

DEPARTMENT OF INDUSTRIAL RELATIONS
DIVISION OF WORKERS' COMPENSATION
Audit & Enforcement Unit
160 Promenade Circle, Suite 340
Sacramento, CA 95834-2962

Tel.: (916) 928-3180
Fax: (916) 928-3183



Re: Availability of Audit & Enforcement Unit Staff for Claims Training - 2016

Dear Claims Manager:

It is the goal of the Division of Workers' Compensation (DWC) to help claims administrators improve the administration quality of California workers' compensation claims. In order to achieve this goal and to help claims administrators avoid the types of errors for which the DWC Audit & Enforcement Unit assesses penalties, the Audit & Enforcement Unit is willing to participate in workshops and offer presentations to your claims handling personnel related to compliance with California workers' compensation statutes and regulations.

If you wish to take advantage of this service, your company or organization must provide adequate space and any materials needed by participants in the workshops. So that we are better able to manage our resources, we ask that you have a minimum of twenty participants per workshop or presentation. While there is no charge for putting on the workshop, we do ask that you reimburse the Department of Industrial Relations for any travel expenses associated with the presentation. We are not able to conduct presentations or workshops outside of California.

The Audit & Enforcement Unit presentations are designed to provide claims handling staffs with an understanding of the audit process and issues that are subject to scrutiny in the course of an audit. Current topics include:

- An Overview of the Audit & Enforcement Unit Regulations
- A detailed description of the PAR/FCA (Profile Audit Review and Full Compliance Audit) audit process
- Claim File Contents and Maintenance
- Documentation of Earnings; Calculation of the Average Weekly Wage (AWW)
- Payment and Notices for Provision of Temporary and Permanent Disability Indemnity
- Self-Imposed Increase
- Interest and Increase issues on late paid medical bills
- Electronic billing
- The Right and Duty to Investigate a Claim for Workers' Compensation Benefits
- Unsupported Denials
- The Penalty Regulations for LC 5814.6
- Information Available on the DIR/DWC Webpage
- Complaints Filed with the Audit & Enforcement Unit
- Benefit Notice Regulations (effective January 1, 2016)
- Utilization Review Investigations

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If you are interested in Audit & Enforcement Unit staff participating in this type of training, or training on specific subjects, for your company or organization, please make your request at least 60 days in advance and provide alternate dates if possible. Make your requests, in writing, to:

For Northern California:

Peggy Thill, Northern Supervising Compliance Officer
Division of Workers' Compensation, Audit & Enforcement Unit
1515 Clay Street, 17th Floor, Oakland, CA 94612-1486
Telephone: (510) 286-0930

For Southern California:

Monserrat Morita, Southern Supervising Compliance Officer
Division of Workers' Compensation, Audit & Enforcement Unit
320 West 4th Street, Suite 900, Los Angeles, CA 90013
Telephone: (213) 620-2312

By E-Mail:

DWCAuditUnit@dir.ca.gov