STATE OF SOUTH DAKOTA

WORKERS' COMPENSATION ADVISORY COUNCIL

BEFORE THE WORKERS' COMPENSATION ADVISORY COUNCIL,

Dennis Daugaard, Chairman
Pam Roberts, Board Member
Paul Kinsman, Board Member
Paul Aylward, Board Member
Connie Halverson, Board Member
Randy Stainbrook, Board Member
Carol Hinderaker, Board Member
Guy Bender, Board Member
Jeff Haase, Board Member
Chris Lien, Board Member
Sarah Trebesch, Secretary

052708WCACPublicHearing1.txt Reported By Cheri McComsey Wittler, RPR, CRR

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| 1 above-entitled | TRANSCRIPT OF PROCEEDINGS, held in the |
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| 700 Governors 2 | matter, at the Kneip Building, Conference Room 3, |
| 2008, | Drive, Pierre, South Dakota, on the 27th day of May, |
| 4 | commencing at 1 o'clock p.m. |
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Page 2

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| | | |
| 3 | | |
| minutes afte | 1 er 1. | CHAIRMAN DAUGAARD: It's just a few |
| Bender is | 2 | I'm going to call the meeting to order. I know Guy |
| he will be | 3 | en route so he'll be a few minutes late, but I think |
| expect him. | 4 But | here. Glenn Barber could not attend so I don't |
| | 5 | otherwise I believe everyone's present. |
| roll. | 6 | So I'll ask the secretary to call the |
| | 7 | MS. TREBESCH: Paul Aylward. |
| | 8 | MR. AYLWARD: Here. |
| | 9 | MS. TREBESCH: Randy Stainbrook. |
| | 10 | MR. STAINBROOK: Here. |
| | 11 | MS. TREBESCH: Carol Hinderaker. |
| | 12 | MS. HINDERAKER: Here. |
| | 13 | MS. TREBESCH: Connie Halverson. |
| | 14 | MS. HALVERSON: Here. |
| | | Page 3 |

| | 15 | 052708WCACPublicHearing1.txt MS. TREBESCH: Jeff Haase. |
|--------------|-----------|--|
| | 16 | MR. HAASE: Here. |
| | 17 | MS. TREBESCH: Chris Lien. |
| | 18 | MR. LIEN: Here. |
| | 19 | MS. TREBESCH: Dennis Daugaard. |
| | 20 | CHAIRMAN DAUGAARD: Here. |
| additions or | 21 | Before we begin, I'd ask if there are any |
| the agenda? | 22 | corrections to the agenda. Anybody see anything on |
| this agenda | 23 | All right. Well, then let's just follow |
| approval of | 24 the | as printed. The first item on the agenda is |
| Anyone else | 25 | August 27 meeting minutes. I've reviewed them. |
| | | |
| 4 | | |
| corrections. | 1 | that has done so if you see any additions or |
| | 2 | Otherwise, a motion to approve would be in order. |
| | 3 | MR. STAINBROOK: So moved. |
| Is there a | 4 | CHAIRMAN DAUGAARD: Okay. Moved by Randy. |
| | 5 | second? |
| | 6 | MR. LIEN: Second. |
| Anv | 7 | CHAIRMAN DAUGAARD: Second by Chris Lien. |

| | 8 | 052708WCACPublicHearing1.txt discussion? |
|-------------|-------------|--|
| aye. | 9 | Those in favor of approving minutes say |
| • | 10 | (All indicate aye) |
| | 11 | CHAIRMAN DAUGAARD: Those opposed, nay. |
| | 12 | (No audible response) |
| is our firs | 13 t | CHAIRMAN DAUGAARD: Motion carried. This |
| Council. O | 14 ne of | meeting of the Workers' Compensation Advisory |
| whether we | 15 shoul | the items that came up at our last meeting was d |
| think we | 16 | be holding meetings elsewhere than in Pierre. And I |
| objections | 17 | can address that at the end of this meeting. So any |
| | 18 | to that? |
| the end of | 19 | Otherwise, I think we'll address that at |
| Is that | 20 | the meeting when we talk about future meeting dates. |
| | 21 | agreeable? |
| unless anyb | 22 ody | I don't have any other opening remarks |
| | 23 | else does. |
| | 24 | Pam, do you or James? |
| will be our | 25 | SECRETARY ROBERTS: I don't. Our report |

| | 1 | opening remarks. |
|--------------|------------|---|
| proceed to | 2 | CHAIRMAN DAUGAARD: Okay. Then let's |
| | 3 | item 5, Overview of the 2008 Legislative Session. |
| | 4 | James. |
| we had | 5 | MR. MARSH: As you know, last time we met |
| legislature | 6 for | counsel had made seven recommendations to the |
| the 2008 | 7 | consideration. Of those they were all submitted to |
| the form of | 8 | legislature. Of those two ultimately were passed in |
| through 1.3. | 9 | House Bill 1037, which has now become SDCL 62-4-1.1 |
| first bill | 10 | There are two main concepts in those. The |
| when an insu | 11 irer | refers to the fact that a fine should be imposed |
| on a | 12 | doesn't deny, pay, or request additional information |
| | 13 | properly submitted medical bill. |
| \$500 and | 14 | The second one established the fine at |
| properly | 15 | allowed us to establish rules to determine what a |
| | 16 | submitted medical bill is. |
| releases fro | 17 om | And the third bill refers to requiring |
| related reco | 18 ords | employees when they have Workers' Compensation |
| | 19 | and a release for information that is relevant to Page 6 |

those records.

20 And what was added during the session is a procedure by which if

21 there are disputes over whether information is relevant or the

22 release exceeds the scope of the law, we will be called upon as

23 a Division to review those cases if requested.

24 So our judges would then make the call about whether

25 individual records are relevant or not and whether the release

6

 $\,$ 1 $\,$ is -- goes beyond the scope of what the law calls for.

2 So that's basically what came out of it.

3 CHAIRMAN DAUGAARD: Any questions or additions to

4 James's remarks about the legislative session?

5 Anybody? All right. Well, moving right along, let's

6 move on then to the review of the state of Workers' Compensation

7 for the annual report.

3 James, you're on again.

9 MR. MARSH: Okay. Well, I guess the overall message

10 is, apparently, that things are fine. Premium rates will be
Page 7

| 11 | rationed down again for the current year from the |
|-----------|--|
| 12 t | Division's filing. In both side risk will go up |
| 13 it. | not enough to make a significant impact as we |
| 14 | And voluntary market rates will go down slightly. |
| 15 | The injury rate, the number of claims that |
| 16 | filed from year to year, continue to go down, which |
| 17 | understand to be a product of our, frankly, aging |
| 18 | working population, as they become more experienced |
| 19 | know if you'll call it get a little smarter or more |
| 20 | of potential workplace hazard the likelihood they're |
| 21 | injured statistically decreases. So right now |
| 22 | looking pretty good. |
| 23 | Other than that, I don't know if there's a |
| 24 | detail to add. |
| 25 | (Guy Bender enters the room) |
| | 12 13 it. 14 15 16 17 18 19 20 21 22 23 24 |

7

CHAIRMAN DAUGAARD: Okay. We'll note that Guy Bender Page 8

has arrived. Glad to have you here, Guy. We knew 2 you were on 3 your way. 4 SECRETARY ROBERTS: welcome. We just finished item CHAIRMAN DAUGAARD: 5 7. And unless there's any comments or questions, we'll move 6 to the I will make note that there are -public hearing. 7 we are connected by DDN to a Sioux Falls site and a Rapid 8 City site both. I think our screen right now is showing the Sioux Falls site. 10 But I'd ask that anyone who wishes to 11 offer public testimony to give your name and where you're from 12 just for the record, and we'll just take public testimony at this 13 time. I think I should also mention that our 14 process in the 15 past has been to identify issues that the Council wishes to address, and then we would publish those issues in 16 subsequent agendas so both sides of any given issue would have 17 an 18 opportunity to be aware that testimony was being taken or issues were being considered, and we think we have a more 19 complete and

| taking any | 1 | want to be sure we get both sides of an issue before |
|-------------|------------|--|
| | 2 | substantive action. |
| | 3 | Is that agreeable to the Council members? |
| | 4 | MR. HAASE: Yes. |
| around. | 5 | CHAIRMAN DAUGAARD: I'm seeing nods all |
| just | 6 | SECRETARY ROBERTS: Mr. Chairman, we were |
| the letter | 7 | discussing that I think you all received a copy of |
| pronounce | 8 | that we got from Mr. Doug Pavel I believe is how you |
| public test | 9 imony | it. And I offered to allow him to go first on |
| - C | 10 | if that's okay with you because he did write ahead |
| of time and | | Page 10 |

- ask for time. So I told him he could be first. 11 12 And after that we got a letter from Mark Anderson, and I did let Mark know -- and I see Mark in the audience -- that he could be number 2 and we would open it up for anybody else who had not, you know, kind of pre signed up. 15 think Mr. Pavel 16 is in Rapid City, the Rapid City office. 17 CHAIRMAN DAUGAARD: That sounds good. Does anyone 18 object to following that first, second, and then third? 19 Mr. Pavel, are you in Rapid City, sir? 20 SECRETARY ROBERTS: In Rapid City you need to unmute the mic. and speak, and then the cameras will come 21 up, and we'll
- be able to hear you. But if Rapid City -- somebody 22 at the
- Rapid City site would do that, then we could see the 23 Rapid City
 - 24 folks.
- Are we sure they're on? Were they on at 25 one time,

9

1 Dawn?

| there? Rapi | 2 d | 052708wCACPublicHearing1.txt CHAIRMAN DAUGAARD: Rapid City, are you |
|--------------|-------------|--|
| | 3 | City? Wall lat's take Mr. Anderson first then and |
| I think | 3 | City? Well, let's take Mr. Anderson first then, and |
| City site | 4 | Monica left the room. She's going to call the Rapid |
| you want to | 5 | and see if we can get Rapid City up. So, Mark, if |
| | 6 | begin, I see you there in Sioux Falls. |
| Mark, I'll a | 7 isk | All right. Now Rapid City is up. So, |
| | 8 | you to go mute again, if you would. |
| then. | 9 | MR. ANDERSON: We'll put ours back on mute |
| right. | 10 | CHAIRMAN DAUGAARD: Thank you, Mark. All |
| | 11 | Let's go back to Rapid City. |
| sir? | 12 | Mr. Pavel, is that how you say your name, |
| goes, are we | 13 | MR. PAVEL: As the old Altell commercial |
| | 14 | coming through to you now? |
| | 15 | CHAIRMAN DAUGAARD: Yes, you are, sir. |
| afternoon, 1 | 16 adies | MR. PAVEL: Okay. Very good. Good |
| I have | 17 | and gentlemen. Sorry we can't be there in person. |
| Rapid City | 18 | unfortunately some business to take care of here in |
| | 19 | that wouldn't allow this to come up in time. |
| and across | 20 | Also with me are my wife Carol to my right |
| | 21 | the table is our daughter. As you are probably Page 12 |

aware, you

- 22 received a letter from us concerning the death of our son. The
- 23 accident actually occurred on October 30, and he died on
 - 24 November 1.
- 25 And the letter pretty much explains our concerns and

- 1 such. And, as I spoke to Mr. Marsh, you know, after -- in the
- 2 death process, there's no way you can write the letter and truly
- 3 express your concerns or whatever because frankly it was
- 4 probably going to be nothing more than yelling at you people.
- 5 So finally after now several months I think we have a document
 - 6 that we can actually work from.
- 7 So that we don't go word for word on the letter,
- 8 basically we have four major points that we request to bring up
- 9 for discussion for your folks, for the Council's consideration.
- 10 And the first one is we're wondering about the design of the law
- 11 in South Dakota, what the original intent was of the law
 Page 13

- pertaining to compensation and particularly in a 12 death situation. 13 Second of all is training for Workman's 14 Comp 15 representatives. Third is a consideration for reasonable 16 and necessary 17 compensation to a family. And the last is a provision in the 18 legislation perhaps 19 for regular review of funeral expenses and such like that. 20 Going back to the first one, you know, we're just common, every day folks like most people and working 21 and totally unaware of Workman's Comp because we have fortunately never had
- 23 to deal with it ourselves through our employment. But our son
- 24 was killed while working for a South Dakota company. And I'm
- 25 not even going to mention the company unless somebody needs to

- 1 know it because really that's beside the point. This is more of
 - 2 a process issue than anything. Page 14

But in this particular matter the company 3 that he was working for did not utilize fall protection as required by OSHA. 5 They did not have any of the harnesses, lifelines, netting, or anything on that order. And, unfortunately, he then 6 fell through a roof while they were doing some repairs, 7 fell about 30 feet onto concrete, received two skull fractures, 8 four fractured vertebrae in the neck, and then he died about 48 hours 10 later. While we were in the hospital we were 11 approached by a 12 young lady who was -- who claimed to be a representative not 13 necessarily of the insurance carrier of the company but apparently a contractor who wanted to sit down with 14 us and 15 identify some potential reimbursements and such. And we were under the impression that because we had to travel 16 to 17 Sioux Falls, which we would have done anyway again, that we should keep our receipts and such because for the 18 family there 19 may be some compensation allowed. And it was only later than that we discovered, no, that really isn't true 20

Page 15

because when our

21 son -- when they pronounced our son deceased

22 with him including our rights because Brian did not have a

23 spouse or dependent children, which is very specific in the law.

24 Going back to the design of the law, the way that -
25 and we have contacted attorneys and everything to find out what

12

our legal rights were, and basically what it comes down to is we have no legal rights because this matter did not rise to a level of intentional tort. 3 4 And I am not an attorney. I don't pretend to be an attorney. We're just people trying to get this thing figured 6 out. But as was explained to us, unless it rises to the level of intentional tort and absent of a spouse or dependent children, there is absolutely nothing, plain and simple, zero. And that's what we learned later, even after we were 10 told that

Page 16

- $\,$ 11 $\,$ there may be some compensation for travel, motel, meals, and
 - 12 such while we were at the hospital.
- 13 And that really began to make me wonder -- make all of
- 14 us wonder what the original intent of the law was. If it has to
- 15 rise to the level of intentional tort -- I'm a retired law
- 16 enforcement officer. I've been in public safety in South Dakota
- 17 for 33 years. And I was a detective for quite a while and
- 18 sergeant in investigations in wrongful death cases. If it rises
- 19 to the level of intentional tort as the law -- the documents
- 20 that were shown first by attorneys is intent poignantly means
 - 21 intent.
- 22 And if that be the case, ladies and gentlemen, why did
- 23 we even worry about OSHA? We should have just called the
- 24 state's attorney in the county that Brian died in and said we
- 25 want a criminal investigation because if this matter was

| apparently | 1 | intentional, we want somebody arrested because that |
|--------------|-----------|---|
| to a family | 2 | according to the design of the law for compensation |
| required. | 3 | absent of a spouse or dependent children is what's |
| checked with | 4 1 | Intent means intent. And intent and I |
| track? | 5 | a prosecutor friend of ours and asked him was I on |
| death benef | 6 it, | Really am I on target? He thought whether it's a |
| receive any | 7 | whether it's a tort, whether it's for us to |
| that not on | 8 ly | rights at all we have to have been able to prove |
| do, they had | 9 d | did whatever the employer do or lack of or not |
| to his | 10 | to intend to injure Brian which then eventually led |
| | 11 | death, which to us is completely absurd. |
| in a | 12 | You know, if we want to resort all of this |
| should tell | 13 the | willful act criminal case, then that's what we |
| We're | 14 | general public. And don't misunderstand us, folks. |
| about | 15 | Christian people. In fact, we prayed long and hard |
| action agair | 16 ist | whether or not we would even want to bring tort |
| feelings | 17 | the company. It's a good company. We have no ill |
| - | 18 | toward the company. |

| do | 052708WCACPublicHearing1.txt They did not do what they were supposed to |
|---------------|--|
| they were | according to OSHA. And because they did not do what |
| 2. | L supposed to do, our son died. |
| problems with | Besides all of that, we saw some real |
| somebody driv | |
| and they'll | through an intersection recklessly, kill a motorist, |
| bring in | settle for a million dollars. We can have a company |

14

| \$25 million | 1 | pet food from China, for God's sake and settle for |
|--------------|---|--|
| | 2 | to pet owners. Not people. Pets. |
| in the State | 3 | But when you have a situation of a worker |
| just | 4 | of South Dakota and I might also add this is not |
| cannot prove | 5 | South Dakota, it's many other states, that if you |
| injury, | 6 | intent that the employer intended to cause that |
| feel is | 7 | essentially, ladies and gentlemen, the way that we |
| away, why | 8 | Workman's Comp laws tells Carol, Katie and I go |
| | 9 | bother. |

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- 10 That's the first point and really is that really the
- 11 intent of the law? Is that what it was supposed to be all
- 12 about? According to a cite that links off of the South Dakota
- 13 Department of Labor -- and we talked to OSHA. OSHA's got some
- 14 other issues. OSHA oftentimes takes things -- and we've already
- 15 talked to them when we were talking to the United States
 - 16 Department of Labor about this as well.
- 17 The OSHA report that we received as inaccurate. It
- 18 included very few details of the death investigation. In fact,
- 19 it spent more time talking about the employer's rights than
- 20 covering how the accident actually happened. There's inaccurate
- 21 information. They claim that Brian received training in fall
- 22 protection, and the proof that they gave us was a document we
- 23 don't know if he signed it or not because they had to blank his
- 24 name out of because of confidentiality. It may be John Smith's
- 25 document. We don't know because we're not allowed to see our

| | 1 | son's name in our reports. |
|--------------|----------|--|
| document we | 2 | But the proof they offered us was a |
| breathing | 3 | believe our son signed for training on personal |
| protection. | 4 | protection and eye protection but nothing on fall |
| received fal | 5 11 | And that's what OSHA accepted as proof that he |
| bore you wit | 6 :h | training. That's another issue. I'm not going to |
| through the | 7 | the details of all of that. We're handling that |
| | 8 | Bismarck office and through Washington. |
| oftentimes u | 9 Ise | But the point is is the attorneys will |
| was willful | 10 | the OSHA report to determine whether or not there |
| OSHA that | 11 | action on the part of the employer. We learned from |
| that can be | 12 | oftentimes they will not issue all the citations |
| save time | 13 | issued or they will take a lesser avenue so they can |
| insinuation, | 14 | in Federal Court. Because the intuition or the |
| too tough, | 15 | rather, that we got from OSHA was if they made it |
| | 16 | they would have to spend too much time in court. |
| spoke to a | 17 | And yet right after Brian's accident we |

| General | 18 | 052708WCACPublicHearing1.txt gentleman with the South Dakota Association of |
|--------------|-------------|---|
| disappointme | 19 ent o | Contractors who expressed his dissatisfaction, |
| wake up to | 20 | whatever, in trying to get South Dakota companies to |
| Dakota's not | 21 : at | safety issues because, as he put it, is South |
| | 22 | the bottom of safety records but they can see it. |
| cannot get | 23 | And the second point he made is he just |
| opinion, too | 24 | people to wake up because employers are, in his |
| son, I think | 25 | willing to take chances with their employees. Our |
| | | |
| 16 | | |
| 10 | | |
| probably | 1 | obviously unfortunately in our personal situation is |
| | 2 | proof of that. |
| if it's true | 3 | One of the statements, and we don't know |
| although we | 4 | or not because it was never put into the report, |
| not to use | 5 | were told by an investigator, is the company chose |
| going to | 6 | anything for fall protection because the job wasn't |
| | 7 | take that long. |
| into. And | 8 | So these are the things that we're running Page 22 |
| | | 1 ugc 22 |

| percent of | in order to get it to willful it's one half of one |
|-----------------------|--|
| are issued 10 | the time in 2007, and the number of citations that |
| 11 investigators | never reached that willful category. The OSHA |
| 12 citation | were point blank with us and said to get a willful |
| have to have a | issued is very, very difficult. Not only do they |
| a repeat. | serious offense first, they have to then offer them |
| call that a | If a second incident happens, they then |
| a second | repeat. If a third offense happens, they call that |
| uillful 17 | repeat. Then they can finally perhaps go to the |
| 18 have to live | category. And if that's the standard that families |
| 19 court, so to | by, whether it be for a death benefit, our day in |
| number 3, | speak, our rights, or even as we're bringing up |
| what, | reasonable and necessary compensation, then you know |
| 22 general | ladies and gentlemen, we might as well just tell the |
| 23 daughter or son | public in South Dakota that if you have a young |
| 24 better get life | in the construction industry in South Dakota you |
| 25 from Workman's | insurance on him because do not count on anything |

| | 1 | Comp. It's not going to happen. |
|--------------|-----------|--|
| representati | 2 ve. | Point 2, the training for the We |
| something. | 3 | actually called her back to see if we were missing |
| probably get | 4 | When she said keep all of your receipts, you can |
| asked what | 5 | you know, maybe some compensation offered, we even |
| definite | 6 | would happen if Brian survived but was disabled as a |
| everything e | 7 lse. | possibility because of his broken neck and And |
| pay to | 8 | she relayed to us that Workman's Comp would probably |
| | 9 | remodel our house and everything else. |
| have | 10 | You know what? We don't believe that. We |
| that positio | 11 n, | absolutely no doubt that if we would have reached |
| paying | 12 | they would tell us again to just go away, we're not |
| and then | 13 | anything other than the 60 percent or maybe of that |
| | 14 | probably not even that. |
| we miss | 15 | When we called her back to say, okay, did |
| admitted, we | 16 11, | something when you mentioned this, then she |

17 we're not really trained too well.

18 Ladies and gentlemen, why not offer these people a checklist. If we weren't going to be able to get 19 any benefits up front with us, tell us that while we were in ICU. 20 We were 21 receiving enough bad information the way it was that would not 22 have shocked us anymore. 23 what was shocking to us is after we buried Brian and 24 everything else and had the funerals and then we went back to find out that what she told us wasn't accurate. 25

18

1 The third point then if you -- pretty much follows the whole what we've been talking about so far. 2 would it 3 take -- you know, the insurance company that covers this 4 particular employer tells their e-mail site or their website that in 2007 how well they did. And, you know, we 5 just heard 6 the rates are going down and (Inaudible). Now understand that's our opinion. 7 I know there's a Page 25

- 8 lot of people receiving benefits. Don't get me wrong. Don't
- 9 get any of this wrong. But the point remains you have people
- 10 who are suffering from the death of their loved ones, and this
- 11 is how we're seeing the Workman's Comp laws in South Dakota is
 - 12 it's -- well, let me finish, and then I'll close up.
- The other matter then -- perhaps, like I said, we can
- 14 consider some reasonable and necessary reimbursements for travel
- 15 for the family. I'm not talking spouse. Brian was single. He
- 16 never had kids. But we have Katie across the table.
 And she
- 17 left her job where they were living, a very well paying job, to
- 18 move closer to home to be with us because she's now our only
 - 19 child.
- 20 Oh, yeah. Some people would look at that and go sad
- 21 story. Do you want to know something? That's real life.
- 22 That's how things happen, especially when we begin to face some
- 23 of the things that we begin to face here. There are people
- 24 affected by these situations beyond spouses and beyond children
- 25 of the injured or killed worker. Parents and siblings of those
 Page 26

19

1 workers should not just be put out to pasture, so to speak, and just hope they never show up again. So could there 2 be some 3 reasonable and necessary compensation. 4 The fourth point is our funeral expenses were admittedly quite -- we had two funerals mainly because there was really two sets of people. They grew up out here in 6 the Hills. They went to high school out here in the Hills, and they went to college east river and worked east river, and so consequently we 9 had two funerals just because we had so many people. But it was really wonderful. 10 11 I don't expect Workman's Comp to cover all of those That would be unreasonable in itself. 12 costs. from my understanding in talking to Mr. Marsh -- and Mr. 13 Marsh can sure clarify this if he wishes. It's our understanding 14 that the allotment -- that the State statute for 15 reimbursement for

| 16 | 052708WCACPublicHearing1.txt funerals hasn't been reviewed for a number of years. |
|-------------------|---|
| that there's a | And going on to the website we noticed |
| you know, a | lot of states they use a formula method, average |
| 19 consider | portion of average equal allowance or can we |
| 20 | something like that? |
| Workman's Comp | And then, finally, you know, basically |
| If you go | is really nothing different than any other business. |
| good 23 | to a department store and you receive good business, |
| quite the | customer service, and even if things don't turn out |
| 25 the benefit | way you wanted them, the customer's willing to give |

| | 1 | of the doubt. |
|--------------|----------|--|
| poor | 2 | But, ladies and gentlemen, if they receive |
| adjuster | 3 | customer service we wrote also and we called the |
| reasonable a | 4 ınd | asking her if there was any way to consider |
| said that | 5 | necessary compensation because this representative |
| heart." | 6 | some companies do "out of the goodness of their |
| ileai C. | | Page 28 |

| 7 left two phone | So we tried to contact the company. I |
|-----------------------|--|
| 8 anything | messages and wrote her a letter. We have not heard |
| That's poor | back. We have gotten absolutely no response. |
| that if you're | customer service. You get poor customer service |
| you more | already dealing with a bad situation that just makes |
| 12 | angry, and here we are. |
| 13 Honey, do you | So thank you for allowing me to ramble. |
| 14 | have anything to add? Katie? |
| 15 | Thank you very much, ladies and gentlemen. |
| 16 Let me | CHAIRMAN DAUGAARD: Thank you, Mr. Pavel. |
| son. I | first say that I am very sorry for the death of your |
| 18 that happened | can't imagine how I would feel if something like |
| 19 | in our family. And I'm very sorry for your loss. |
| 20 looking at four | If I understood you correctly, you're |
| 21 restate them | different points, and I'm going to try and just |
| it correctly. | back to you. You correct me, if I'm understanding |
| whether the 23 | The first point that you're making is |
| intent of | Council or the legislature should reconsider the |
| 25 | South Dakota Law and whether that as it exists at Page 29 |

the death of

| some cause of | an employee who has no dependents, should there be |
|------------------------|--|
| short of a | action that lies on the part of our family members |
| 3 | willful situation. |
| point? | Is that a correct statement of the first |
| you. 5 | MR. PAVEL: Yes, sir. You got it. Thank |
| you made was | CHAIRMAN DAUGAARD: The second point that |
| 7 person who you | you were disappointed in the training that the |
| the 8 | first interacted with and that their misstatement of |
| 9 and lodging | situation concerning travel, reimbursement of travel |
| 10 consternation on | expenses to be with your son was cause for some |
| you, it | your part and then if that had not been misstated to |
| 12 | would have been better at the outset. |
| 13 | MR. PAVEL: Yes, sir. That's it. |
| question is 14 | CHAIRMAN DAUGAARD: And then the third |
| 15 Worker's Comp | whether South Dakota Law should provide that its |

| 16 | 052708WCACPublicHearing1.txt insurers be required to reimburse family members |
|----------------------|---|
| beyond | |
| 17 circumstances. | dependents for traveling in these kinds of |
| 18 emphasize | MR. PAVEL: Yes, sir. And I want to |
| 19 breaks an arm, | reasonable and necessary. I mean, if somebody |
| 20 But when | they shouldn't turn that into a family vacation. |
| 21 talking | someone is in ICU, imminent death, that's what we're |
| 22 | about, at that level, if that helps. |
| 23 injury you're | CHAIRMAN DAUGAARD: In cases of serious |
| 24 | saying. |
| 25 | MR. PAVEL: Thank you. Yes, sir. |

| point was the | 1 | CHAIRMAN DAUGAARD: And then the last |
|---------------|---------|--|
| be looked | 2 | statutory provision for funeral expense, should that |
| letter, | 3 | at as much as it hasn't been changed since, in your |
| | 4 | 1999. |
| what Mr. Mars | 5 sh | MR. PAVEL: Yes, sir. I believe that's |
| you're there, | | told me. I might be wrong on that. Mr. Marsh, if |

| might be | 7 | 052708WCACPublicHearing1.txt perhaps you can clarify. I think it was 1999, but I |
|-------------|-------------|--|
| I was | 8 | wrong on that. There was a lot of information that |
| That's for | 9 | getting at the time. It hasn't been in some time. |
| | 10 | sure. |
| yes, he | 11 | CHAIRMAN DAUGAARD: Mr. Marsh is nodding |
| | 12 | agrees with you. That's the correct date. |
| that, sir. | 13 The | MR. PAVEL: Just a quick additional to |
| would | 14 | reason also for this is in a spouse situation they |
| all of | 15 | probably handle all the affairs. We had to handle |
| know we | 16 | Brian's affairs. We had to pay all of his bills. I |
| We're not | 17 | could have probably just left all of his bills hang. |
| just an | 18 | that kind of people. We paid everything. That's |
| considered. | 19 | additional reason I guess for these things to be |
| | 20 | I'm sorry. Thank you. |
| back to you | 21 | CHAIRMAN DAUGAARD: Well, I'd just reflect |
| where a fam | 22 i 1 y | that makes sense to me. It's an honorable thing |
| expense. I | 23 'm | member steps forward and volunteers to assume the |
| | 24 | assuming your son, Brian, was an emancipated adult. |
| | 25 | MR. PAVEL: Yes, sir. He was. |
| | | Page 32 |

| there was no | 1 | CHAIRMAN DAUGAARD: In that case really |
|--------------|------------|--|
| forward for | 2 | legal obligation on the part of the family to come |
| | 3 | the funeral expenses. Yet obviously you did that. |
| Comp to do | 4 | MR. PAVEL: We're not asking for Workman's |
| affairs, and | | that either. But somebody had to handle his in |
| intent | 6 | in absence of a spouse, which is perhaps again the |
| you know, | 7 | absence of a spouse that's when family members |
| | 8 | parents take over or siblings. |
| these are al | 9 11 | CHAIRMAN DAUGAARD: All right. Well, |
| problems tha | 10 at | good points to raise, and certainly when there's |
| arise. And | 11 so I | arise that's when opportunities for improvement |
| some of thes | 12 se | guess what I would like to do is propose putting |
| people have | 13 | things on our agenda for the next meeting, and if |
| things | 14 | attitudes about one side or the other of these |
| forward. | 15 | Some of these are relatively straight |
| | 16 | Obviously the last point, should the funeral expense Page 33 |

| rate be | | |
|--------------|-----------|---|
| already | 17 | raised or not, that's pretty straight forward. It's |
| | 18 | existing law. |
| far | 19 | Some of these others are a little bit more |
| action | 20 | reaching, the question of whether or not a cause of |
| where a work | 21 ker | should lie on the part of a parent or a sibling |
| more far | 22 | is killed and leaves no dependents. That's a little |
| more | 23 | reaching. And I would expect we'd have a little bit |
| the funeral | 24 | interest by many more parties on that issue than on |
| | 25 | expense matter. |

24

1 MR. PAVEL: And, sir, also offer if we can be of

2 anymore assistance, you know, in providing other information and

3 whatever, talking to folks, we're here. We discussed it over

4 Memorial Day weekend, which is appropriate for Brian. You know,

5 we could let this matter die with him and just accept his death

6 and leave it at that and not have to worry any further about any Page 34

- 7 questions that come up.
- 8 And we decided as a family that we can't do that
- 9 necessarily, that the questions are still there no matter what.
- 10 So we're available to meet with additional folks, provide
 - 11 additional information, whatever we can do.
- 12 CHAIRMAN DAUGAARD: All right. Thank you, Mr. Pavel.
- 13 And, again, I am so sorry for your loss. I have one son myself
- 14 and I try to put myself in your shoes and I don't even want to
- 15 think about it. So on behalf of all of us, I know we express
 - 16 our sympathy for you and your family.
 - 17 Thank you.
- 18 CHAIRMAN DAUGAARD: Any other input from the Council
- 19 members on those four points that Mr. and Mrs. Pavel raised?
- I guess I'm not sure how to lay them out as items.
- 21 You know, oftentimes we have individuals who are interested in
- 22 the Worker's Comp law come forward with very specific
- 23 legislative proposals, and that's probably the easiest means for
- 24 us to address these issues as if we were a legislative committee
 - 25 dealing with a specific bill that proposes an Page 35

25

1 statute.

And some of these points are not brought forth in that form. And so I guess I'm not sure if any of the Council has any thinking about how to present them as an agenda item for future meeting. 5 SECRETARY ROBERTS: Mr. Chairman, in the past the Department of Labor has put together basically the Statement of Fact and explained, you know, what the issue was about and then maybe threw out some of the statutory information and maybe some of what the other states have done. If you would like that, if the Council would like that, we could do it again for these four issues and then put that on the website so when our agenda comes up we'll say, okay, the explanation of facts is here 13 and so interested parties would know what we're discussing 14 and could be

Page 36

available then.

| what I thir | 16 1k | 052708WCACPublicHearing1.txt We could put those four items similar to | | | | |
|-------------|-----------|---|--|--|--|--|
| had the | 17 | we did last year when we got down to the issues. We | | | | |
| that we've | 18 | statements of fact and just kind of the testimony | | | | |
| | 19 | gotten. | | | | |
| | 20 | Would that work for all of you? | | | | |
| good approa | 21 ach | CHAIRMAN DAUGAARD: That sounds like a | | | | |
| members? | 22 | to me. What's the reaction of the other Council | | | | |
| | 23 | MR. STAINBROOK: Sounds good. | | | | |
| that sound | 24 to | CHAIRMAN DAUGAARD: Mr. Pavel, how does | | | | |
| | 25 | you? | | | | |

26

think that's

2 quite reasonable.

CHAIRMAN DAUGAARD: All right. Let's

proceed on that

4 basis. We'll identify those four points brought

forth by

Mr. Pavel and the Department of Labor will try to

as well as

6 and put them on the website and interested parties

7 the Council members can draw upon that and we'll

Page 37

discuss it

- 8 further at our next meeting.
- 9 All right. Thank you again, Mr. and Mrs. Pavel and
 - 10 the whole family. Appreciate your input.
- 11 Let's move now to Mark Anderson who's in Sioux Falls.
- 12 I'd ask the Rapid City site to go on mute, if you would, please,
- 13 and we'll take Mark Anderson. If you'd come off mute, you're
 - 14 on.
- MR. ANDERSON: Thank you, Lieutenant Governor. I
- 16 submitted pretty much most of the information that I had dealing
- 17 with this issue. But maybe the best way to address it would be
- \$18\$ to kind of read into the record the conclusion from the WILG
 - 19 report. And I think that's what I'll do.
- 20 But first I'd like to say that I think the last
- 21 legislative session was pretty clear that we've had enough
- 22 taking away from workers, and now I think if we're going to try
- 23 to maintain and control costs in Work Comp, we need to take a
- 24 little different tact. So I'd like to use that WILG report as
- 25 kind of a jumping off point on another issue which quite frankly

27

is fraud. 1 So I'm going to read that conclusion. 2 "The law of unintended consequences may be catching up with 3 insurance companies, employers, lobbyists, public relation 4 firms, and others for the past 20 years have been attacking injured workers 6 with a fraud bath. "As ethical fraud units in various justice 7 departments 8 are discovering, white collar crime dwarfs the amount of claimant fraud in the Workers' Compensation system. 9 All states are encouraged to adopt an aggressive policy for 10 uninsured 11 employers and others who try to cheat. Effective systems need to be put into place to guarantee that required policies are purchased, that annual audits of employers are 13 conducted, and that fraud investigations are authorized to shut 14 down 15 construction sites and other places of employment where the employer has not purchased insurance.
Page 39 16

| blower | 17 "Each state should also adopt the whist wer | | | | | | |
|---|---|---|--|--|--|--|--|
| efforts | 18 | statute, similar to what California has done. These | | | | | |
| neutral for | will keep costs down and keep the playing field | | | | | | |
| | 20 employers." | | | | | | |
| There are several if you look at WILG's annual | | | | | | | |
| 22 conference report and you go to Section 3, t second paragraph | | | | | | | |
| insurance f | 23 raud | there lists different areas, that employer and | | | | | |
| 24 specifically | | comes in many varieties. And those are quite | | | | | |
| close look | 25 | listed there. And I would ask the Council to take a | | | | | |

28

at that and maybe consider some ways to address that 1 in the law. Now I know the State of Missouri has done 2 and kept track, quite frankly, of what insurance -- what areas of fraud there are in the law when it comes to employers, employees, lawyers, doctors, whatever. And I do have that 5 information available if you would like that. But that's something I think Page 40

| | | oser con a remeat mger exc |
|--------------|-----------|--|
| | 7 | that you need to take a hard look at. |
| the it | 8 | Now I submitted the information request to |
| forwarded | 9 | would have gone to the Department of Labor, and they |
| then I got | 10 | me on to the Department of Revenue & Regulation, and |
| Department | 11 | a response on that request from the director of the |
| | 12 | of Insurance. |
| track fraud | 13 | And in his response he says, "We do not |
| data on any | 14 | referrals in a manner that would allow us to provide |
| State of Sou | 15 uth | number of such fraud referrals." So I think the |
| a program | 16 | Dakota needs to take a hard look at maybe developing |
| got to say | 17 | to do that. So I guess that's pretty much what I've |
| | 18 | about it unless anybody's got questions. |
| of the | 19 | CHAIRMAN DAUGAARD: Any questions from any |
| | 20 | Council members? |
| you to | 21 | SECRETARY ROBERTS: Maybe if I could get |
| they are so | 22 | outline you had two issues and specifically what |
| | 23 | that we can get that ready for next time. |
| are when | 24 | MR. ANDERSON: Certainly. I think there |
| probably | 25 | it comes to employer fraud, there are two ways that |

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| classificat | 1 cions | stand out from other things, and that is to |
|-------------|------------|--|
| | 2 | independent contractors, misuse of that, and maybe |
| or | 3 | misclassification of an employee, the job he's doing |
| | 4 | whatever. And those two particular areas. |
| into the | 5 | And then I don't know if there's written |
| Comp | 6 | statute whether employers are required to have Work |
| I guess if | 7 | insurance and what the penalty is if they don't. So |
| maybe take | 8 a | there's a statute that covers that, I'd like you to |
| Council. | 9 | look at that and explain that a little bit to the |
| question. | 10 What | CHAIRMAN DAUGAARD: Mark, I have a is |
| | 11 | this WILG? I'm not familiar with that. |
| it's a | 12 | MR. ANDERSON: Well, it's attorneys that |
| the best | 13 | group of attorneys that deal with Work Comp maybe is |
| conference | 14 and | way to explain it. So they have an annual |
| Not just in | 15 1 | obviously look at issues throughout the country. |
| | 16 | our state but all over. Page 42 |

17 CHAIRMAN DAUGAARD: Okay. Okay. So again restating 18 the issues you would like addressed is how often employees are 19 classified as independent contractors versus truly recognizing 20 them as employees? Is that one issue? 21 MR. ANDERSON: Yep. CHAIRMAN DAUGAARD: And then somewhat 22 under that same heading, classification of an employee as a different kind of 24 employee, maybe -- I'm not sure I got that second part. Well, you know, you could

MR. ANDERSON:

30

be

25

classified -- this is probably an extreme example, 1 but say you 2 classified an electrician as a secretary. Obviously your Work Comp rate would be lower. Or if you classified 3 somebody as a warehouseman rather than a truck driver. Something like that. CHAIRMAN DAUGAARD: And how does that bear 5 upon a Workers Comp claim? 6 Well, it would tend to 7 MR. ANDERSON:

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052708WCACPublicHearing1.txt lower the cost 8 to the employer. 9 CHAIRMAN DAUGAARD: Okay. I see. Because they're --10 MR. ANDERSON: Misclassified. 11 CHAIRMAN DAUGAARD: The premium's based entirely on 12 wages, is it not? Or am I wrong? 13 SECRETARY ROBERTS: Yeah. It is. MR. AYLWARD: Based on the classification 14 times the Different classes have a different rate. 15 wages. 16 CHAIRMAN DAUGAARD: Okay. I see. misclassify them to avoid a higher premium. 17 18 Okay. And then your second point was how often do employers who under the law should have insurance 19 don't and get 20 away with that versus those who are self-insured and choose that 21 route. 22 MR. ANDERSON: Correct. CHAIRMAN DAUGAARD: Yep. I wonder if it 23 would be

appropriate as part of exploring these issues to

Insurance Division Fraud Unit. Because that's the

24

25

hear from the

first place

| 1 didn't get good | to which you resorted for information and really | | | |
|----------------------|--|--|--|--|
| 2 if it would | information back that would help you. But I wonder | | | |
| what they're | help to revisit the Insurance Fraud Unit and see | | | |
| 4 fraud. Would | doing in the way of fraud detection and combatting | | | |
| 5 | the Council like that? | | | |
| years back, | We did receive such a presentation a few | | | |
| 7 being refreshed | but it's been a few years. And I wouldn't mind | | | |
| 8 exploring. | on that, if the Council thinks that would be worth | | | |
| 9 | And I'm seeing nodding heads. | | | |
| someone 10 | All right. Let's maybe do that. And then | | | |
| 11 Injury Law and | handed me a note that the WILG stands for Workers | | | |
| 12 Group is what | Advocacy Group. Workers Injury Law and Advocacy | | | |
| pointed out, | that WILG acronym is. And I think, again, as Mark | | | |
| 14 | it's a lawyers' association. | | | |
| 15 input on those | Well, does the Council have any other | | | |
| as part of | issues, or is that something we want to explore then | | | |
| 17 James and the | our agenda for the next meeting? We could have | | | |

| | 18 | 052708WCACPublicHearing1.txt department put together some information on that. | | | | |
|--------------|-------------|--|--|--|--|--|
| | 19 | MR. STAINBROOK: I think so. | | | | |
| Okay. | 20 | CHAIRMAN DAUGAARD: Any objection to that? | | | | |
| in your view | 21 v | Well, that's Mark, is that a fair situation then | | | | |
| issues raise | 22 ed by | that we'll go ahead just as we did with the | | | | |
| these items, | 23 | the Pavel family, we would again try and flesh out | | | | |
| who are | 24 | post the information on the internet so all parties | | | | |
| would again. | 25 | interested would have a chance to weigh in as you | | | | |
| | | | | | | |
| | | | | | | |
| 32 | | | | | | |
| | 1 | Is that agreeable? | | | | |
| me. | 2 | MR. ANDERSON: That sounds reasonable to | | | | |

| | 1 | Is that agreeable? |
|--------------|---|---|
| me. | 2 | MR. ANDERSON: That sounds reasonable to |
| do you feel | 3 | CHAIRMAN DAUGAARD: Okay. Pam and James, |
| | 4 | like you've got a good enough handle on the issues? |
| | 5 | SECRETARY ROBERTS: Yes. |
| Thank you, | 6 | CHAIRMAN DAUGAARD: Okay. Very good. |
| you. All | 7 | Mark. Any questions of Mark? All right. Thank |
| | 8 | right. |
| The overview | 9 | Now there were a couple of other pieces. |
| The overview | | Page 46 |

| welch. Was | 10 | of Workers' Compensation in South Dakota by Edward |
|-------------|----------|--|
| Anderson. | 11 Be | that your information, Mark? I should say Mr. |
| | 12 | more respectful. |
| right. We | 13 | MR. ANDERSON: Mark is quite fine. That's |
| let | 14 | used that in the last legislative session to kind of |
| Dakota was | 15 | legislators know where the Work Comp system in South |
| | 16 | at. |
| piece. And | 17 | CHAIRMAN DAUGAARD: Okay. So that's your |
| was the | 18 | then the other pieces that were in the agenda packet |
| | 19 | letter from James to Senator Turbak Berry. |
| | 20 | SECRETARY ROBERTS: James Leach. |
| yours also, | 21 | CHAIRMAN DAUGAARD: Excuse me. Was that |
| | 22 | Mark? |
| | 23 | MR. ANDERSON: Yes. |
| | 24 | CHAIRMAN DAUGAARD: And the Commonwealth |

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25

of

information?

1 MR. ANDERSON: Yes. And that will give Page 47

Massachusetts order was also part of your

| you kind of an | 052708WCACPublicHearing1.txt | | | |
|---------------------|--|--|--|--|
| 2 dealing with | idea of what another state has done, you know, | | | |
| 3 | these fraud issues. | | | |
| 4 right. | CHAIRMAN DAUGAARD: Okay. Very good. All | | | |
| 5 information | Well, those were then that constitutes all the | | | |
| so now I | the Department received prior to this meeting. And | | | |
| 7 We'll take | | | | |
| 8 | other public testimony. | | | |
| 9 who wishes | Is there any other member of the audience | | | |
| like the | to bring forth an issue or a concern that they would | | | |
| 11 | Council to consider? | | | |
| 12 | MS. JOHNSON: Mr. Chair. | | | |
| I can't see. | CHAIRMAN DAUGAARD: Yes. Where are you? | | | |
| City? | I can hear you. Are you in Sioux Falls or Rapid | | | |
| 15 | MS. JOHNSON: Rapid City. | | | |
| your video 16 | CHAIRMAN DAUGAARD: If you keep speaking, | | | |
| 17 | will come up, I think. Would you identify yourself. | | | |
| 18 with the | MS. JOHNSON: Thank you. I'm Fern Johnson | | | |
| 19 (Inaudible). | South Dakota (Inaudible) I'll address and | | | |
| 20 closer to the | CHAIRMAN DAUGAARD: Fern, could you get | | | |

Page 48

21 microphone and then turn the volume down at your location? Ι 22 think you're overwhelming the microphone there. 23 And then, Sioux Falls, if you're not on mute, if you 24 please would be so. And if you are, thank you. 25 MS. JOHNSON: Can you hear me now? 34 1 Yes. That's better. Thank you. 2 MS. JOHNSON: All right. Four issues is the House 3 Bill -- wait and see if you are going to address the administrative rule in regards to House Bill 1037, but I see you 5 haven't addressed that. I'm going to address that. The second issue is AMA guidelines for amendment on 7 that to bring those up to economic standards. The third is the Advisory Council term 8 limits. The fourth and last is most two driven

The fourth and last is most two driven complaints of

10 injured workers in this state is one being the lack of

11 administration, enforcement of the claims process promptly being

done at the administrative level, and the second is manage care

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- 13 providers.

 14 Going back to House Bill 1037, I requested a copy of

 15 the proposed Administrative Rule, and I have not received that

 16 so I don't have any way to address what was the process and if

 17 we get done here, maybe you can elaborate on that,

 18 elaborate what that proposed bill was, what the status is of it
- status is of it

 19 and the committee members of interim committee who will be or
 - 20 has heard that.
 - 21 The second issue is --
- 22 CHAIRMAN DAUGAARD: Fern, excuse me. Before we leave
- 23 that, just to clarify, is there an Administrative Rule proposed
 - 24 for House Bill 1037 yet?
 - MR. MARSH: Yes.

- 1 CHAIRMAN DAUGAARD: And is it available to the public 2 yet?
 - 3 MR. MARSH: It's on our website.
- 4 CHAIRMAN DAUGAARD: Okay. Have you seen it on the Page 50

| | 5 | website, Fern? | | | | |
|--------------|------------|--|--|--|--|--|
| elaborate a | 6 | MS. JOHNSON: We have not, and I want to | | | | |
| Administrati | 7 ive | little bit further. According to statute under | | | | |
| supposed to | 8 | Rules, that hearing that was held on the 20th is | | | | |
| to the | 9 | have been publicly advertised at least 20 days prior | | | | |
| | 10 | hearing. | | | | |
| state | 11 | And visiting with the eastern part of the | | | | |
| we have not | 12 | workers, individuals and also western region here, | | | | |
| they would h | 13 nave | seen anything advertised for any public input so | | | | |
| you know, | 14 | the opportunity to submit anything in opposition or, | | | | |
| I have no | 15 | as a benefactor for that whatsoever. So we don't | | | | |
| meeting on 1 | 16 the | idea what was going on with it other than the | | | | |
| | 17 | 20th. I don't even know what | | | | |
| referring | 18 | CHAIRMAN DAUGAARD: And the meeting you're | | | | |
| proposal? | 19 | to was the first hearing on the Administrative Rule | | | | |
| about? Or | 20 | And was that May 20? Is that what you were talking | | | | |
| | 21 | is that an upcoming meeting? | | | | |
| I']] | 22 | MS. JOHNSON: That's already passed. And | | | | |
| | 23 | reiterate that there was supposed to be 20 days Page 51 | | | | |

| advanced | notice |
|----------|-------------|
| aavancea | 110 6 1 6 6 |

- 24 to the public and at least three newspapers giving interested
- 25 parties an opportunity to either attend the hearing, produce

36

1 some data or input, whatever, and as far as what I've understood

2 is there has been no notice whatsoever to the public in that

3 aspect.

4 MR. MARSH: If I could address that.

5 CHAIRMAN DAUGAARD: Yeah. James, could you respond to

6 that.

7 MR. MARSH: We systematically send any notices of

8 proposed rules hearings out to the Argus Leader, the Rapid City

9 Journal, and typically to a third newspaper of regional interest

10 such as the Aberdeen American News or the Yankton Press and

11 Dakotan.

12 We would have sent out that notice in accordance with

13 those requirements. The law talks about at least 24 hours

14 before the hearing is to be conducted, and we did Page 52

| | | | - | | |
|---|-----|----|-----|----------|---|
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| L | 116 | ıL | | | а |

- 15 timely way. And actually I think the advanced notice was well
- 16 in advance of that and was posted in the State Register.
- The rules simply go into the definition of what is a
- 18 properly submitted medical bill. And basically there are two
- 19 aspects of that, that it refers to following existing protocols
- 20 for submission of a physician bill, a dental bill, or a pharmacy
 - 21 bill.
- For physician bills it is to comply with the Centers
- 23 For Medicaid and Medicare Studies. So that includes using their
 - 24 forms and their billing protocols, coding protocols.
- 25 For pharmacy bills it's done to the National Council

- 1 of Prescription Drug Companies and dental bills it's under the
 - 2 standards of the American Dental Association.
- 3 After that it's required that the bill explain with
- 4 reasonable specificity and assistance with any records or

052708WCACPublicHearing1.txt reports that should be attached with it to understand how the bill was -- what it was for and to what agree it's connected 7 with a worker's compensation injury. we did have the hearing on the 20th as required. But we understood that -- I one attended. understood from my staff that the thing was appropriately published. 10 So I guess I really can't speak to why you wouldn't have seen it. 11 12 SECRETARY ROBERTS: Let me just go back. I will send you all copies of the public notice, when it was in. 13 It's prescribed by state laws of how we do our rules. 14 we'll make 15 sure we get you guys copies of what went out and what was done before the next meeting. 16 How is that? 17 Fern, it sounds to me CHAIRMAN DAUGAARD: as if James feels that the notice requirements were complied with, and I'm going to give him the benefit of the doubt because 19 I'm -- I'm 20 also prone to miss things in the paper. It doesn't mean they 21 weren't there. I'm assuming that they were in the paper and 22 maybe you didn't happen to see that. But subject to being

corrected, I'm going to assume that the notice

Page 54

requirements were

24 met.

Now that doesn't change the fact that you may differ

| 1 administrative | with some of the substantive provisions of the |
|---------------------|--|
| something we can | rule. And if that's the case, you know, that's |
| 3 them, then you | look at. If you haven't had a chance to look at |
| to look at | can bring it up at the next meeting and if we want |
| 5 Council's | the substantive provisions, we certainly can, if the |
| 6 | open to that. I certainly am. |
| 7 | Have you had a chance to see the rule? |
| 8 Chair? | MS. JOHNSON: Are you speaking to me, Mr. |
| 9 | CHAIRMAN DAUGAARD: Yes. |
| front of me. | MS. JOHNSON: I have the rule right in |
| Under 11 | Under SDCL 1-26-4 the law is pretty clear cut. |
| notice of | Subsection 3 it states the agency shall publish a |
| at least | hearing in the manner prescribed by Section 126-4.1 |
| 14 | 20 days before the hearing. Page 55 |

| identifies | 15 | Now if you go back to 4.1, it specifically |
|-------------|-----------|--|
| opportunity | 16 for | the interested parties that the notice and the |
| request. | 17 | the proposed bill to be provided to them upon their |
| | 18 | That is also supposed to be provided in the notice. |
| states the | 19 | However, under 126-4.1 it specifically |
| State of | 20 | interested parties, that would probably be the whole |
| newspaper. | 21 | South Dakota, which justifies the publication in the |
| in the | 22 | Now if they're saying that they have advertised that |
| those were | 23 | newspaper, then I would ask that the dates that |
| were | 24 | advertised and specifically which papers those |
| the | 25 | advertised in so we can clarify that they did follow |

| procedure. | 1 | administrative rules according to statutory |
|--------------|---|---|
| do that. | 2 | SECRETARY ROBERTS: And we'd be happy to |
| that. Let's | 3 | CHAIRMAN DAUGAARD: All right. We'll do |
| going to ask | 4 | assume that they did comply with it. Again, I'm |
| 5 5 22 33 | | Page 56 |

- 5 you, do you have any issue with the substance of the rules or --
- 6 and I'm not pressing you to make a blanket endorsement or
- 7 condemnation of them if you haven't had a chance to examine them
 - 8 yet.
- 9 MS. JOHNSON: I can't. Because I requested a copy of
- 10 the proposed rule to Mr. Marsh by e-mail and asked if he would
- 11 e-mail that back to me, and I have not received a response back
- 12 from him either by e-mail or by mail. So I cannot at this
- 13 point -- maybe the next meeting I can elaborate whether I oppose
- 14 or, you know, I can endorse it but without it in front of me I
 - 15 have no idea what it even says.
- 16 And as far as procedure, where it goes from there if
- 17 it's already went to the Interim Review Committee and the rest
- 18 of the process that goes on here, there may be additional
- 19 hearings that may be required to address that. If there are
- 20 some negativeness within that proposed rule and it doesn't
- 21 adhere with -- claims and something that we personally would be
 - 22 willing to work with, then fine.

Otherwise, I would leave that work to be open to the

- 24 next agenda once I receive the newspaper clarifications when
- 25 those were advertised and exactly what the proposed rule is.

40

1 what it states.

2 SECRETARY ROBERTS: And to go a step further we

3 absolutely would like comments back from this Advisory Council

4 and anybody else in the audience. And if you did not get a

5 chance -- I mean, we want the rules to be good. I think they're

6 pretty straight cut. I don't think they stray very far.

7 They're pretty specific to what the statute says.

8 Obviously, we don't want to do this in a vacuum, and

9 if anybody has comments on them, we can take them. I'm going to

10 have James check into it as far as if they've all been filed too

11 because maybe we can take a step back and make sure everybody

12 has a chance to comment. Obviously, we want good rules for the

13 system, and the more input we can get, the better.
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14 CHAIRMAN DAUGAARD: And the proposed rules are on the DOL website. 15 16 SECRETARY ROBERTS: Correct. For members of the 17 audience, that's how we communicate with the public. In 18 addition to following the required notice requirements, we put everything on our website. And we can get hard copies to all of you folks on the Council just to make sure. 20 21 CHAIRMAN DAUGAARD: Can an interested party describe 22 to an RSS feed, that if you publish something new on the DOL 23 website, they'll automatically get notice something is there? Do we have that facility? 24

41

don't know

25

1 offhand, but I can find out.

2 CHAIRMAN DAUGAARD: I think that would be good.

3 Because there's certainly a small circle, those people in Rapid

4 City, those people in Sioux Falls, these people in Page 59

Ms. Dovry: I can check into that.

- that would be interested if something comes up like 5 that. And maybe it could be specific to Worker's Comp and a different RSS feed for different aspects of the web page. 7 But I would think that would be a very 8 good way to make sure the community has an opportunity to weigh in on things 10 like that. Does that make sense to the Council? 11 All right. If you'd look into that, that would be 12 Appreciate it. great. 13 SECRETARY ROBERTS: we will. Fern, again, we'll get 14 CHAIRMAN DAUGAARD: an 15 investigation into the posting requirements and see if they were met properly, and we'll look at it the next meeting 16 as well. 17 And now thank you for allowing me to interrupt. Now 18 your second point. 19 Okay. On the second issue. MS. JOHNSON: to reinforce 20 the AMA guidelines under 62-1-1.3 the last time that was amended was in '93, which is the Fourth Edition. 21 22 I will be proposing for consideration my recommendation of the Council to move that up to --23 up to
 - 24 standards to the Fifth Edition, and that's the 2000 Page 60

year, for

25 the 2000 year.

42

| 1 | CHAIRMAN DAUGAARD: And that was |
|---------------------|---|
| 2 | MS. JOHNSON: (Inaudible). |
| time hearing 3 | CHAIRMAN DAUGAARD: We're having a hard |
| Maybe we can | you, and the court reporter cannot transcribe. |
| 5 just a minute, | turn the volume up on our end, if you'll stand by |
| 6 | Fern. It's something we'll have to do. |
| 7 | (Discussion off the record) |
| 8 it again. | CHAIRMAN DAUGAARD: All right. Let's try |
| 9 | Fern, thank you for your patience. |
| 10 | MS. JOHNSON: You bet. |
| second | CHAIRMAN DAUGAARD: Would you restate that |
| what you were | well, let me feed reflect back to you I believe |
| moving the | saying is you would like the Council to examine |
| 14 not sure what | moving to the Sixth Edition of the AMA and I'm |

16 to --

15

the guides

the lingo is for that -- help me out, James. It's

- 17 MS. JOHNSON: No. It's the Fifth Edition, not the
 - 18 Sixth.
- 19 CHAIRMAN DAUGAARD: Move to the Fifth.
 And we are
- 20 behind one addition, I'm aware, and we've even looked at that at
- 21 another meeting. We're using the Fourth Edition now.
 - MR. MARSH: Yes.
- 23 CHAIRMAN DAUGAARD: And the Council considered at an
- 24 earlier meeting whether we should move to the Fifth, and we
 - 25 elected not to move to the Fifth.

- 1 And, Fern, you are asking us to reconsider that
 - 2 decision. Do I understand that correctly?
- 3 MS. JOHNSON: Yes. That was considered way back in
- 4 2000, I believe. And the Senate passed that proposal, but the
- 5 House killed it to move it to the Fifth Edition. I would like
- 6 to present that again for proposal for the Fifth Edition and not
 - 7 the Sixth Edition.

| because the | 8 | 052708WCACPublicHearing1.txt And the reason why the Fifth Edition is |
|--------------|----------|---|
| There's | 9 | majority of the states are using the Fifth Edition. |
| the medical | 10 | been a lot of controversy on the Sixth Edition from |
| Workers' | 11 | field as far as also Labor Departments and the |
| period on | 12 | Compensation, you know, for the purpose of Work Comp |
| the Fifth | 13 | that Sixth Edition. So my proposal is to consider |
| the | 14 | Edition for the year 2000 year Fifth Edition and |
| | 15 | guidelines. |
| member of th | 16 he | CHAIRMAN DAUGAARD: All right. Does any |
| revisit that | 17 t | Council object to revisiting that issue? Shall we |
| do that. | 18 | issue? Okay. I'm seeing nods. All right. We will |
| | 19 | Fern, your third item again, please. |
| third one is | 20 s | MS. JOHNSON: Thank you, Mr. Chair. The |
| last year, | 21 | the Advisory Council term limits. We addressed this |
| opportunity | 22 to | and I want to thank you for giving us the do this |
| to fulfill | 23 | DDN service. It is very helpful to participate and |
| | 24 | the purpose of the Council. |
| three-year | 25 | Now what I proposed before was that the |

| basically fr | 1 om | term limits to be a three-year term limit, |
|--------------|-----------|--|
| renewed. It | 2 | what the statute exactly says. It doesn't say |
| it | 3 | says, New appointments. However, what has happened |
| that are on | 4 | appears what has happened is that Council members |
| as 10 years. | 5 | the Council have been there for many years, as much |
| the law, to | 6 | So my purpose of this is to either amend |
| to run in | 7 | clarify it that the term limit is three years, not |
| of | 8 | perpetuity but to be run three years. There's a lot |
| employees, t | 9 that | interested parties out there, employers and |
| Workers' | 10 | would be very willing to participate and be on the |
| | 11 | Compensation Advisory Council. |
| should be | 12 | And they have good ideas, and I think they |
| of the term | 13 | given the opportunity and the three-year fulfillment |
| three on | 14 | according to what the statute requires, no more than |
| | 15 | each appointment. |
| clarify the | 16 law | So that would be a proposal to either |

in more specificity so it's not running in 17 perpetuity, three-year limit just like the law says and make it 18 more clarified. 19 CHAIRMAN DAUGAARD: All right. So, again, 20 reflecting back, the question is would the Council look at a 21 proposal that would amend the current statute to clarify that a 22 three-year term is the maximum term that a Council member may 23 serve after which they must be removed or terminate their service to the

Council and be replaced by someone else.

45

| 1 | - | Is that a correct restatement? |
|--------------|-----------|--|
| 2 | | MS. JOHNSON: Yes. |
| 3 | } | CHAIRMAN DAUGAARD: Yes. All right. |
| say it's not | | SECRETARY ROBERTS: Mr. Chairman, I would |
| 5 it this | really a | clarification. I think we tried to clarify |
| policy. | last year | . It would be a change in law and/or |
| the end of a | , | Because right now anybody can request at |

052708WCACPublicHearing1.txt three-year appointment -- anybody in South Dakota could request. send a letter to the Governor to request to be put on this Council, but ultimately then it's the Governor's 10 decision who he chooses to put on. 11 12 And he chose to reappoint members this last time because obviously we have a lot of time and talent 13 invested -or time invested in the folks around the table. They have a lot 15 of information from being on the Council. And he felt that it was appropriate to reappoint those individuals and 16 just let them continue on with their work. So ultimately it's the 17 Governor's decision. 18 A change in law would, you know, make everybody have to go out -- I would, you know, not really go for 20 the policy. 21 don't have a problem with discussing it, but I don't know that we really need it on the agenda to discuss further 22 at the next meeting. 23 CHAIRMAN DAUGAARD: Any other Council 24 members want to 25 weigh in on this?

| law. But | I agree that it would be a change in the |
|----------------------|--|
| would involve a | many of our other issues that we're considering |
| we want to | change in the law. So the issue is whether or not |
| 4 of the | reconsider not reconsider. Consider that aspect |
| 5 substance of | Workers' Comp law, which really doesn't go to the |
| 6 makeup of this | the Workers' Comp law but the substance of the |
| 7 issue? | committee. So do we want to look at that as an |
| it. My term 8 | I don't have any objection to looking at |
| 9 | is perpetual just because of the position I hold. |
| 10 | SECRETARY ROBERTS: As is ours. |
| 11 cabinet members. | CHAIRMAN DAUGAARD: Yeah. As is the |
| 12 | MS. JOHNSON: May I, Mr. Chair? |
| 13 | CHAIRMAN DAUGAARD: Yes. Go ahead, Fern. |
| 14 disagree with | MS. JOHNSON: Well, I respectfully |
| the members | Secretary Roberts. The law is very clear it states |
| 16 Government. | shall serve until a new appointment is made by the |
| 17 terms is three | However, prior to that it says the length of the |

- 18 years with no more than three expiring each year. Members shall
 - 19 serve until a new appointment.
- 20 A new appointment does not mean renewed. New means
- 21 new. So that would mean that it is a new appointment.
- Now I have seen in the paper there's a lot of
- 23 advertising for advisory councils and other committees under the
- 24 Division of Insurance, other ones that are advertised. I have
- 25 never once seen an advertisement for people to be given the

- $\ensuremath{\mathbf{1}}$ opportunity, interested parties, to submit a petition to the
- 2 Government or Governor or however it's presented to them that
- 3 they would like to serve. I know there are some people that
- 4 have presented an interest in being appointed to the Council,
 - 5 and they have never been considered.
- 6 So I respectfully disagree that the law is already
- 7 very clear. So it's a matter of clarification that new

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 8 appointments shall be made every three years and they are not to
 9 run in perpetuity. And I guess if the Council wants to bypass
- 10 it, it is my intent to propose legislation to clarify that they
 - 11 are not running in perpetuity.
- 12 CHAIRMAN DAUGAARD: Well, what are the wishes of
 - 13 Council on this?
- MR. LIEN: Mr. Chair, Chris Lien speaking to those who
- 15 are on the DDN. For me it was the original intent of the
- 16 legislature to set up the terms and what their desires were for
- 17 us, how we were to function and how long we're supposed to
 - 18 function as a Council.
- 19 I'm happy to discuss it, but it's ultimately up to the
- 20 legislature to make that determination. So I don't want to
- 21 waste time working through the process. If it was their purview
- 22 to set our term limits, maybe it should go to them to determine
- 23 what it is without us making the recommendation. Because
- 24 you're kind of putting the cat in front of the mouse in that
 - 25 sense as well.

| discuss it. | 1 | That's just my weigh-in. I'm happy to |
|--------------|-----------|---|
| and the | 2 | From my position it's totally up to the legislature |
| at his | 3 | Governor's purview. And I've always viewed I serve |
| | 4 | pleasure, and I'll leave if he asks. |
| other Counc | 5 i 1 | CHAIRMAN DAUGAARD: Other thoughts from |
| | 6 | members. |
| | 7 | MR. STAINBROOK: Very well said. I agree. |
| that this wa | 8 as | MR. AYLWARD: Mr. Chairman, I'm not sure |
| I've been o | 9 n it | ever intended to be term limits of three years. |
| was going to | 10 o | since it started, and I don't remember it being it |
| don't have | 11 | be a three-year term limit. If that's the wishes, I |
| | 12 | any problem with that. |
| | 13 | MR. LIEN: Agree. |
| review that | 14 | MR. AYLWARD: So, you know, if we want to |
| you want a | 15 | or send it to the legislature and let them say if |
| is a | 16 | term limit, that's fine with me too. However, there |
| Federation | 17 | provision in there that says the South Dakota State |

| to the | 18 | 052708WCACPublicHearing1.txt of Labor gets to recommend two of the employee spots |
|-------------|-----------|---|
| retained. | 19 | Governor. So I would like to make sure that that's |
| guess on | 20 | CHAIRMAN DAUGAARD: Any other comments? I |
| that | 21 | the substance of the matter, some of my thinking is |
| when I firs | 22 st | experience is helpful on this committee. I know |
| naive about | 23 | came in I was and some would say remain very much |
| | 24 | the Workers' Comp laws. |
| serving on | 25 the | But I do feel I've gained a lot from |

| and issues is | Council, and my ability to understand the language |
|-------------------|--|
| seems to me | much higher now than it was in the first day. It |
| people come | the three-year business is more to ensure that as |
| 4 Council all | off that there's not a wholesale replacement of the |
| off, they | at once, that people serve three years and they want |
| 6 same time. | can get off but not everybody's going off at the |
| 7 designed the | I think that would be my guess why it's |

052708WCACPublicHearing1.txt way it is. And typically when you have set terms they expire in a staggered fashion, again so you retain some experience as people leave. And I think it's arguable whether one 10 should 11 interpret it as being term limits or simply a staggering system. 12 So, again, I think it's fine to discuss it. I don't 13 know what we would do. I suppose we would endorse -- if Fern wants to put together a specific proposal to offer 14 to the legislature, we could consider whether or not we'd 15 endorse it. Again, it's sort of like putting the mouse in front 16 of the cat. 17 As much as the term of every member on the Council will be impacted, sort of like legislators voting on their 18 own term 19 limits. I guess they do that so I guess we could do that as 20 well. Shall we put it on the agenda for 21 discussion at the 22 next meeting? 23 MR. AYLWARD: Sure. 24 Is that agreeable? CHAIRMAN DAUGAARD: what's the

wishes?

50 1 Jeff, do you prefer not? 2 MR. HAASE: Well, I think we have more important things to work with. 3 4 CHAIRMAN DAUGAARD: okay. Any other thoughts? MR. KINSMAN: If she wants to submit a 5 legislative proposal, I don't see any reason why we couldn't 6 look at it. But until we see what specifically is being offered, 7 I don't 8 think that we have a lot to discuss. CHAIRMAN DAUGAARD: Any other thoughts? Fern, do you want to bring forth a specific proposal and then 10 we'll look at 11 it? 12 MS. JOHNSON: It will be very, very narrow. 13 CHAIRMAN DAUGAARD: Okay. Let's do that. Fern, if 14 you get it to the Department of Labor in time to be placed on the agenda for the next meeting, then we'll have it 15 on the 16 agenda. 17 MS. JOHNSON: I can do that.

CHAIRMAN DAUGAARD:

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18

All right.

Is that

agreeable to

the Council? 19

20 MR. LIEN: Yes.

CHAIRMAN DAUGAARD: All right. Your last 21 issue.

MS. JOHNSON: The last two are first is 22 for the

Council to take into consideration Administrative 23 Rules

24 regarding the enforcement of the time frames and the deadlines

when cases are brought before the Department of 25 Labor for their

51

adjudication. 1

You know, as I testified before the 2 legislative

commission -- or the legislative committees, it takes an average

of five and a half years for cases just to get through the

administrative process. And that's at the lower 5 level.

In the meantime that's a cost leader to employers as

paying for insurance premiums. It's a hardship to 7 injured

workers. The only benefactors that are benefiting from this is

| they're | 9 | 052708WCACPublicHearing1.txt the legal council for the insurance company because |
|--------------|------------|---|
| up to 10 | 10 | dragging these cases out five and a half years clear |
| | 11 | and 15 years. |
| level is | 12 | So my proposal is is at the administrative |
| guidelines d | 13 on | under the scheduling orders to have some strict |
| the insurer | 14 | both parties, the claimant's attorney and as well as |
| scheduling | 15 | or the employers' attorney to comply with those |
| they're not | 16 | orders so that medical benefits are being paid or so |
| | 17 | being delayed. |
| would help | 18 | This would just basically, you know, it |
| | 19 | with the costs of insurance rates, period. |
| care | 20 | The second and final of that is manage |
| to injured | 21 | interference. The providers that are being assigned |
| doctors as | 22 | workers, the manage care providers, this comes from |
| complicated, | 23 | well as injured workers and this is the second most |
| their manage | 24 e | most crucial complaint I get from workers is from |
| physician's | 25 care | care providers. They're interfering with the |

| | 1 | with the treatment of their work-related injuries. |
|--------------|-------------|---|
| statement fr | 2 om | With that I'm going to end it with a |
| | 3 | one of the injured workers. |
| provide this | 4 to | He asked me to read this, and I can |
| signed it. | 5 | you by forwarding it to you by e-mail. He has not |
| appointment | 6 | He just got out of surgery, and he had a doctor's |
| that would | 7 | today. And if I could read that, Mr. Chair, and |
| | 8 | conclude the rest of my submission today. |
| your | 9 | CHAIRMAN DAUGAARD: Let's back up to that |
| establish so | 10 me | request that Administrative Rules be drafted to |
| when cases | 11 | guidelines for enforcing time frames and deadlines |
| | 12 | are brought. |
| administrati | 13 ve | I would ask the Department, don't the |
| frames and t | 14 :0 | law judges have the authority to establish time |
| parties who | 15 | require compliance with them at the peril of those |
| | 16 | <pre>don't comply?</pre> |
| Administrati | 17 ve Ru | MR. MARSH: Yes, they do. Our ules |
| out when | 18 | call for scheduling orders to be issued which lay Page 76 |

19 discovery has to be completed, when a prehearing conference has

20 to be conducted, and at the prehearing conference itself we set

 $\,$ 21 $\,$ a hearing date which we require the parties to attend, identify

22 witnesses, complete depositions, identify experts, all of those

23 things.

24 CHAIRMAN DAUGAARD: And where is this five and a half

25 year length of time coming from?

53

months to up

That's what we wanted 1 SECRETARY ROBERTS: to know too. CHAIRMAN DAUGAARD: Fern, where are you getting that five and a half year average from? Where is that 3 number? MS. JOHNSON: Mr. Chair, I have compiled all the cases that are on the internet from what I've been able to have access to. And if you take the date of the injury to the date that it was a hearing to the date of the decision that was made, you take all of those cases that run anywhere from nine

- 052708WCACPublicHearing1.txt
- 9 to 10, 15 years, that averages out to five and a half years.
- 10 And I provided that to the legislators of that
- 11 committee that I just mentioned, and this comports with the NCCI
- 12 report where most of the Department of Labor, the individuals
- 13 there, Mr. Marsh and the Secretary were there, and some of the
- 14 union officials were there as well, that it comports with the
- 15 NCCI report that average claims take an average of five and a
 - 16 half years. It's documented.
- 17 If you want that, I surely can provide that to you. I
- 18 can also provide you the spreadsheets that gives you the
 - 19 accumulation of the time frame.
- Now in reference to what Mr. Marsh is saying, yes, the
- 21 judges do, they can control. But that's the problem. They're
- 22 not controlling it. There's a lack of enforcement for it. And
- 23 this is from both sides of the party, from the Plaintiff's
- 24 attorney as well as the attorney for the insurance company.
- 25 It's delayed, delayed five and a half years. It's unacceptable.

| guidelines | 1 | So what I would propose is some stricter |
|--------------|---------|--|
| this because | 2 | that the judges that make both parties adhere to |
| for the | 3 | this is a problem. It's a bleeding cost to insurers |
| their claim, | 4 | employers. It's a hardship for workers who want |
| a prompt | 5 | and it's a deviation from the intent and purpose of |
| | 6 | adjudication. |
| just | 7 | If it takes five and a half years, that's |
| these judges | 8 | absolutely unacceptable. Somewhere along the line |
| this is it. | 9 | are going to have to put their foot down and say |
| with it, wel | 10 1 | You've got to comply with it. If you don't comply |
| | 11 | you don't get your evidence in. |
| to dispute | 12 | SECRETARY ROBERTS: Mr. Chairman, I need |
| claims. We | 13 | that we're dragging our feet and not trying to take |
| year, and | 14 | deal with thousands and thousands of employees every |
| claims to | 15 | the whole goal of the Department is to assist those |
| They're not | 16 | get resolved. They're not dragging their feet. |
| | 17 | trying to stop anything. |

| that | 18 | I just need to on behalf of my staff make |
|-------------|----|--|
| this. If | 19 | statement here. I can't just sit here and listen to |
| next time | 20 | you guys would like for us as a Council to come back |
| happy to | 21 | and just explain to you our process, we would be |
| delays. | 22 | explain that to you, maybe talk about some of the |
| came from. | 23 | I have no idea where five and a half years |
| Is she | 24 | I don't have no idea what cases she's talking to. |
| possibly .1 | | talking about a Supreme Court case, which is ent |

55

| out to five | 1 | of every case that we see, if possibly those average | |
|-------------|---|--|--|
| | 2 | and a half years. | |
| to dispute | 3 | I just don't have any facts in front of me | |
| And we have | 4 | that, but we think it sounds pretty extravagant. | |
| but | 5 | NCCI here. I never saw that in your report, Mike, | |
| and come to | 6 | CHAIRMAN DAUGAARD: Would you come forward | |
| maybe. | 7 | the I guess the hanging mic. they can hear you | |

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- 8 Identify yourself, please.
- 9 MR. TAYLOR: Mike Taylor, with NCCI. Mr. Chairman,
- 10 members of the committee, I'm not sure what report that Fern was
- $11\,$ referring to, but, Fern, if you let me know what it is, I'll be
- 12 glad to go check it back out. We've done some reports on what
- 13 average closure is at 24 months and 16 months and 18 months and
- 14 all of that. So I'm not sure exactly what report you're
 - 15 referring to, but I'll be glad to research it.
- 16 CHAIRMAN DAUGAARD: I wonder if -- essentially the
- 17 concern is timeliness of claim handling. And it seems to me it
- 18 might be worthwhile for the Council to hear an overview of maybe
- 19 the last year or two or three of how many claims were filed, how
- 20 many were disposed of within six months, how many were disposed
 - 21 of within six months to a year.
- 22 You know, maybe break out some six-month time brackets
- 23 and get a sense of how long it took the bulk of the claims to be
- 24 handled. And those that did take longer maybe we can figure out
- 25 why that was before we start drafting Administrative Rules that

| | 1 | address a problem that we aren't sure exists. |
|--------------|------------|---|
| some sort of | 2 | Is that agreeable to the Council to get |
| | 3 | report from the Department like that? |
| prepare that | 4 | SECRETARY ROBERTS: We'd be happy to |
| okay with yo | 5 ou | CHAIRMAN DAUGAARD: Randy, would that be |
| | 6 | or Paul? |
| | 7 | MR. AYLWARD: Yes. |
| of the | 8 | MR. STAINBROOK: I'd like to maybe see all |
| | 9 | results instead of just select results. |
| all claims | 10 | CHAIRMAN DAUGAARD: Yeah. The whole |
| | 11 | filed. |
| take select | 12 | MR. STAINBROOK: When you say let's just |
| so I think | 13 | results that leaves open a lot of scrutiny by people |
| | 14 | you ought to include all of them. |
| | 15 | CHAIRMAN DAUGAARD: Okay. |
| maybe in the | 16 e | MR. LIEN: Mr. Chair, as a suggestion |
| report form | 17 that | interest of time if we do get those result in a |
| | 18 | we can read beforehand, we won't feel the need to Page 82 |

spend a lot of

19 time taking away time from public testimony at the next one if

20 we can have them in advance and address questions based on the

21 written document. That would be of great help to me.

- MR. ANDERSON: Mr. Chair.
- 23 CHAIRMAN DAUGAARD: Yes, Mark.

24 MR. ANDERSON: This is Mark in Sioux Falls. I think

25 if you look at the NCCI report maybe to kind of follow up on

- 1 Fern's comments, I think she's talking about page 55 in their
 - 2 April 23, 2008 report.
- 3 It talks a little bit about when claims are closed
 - 4 just in that graph. So maybe that will be helpful.
- 5 MR. TAYLOR: Thank you. That's where I was thinking
- 6 it might be, but I wasn't sure what it said so I want to go back
- 7 and look at it, and I'll provide that to the committee as soon
 - 8 as I can get it off the internet.
- 9 SECRETARY ROBERTS: If, Mike, you wouldn't mind Page 83

providing that to us, and we'll just write that into 10 our report 11 to you and explain that also. 12 Fine. MR. TAYLOR: 13 Thank you, Mark. CHAIRMAN DAUGAARD: 14 MR. ANDERSON: Thank you. 15 CHAIRMAN DAUGAARD: All right. Are we good on that? 16 And then, now the last issue, Fern, that you brought up was the issue of concern regarding where managed care 17 employees are -complained to have interfered with the medical care 18 of an injured worker. 19 20 Did I understand that right? 21 MS. JOHNSON: Yes, you did, Mr. Chair. CHAIRMAN DAUGAARD: And what is it that 22 you would 23 propose we look at as a solution to that? Well, I just got this 24 MS. JOHNSON:

58

25

yesterday so --

this, and

 $\,$ 1 $\,$ it's just a matter since the hearing is -- or the meeting is

and I know that there's been many complaints about

| with some | 2 | 052708WCACPublicHearing1.txt today, leave this for next week, and I can come up |
|--------------|------------|--|
| | 3 | kind of proposals. |
| some ideas t | 4 hey | I've asked some of the injured workers |
| Some of them | 5 | would have as far as how this could be remedied. |
| because he's | 6 | don't know. This guy here has not answered back |
| candidate. | 7 | just got done with his surgery and thought he was a |
| meeting, and | 8 I | But we can kind of leave that open for the next |
| | 9 | can and have a proposal addressing this problem. |
| let's leave | 10 that | CHAIRMAN DAUGAARD: All right. Well, |
| bring someth | 11 ing | until the next meeting then, and if you want to |
| hearing that | 12 | additional on that matter, then we'll be open to |
| | 13 | Is that agreeable? |
| would like t | 14 o | MS. JOHNSON: I'd like I would, but I |
| thought | 15 | read this letter first so to give you some food for |
| | 16 | what's coming up at the next meeting. |
| do that, is | 17 | CHAIRMAN DAUGAARD: All right. Before you |
| testimony | 18 | there any other member who wants to offer public |
| offer public | 19 | today? Any member of the audience that wants to |
| | 20 | testimony today? |

| | 21 | 052708WCACPublicHearing1.txt All right. Then we'll conclude with Fern. |
|-----------|----|--|
| Go ahead. | 21 | All right. Then we in conclude with Fern. |
| is to me. | 22 | MS. JOHNSON: Thank you, Mr. Chair. This |
| Council | 23 | "Fern: I am unable to attend the Advisory |
| statement | 24 | meeting as I have planned. Would you please read my |
| | 25 | for me. Thanks. Bill Bilger. |

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medical problems

- 1 "May 26, 2008. I am unable to attend the Advisory Council meeting due to a postsurgery doctor's appointment. my place I am requesting and authorizing the president of the Coalition, Fern Johnson, to present my statement on my behalf. Thank you for hearing my statement. 5 My name is William Bilger. I am a 65 year old widowed I was injured in August of 1995. male. For the past 12 years I have learned to deal with my impairment and pain. In July of 2007 I received a call from a nurse who said she was assigned to
 - 11 I might have. She asked me to meet her at a Page 86

me by the insurance company to help me with any

| restaurant | in | Rapid |
|------------|----|-------|
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- $\,$ 12 $\,$ City. When I met with her she said she had received a lot of
- 13 old cases such as mine. She informed me that she did not
- 14 approve of the treatment I was receiving. She also said it was
- 15 her job to get me off the insurance company rolls.

 And I should
- 16 be on drug medication to control my pain. If I failed to follow
- 17 her directions, she would terminate all medical benefits for
 - 18 lack of compliance.
- 19 "I made a complaint to the insurance company the
- 20 following day. I told them of her physical abuse, verbal abuse,
- 21 unprofessional conduct, and asked for her to be replaced as my
 - 22 case manager. I was told they would look into it.
- "Two or three months went by, and I made a total of
- 24 three complaints with no results. I did file a written
- 25 complaint with the nurse's supervisor requesting a new case

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1 manager and was denied. I was told by the supervisor that the Page 87

insurance company had specifically requested that 2 particular 3 person to handle my case. "I asked her as a nurse were they patient 4 advocates? 5 Her answer to my question was we are paid by the insurance company. I asked the same question again and was 6 told, no, we 7 are advocates of the truth. 8 "The truth or the bottom line is I have to live with 9 my accident over and over again since last July. has caused me a great deal of stress, additional pain, and the 10 cost of now 11 an attorney to represent me. 12 "Thank you. William Bilger, Rapid City, South Dakota." 13 14 So with that, I thank you for giving me the opportunity to present these, and I'll get what I 15 can for the 16 next meeting. Thank you, Mr. Chair. 17 CHAIRMAN DAUGAARD: All right. questions of the Council -- or by the Council of Ms. Johnson? 18 19 Thank you, Fern. Thank you very okay. much. 20 That concludes the public hearing. Before we set our next meeting date, are there any other matters that 21

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the Council

- 22 wants to discuss?
- 23 All right. Pam.
- 24 SECRETARY ROBERTS: Mr. Chairman, I did get the file
- 25 on our Administrative Rules, and just to let you know, I have a

- 1 Sworn Affidavit which is signed and notarized that all of you
- 2 can look at right here which says that on the 29th of April the
- 3 rules lists were sent to -- our lists that we have on file of
 - 4 about 300 people, and that happened.
- I have the fax that went to the American News, the
- asking for
- 6 Rapid City Journal, and the Argus Leader on April 30
- also have
- 7 our rules to be submitted in those three papers. I
- were in
- 8 the paid bills and a copy of the advertisements that
- requirements
- each of those three papers with all of the notice
- 10 right here. You guys can come up and look at this afterwards if
 - 11 you'd like.
 - And I believe that's it. Just that -- and Page 89

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| ſ | ıe | re | d | re |

- 13 the -- here's the notice that was posted up in the Department of
- 14 Labor according to time frames that we posted it up in the
- 15 Department of Labor. And also then the minutes of the meeting
- 16 which were also posted. All of it is also on our website.
- 17 So I feel very comfortable now. I wanted to make sure
- 18 that was followed. I was comfortable it was. But now I have
- 19 all of the factual information right here for all of you members
 - 20 that want to look at it. Thank you.
- 21 CHAIRMAN DAUGAARD: Thank you. I still would like the
- 22 Department to look at the possibility of establishing an RSS
- 23 feed that could be subscribed to by interested parties. Because
- 24 the reality of today's world is that I don't look at the paper.
- 25 You don't look at the paper every day. And we don't find those

- 1 notices.
- 2 It's not our main source of information anymore, and Page 90

| | | 3 | | |
|---------------------|-----------|---|--|--|
| I think, is | 3 | those notices are an acronysm. And so what we need, | | |
| methodology, | 4 and | to acknowledge that modern times require modern | | |
| Department | 5 | RSS feed is inexpensive and wouldn't cost the | | |
| of help to | 6 | anything to maintain. Yet it would be a real source | | |
| in Workers' | 7 | the interested public for those who are interested | | |
| should promo | 8 ote. | Comp issues. And so I think it's something we | | |
| information | 9 | SECRETARY ROBERTS: We'll come back with | | |
| individuals | 10 | on that. And also I have now the list of the 300 | | |
| 11 it's here for | | that had asked for copies of all of our stuff, and | | |
| | 12 | you to look at too. | | |
| | 13 | MR. KINSMAN: So you mailed out the 300? | | |
| | 14 | SECRETARY ROBERTS: To the 300. | | |
| who are | 15 | MR. KINSMAN: So you have a list of people | | |
| of Labor | 16 | interested in your rules so whenever the Department | | |
| you send out | 17 : | issues rules with regard to that particular subject | | |
| | 18 | a copy of the notice and have the proposed rule? | | |
| | 19 | SECRETARY ROBERTS: Correct. | | |
| | 20 | CHAIRMAN DAUGAARD: Is Fern on that? | | |
| | 21 | SECRETARY ROBERTS: Yeah. She is. | | |
| | 22 | CHAIRMAN DAUGAARD: All right. Page 91 | | |

| вох 3002. | 23 | SECRETARY ROBERTS: | It went to Post Office |
|-----------|----|------------------------------|------------------------|
| Is that | 24 | CHAIRMAN DAUGAARD: | Post Office Box 3002. |
| go. | 25 | your address, Fern? You must | be on mute. There you |

| out? | MS. JOHNSON: That is. When was that sent |
|-----------------------|---|
| 2 | SECRETARY ROBERTS: On April 28. |
| 3 | MS. JOHNSON: When was that sent out? |
| 4 | CHAIRMAN DAUGAARD: April 28. |
| 5 But, however, I | MS. JOHNSON: I did not receive that. |
| 6 didn't get | asked Mr. Marsh if he would e-mail that to me, and I |
| 7 convenient for h | an e-mail back. It would have been just as im |
| the mail. | to e-mail it to me. But I did not receive that in |
| 9 try and | CHAIRMAN DAUGAARD: Well, we're going to |
| the 10 | improve the communication medium. It seems to me if |
| post office 11 | Department is spending the time and effort to use |
| more helpful | mail, it would be a lot more efficient and probably |
| 13 | to you to use an electronic means and we'll see if Page 92 |

we can move

- 14 to that.
- MR. AYLWARD: Mr. Chairman, are the Advisory Council
 - 16 members --
- 17 SECRETARY ROBERTS: They are not on here, and I just
 - 18 said they should absolutely be on here.
- 19 MR. AYLWARD: Because I was going to say I didn't get
 - 20 the rules either.
- 21 CHAIRMAN DAUGAARD: Yeah. I didn't either.
- 22 SECRETARY ROBERTS: And that was noted, and we'll note
- $\,$ 23 $\,$ it again too. I think this is the list that officially has --
- 24 and we should make sure that you guys get it obviously. Sorry
 - 25 about that. I apologize.

- 1 MR. LIEN: Do you have e-mail lists on that as well so
- 2 the feed would be easy to just transfer over with those
 - 3 addresses as well?
- 4 SECRETARY ROBERTS: We don't yet, but we will. Okay.

| else for the | 5 | 052708WCACPublicHearing1.txt CHAIRMAN DAUGAARD: All right. Anything |
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| | 6 | good of the Council? |
| scheduled fo | 7 or | All right. Our next meeting date is |
| calendar. I | 8 Show | August 21, and I'm just going to look at my |
| What's the | 9 | that at 1 p.m. I might have just plugged that in. |
| good time to | 10 | preference of the Council? Is a 1 p.m. meeting a |
| others. Is | 11 | have it? I know some of you drive further than |
| | 12 | 1 o'clock good? |
| | 13 | MR. LIEN: Yes. |
| object then | 14 | CHAIRMAN DAUGAARD: All right. Well, the |
| many of | 15 | would be prior to August 21 to try and flesh out as |
| that we can | 16 | these issues as possible and get them out to us so |
| | 17 | look at it before we come to the meeting. |
| we can diges | 18 st | And Chris pointed out some of the things |
| better use | 19 | ourselves outside the group setting, and we can make |
| | 20 | of our time when we are together. |
| further exce | 21 ept | Other than that, I don't have anything |
| Some of the | 22 | to thank you all for your service and your time. |
| the time you | 23 I | issues are difficult to deal with, and I appreciate |

| | 25 | MS. JOHNSON: Mr. Chair. |
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| 65 | | |
| | 1 | CHAIRMAN DAUGAARD: Yes. |
| that would | 2 | MS. JOHNSON: We have another member here |
| could. | 3 | like to make a short, brief presentation if she |
| | 4 | MS. JOHNSON: I have a question. |
| Council obje | 5 ects. | CHAIRMAN DAUGAARD: Yes. Unless the |
| | 6 | We have time, do we not? |
| | 7 | Go ahead. |
| Chamberlain. | 8 And | MS. CHAMBERLAIN: My name is Cheryl |
| Sioux Falls | 9 | I would like to ask Mr. Marsh at his presentation in |
| legislative | 10 chang | for the Work Comp seminar he talked about ges |
| bring forth | 11 | and willful misconduct. Is the Council going to |
| discussed la | 12 ist | another rule or law pertaining to that that was |
| meeting or w | 13 vhen? | year? And are you going to do it at the 21st |
| respond? | 14 | CHAIRMAN DAUGAARD: James, do you want to |
| discussion | 15 | MR. MARSH: Well, I guess as far as my own |

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052708WCACPublicHearing1.txt spend on them.

| 16 other than what | is concerned we don't intend to propose anything |
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| 17 | the Council brings up in August. |
| that? | CHAIRMAN DAUGAARD: Cheryl, could you hear |
| 19 | MS. CHAMBERLAIN: Excuse me? |
| 20 | CHAIRMAN DAUGAARD: Speak up, James. |
| present to the | MR. MARSH: Yeah. We don't intend to |
| if you're 22 | Council anything by way of legislative proposal. So |
| 23 | asking as far as the Department's concerned. |
| 24 seminar | MS. CHAMBERLAIN: Okay. According to the |
| going to 25 | paperwork that I printed out, it said that you were |

| discuss new | 1 | provide an overview of any legislative changes and |
|----------------|--------|--|
| misconduct and | 2 d | case law, that you would also speak on willful |
| 3 | 3 | how it plays out in the Work Comp system. |
| would be | 4 | So I guess I read that to assume that you |
| same willful | 5 | presenting new legislation this year concerning the |
| 6 | 6 | misconduct situation that we talked about last year. |
| 7 | 7 | MR. MARSH: No. What we typically do in Page 96 |

| the seminars | |
|--------------------|--|
| session, you 8 | is to go through what was done in the preceding |
| the meeting 9 | know, what new laws so that those folks who attend |
| thanges. And | can become aware of them in time for the July 1 |
| 11 because | then misconduct is simply a topic that we brought up |
| we're | there had been a number of cases on this lately, and |
| There isn't | trying to identify the group involved. That's all. |
| 14 | any agenda there. |
| the seminar, | MS. CHAMBERLAIN: Okay. I did not attend |
| 16 any law | and I just was wondering if there was going to be |
| 17 just asking. | proposed on it or administrative changes so I was |
| 18 | So thank you. |
| 19 question. | CHAIRMAN DAUGAARD: Thank you for your |
| 20 | Anything else? |
| time, and | All right. Then again thank you for your |
| 22 | I'll declare the meeting adjourned. |
| 23 | (Discussion off the record) |
| seems to me 24 | CHAIRMAN DAUGAARD: Let's reconvene. It |
| the benefit | that we should try to make use of the DDN to achieve |

| opinion is | of travel avoidance if we can. If we move my |
|-------------------|---|
| move, say, to | and I'll express my opinion. My opinion is if we |
| 3 clear across | Sioux Falls, people like Jeff that have to travel |
| know he's | the state, it's it becomes problematic because we |
| 5 sure who's | coming to the meeting. Whereas the public we're not |
| 6 | going to come. |
| going to be | And wherever we hold the meeting there's |
| to have to | people from other parts of the state that are going |
| me makes the | travel. To have it in a central location seems to |
| option for | most sense and then have having a DDN connection |
| time or | those who are more remote and can't afford or the |
| 12 | expense to travel. |
| some 13 | I mean, it's not ideal. Obviously we had |
| what we | communication problems. But I think the essence of |
| 15 | needed we were able to get in the end. |
| propose that | And so unless there's some objection, I |

052708WCACPublicHearing1.txt 17 we continue to hold our meetings here. It's centrally located

18 for those who do want to be physically present no matter where

19 they're from in South Dakota. It's kind of the most central

 $\,$ 20 $\,$ location. And if it doesn't work, they can connect by DDN. And

21 it's not ideal, but it's pretty good.

Is that agreeable to the Council? Is that all right

23 with everyone?

24 And thank you for reminding me, Randy. I apologize

25 for dropping that. All right. Well, then let's proceed on that

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1 basis.

Thanks again, everyone.

3 (The proceedings concluded at 2:45 p.m.)

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| | 1 | STATE OF SOUTH DAKOTA) |
| CERTIFICATE | 2 | :SS |
| | 3 | COUNTY OF HUGHES) |
| | 4 | |
| | 5 | I, CHERI MCCOMSEY WITTLER, a Registered |
| | 6 | Professional Reporter, Certified Realtime Reporter |
| and Notary | | Page 100 |
| | | |

| | 7 | Public in and for the State of South Dakota: |
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| duly-appoin | 8 ted | DO HEREBY CERTIFY that as the |
| adiy appoin | ccu | |
| proceedings | 9 had | shorthand reporter, I took in shorthand the in |
| 2008, and t | 10 hat | the above-entitled matter on the 27th day of May, |
| the | 11 | the attached is a true and correct transcription of |
| | 12 | proceedings so taken. |
| day of | 13 | Dated at Pierre, South Dakota this 10th |
| • | 14 | June, 2008. |
| | 15 | |
| | 16 | |
| | 17 | |
| | 18 | Cheri McComsey Wittler, Notary Public and |
| Reporter | 19 | Registered Professional |
| • | | Certified Realtime |
| Reporter | 20 | |
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