received by ORM to ensure sufficient tracking of checks as they are processed within ORM. The ORM receptionist completes STEP I & II of the ICR and submits the

¹ ORM has had a general informal practice of following this process since 2012. This Issuance may formalize this process with a few additional requirements.

ICR, recovery and/or refund check, and all letters, memos, and forms accompanying the checks (hereafter referred to as the check packet) to the TPA Claims Assistant Supervisor.

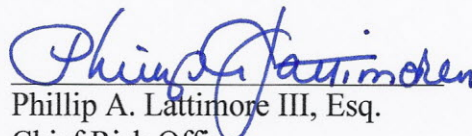
- B. The Third Party Administrator Claims Assistant Supervisor receives the Check Packet from the ORM receptionist. STEP III of the ICR form is completed by the ORM Front Desk Receptionist and the Claims Assistant Supervisor.
 - 1. The Claims Assistant Supervisor makes a copy of the Check Packet, logs and scans the packet into the claim file.
 - 2. The Claims Assistant Supervisor submits the original Check Packet to the ORM Compliance Review Officer. STEP IV of the ICR is completed by the Assistant Claims Supervisor and the Compliance Review Officer.
- C. The DCORM Compliance Review Officer reviews the incoming check packet and attachments to ensure accuracy and compliance.
 - 1. The Compliance Review Officer logs the incoming check in the ORM Recovery/Refund Check Spreadsheet, and on the Master Overpayment Log as applicable.
 - 2. The Compliance Review Officer prepares the Decision Form and Memorandum for executive review and approval.
 - 3. The Compliance Review Officer makes a copy of the Check Packet, and all attachments and file copies in Recovery/Refund Check Binder, which is maintained in the office of the Compliance Review Officer.
- D. The Workers' Compensation Manager receives the Check Packet from the Compliance Review Officer. STEP V of the ICR is completed by the Compliance Review Officer and the Workers' Compensation Manager. The Workers' Compensation Manager reviews the check packet to ensure accuracy and approves the packet.
- E. The Workers' Compensation Manager returns the check packet to the Compliance Review Officer. STEP VI of the ICR is completed by the Workers' Compensation Manager and the Compliance Review Officer. The Compliance Review Officer reviews Check packet and addresses any comments, questions or edits, as necessary.
- F. The Compliance Review Officer submits the check packet to the Chief Risk Officer (or his designee) for review and approval. STEP VII of the ICR is completed by the Compliance Review Officer and the Chief Risk Officer (or his designee).

1. The Chief Risk Officer reviews the check packet for accuracy and approves the packet.
 2. The Chief Risk Officer returns the check packet to the Compliance Review Officer. STEP VIII of the ICR is completed by the Chief Risk Officer and the Compliance Review Officer.
- G. The Compliance Review Officer makes a copy of the approved memorandum and delivers the original Check Packet to OFRM. STEP IX of the ICR is completed by the OFRM Representative and the Compliance Review Officer.
1. The Compliance Review Officer gives the OFRM Representative a copy of the completed ICR, attaches the original to the check packet copy in the Recovery/Refund Check Binder.

The TPA Claims Manager is the designated alternate for the Assistant Claims Supervisor. The PSWCP Manager is the designated alternate for the Compliance Review Officer. Please direct any questions about this issuance to the Compliance Review Officer.

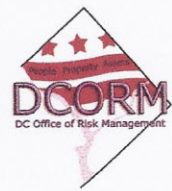
4. Effective Date

This order shall be effective immediately.


Phillip A. Lattimore III, Esq.
Chief Risk Officer



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Risk Management



Phillip A. Lattimore, III
Chief Risk Officer

Public Sector Workers' Compensation Program (PSWCP)
Incoming Check Register (ICR)

STEP I [Front Desk, Mail]

DELIVERED BY:	DATE:
RECEIVED BY:	DATE:

STEP II [Identify Check]

CLAIM NUMBER ↓	CHECK NUMBER	CHECK DATE	CHECK AMOUNT
✓ TYPE OF CHECK: →	Indemnity <input type="checkbox"/>	Medical <input type="checkbox"/>	Subrogation <input type="checkbox"/>

STEP III [Claims Assistant Supervisor]

DELIVERED BY:	DATE:
RECEIVED BY:	DATE:

STEP IV [Compliance Review Officer]

DELIVERED BY:	DATE:
RECEIVED BY:	DATE:

STEP V [PSWCP Manager]

DELIVERED BY:	DATE:
RECEIVED BY:	DATE:

STEP VI [Compliance Review Officer]

DELIVERED BY:	DATE:
RECEIVED BY:	DATE:

STEP VII [Chief Risk Officer]

DELIVERED BY:	DATE:
RECEIVED BY:	DATE:

STEP VIII [Compliance Review Officer]

	DATE:
	DATE:

STEP IX [Office of Finance and Resource Management]

DELIVERED BY:	DATE:
RECEIVED BY:	DATE: