

**SC Workers' Compensation  
Claims Administration Workshop  
October 31, 2013**

**AGENDA**

- 9:00 – 9:30 a.m. Registration**
- 9:30 – 9:45 a.m. General Session Gary Cannon**  
Highlights of the Commission's major activities, accomplishments, and statutory and regulation updates.
- 9:45– 10:15 a.m. Mediation Regulations Virginia Crocker**  
An overview of the Mediation Regulations. Ms. Crocker will also provide a comprehensive explanation of the Commission's Informal Conference process and Commissioners' Preferences.
- 10:15 – 10:50 a.m. Insurance & Medical Services Grant Duffield**  
Overview of the coverage and compliance requirements in workers' compensation claims and the Commission's responsibility in resolving medical billing disputes.
- 10:50 – 11:05 a.m. Break**
- 11:05 – 11:45 a.m. eCase Juliet Bush, Amanda Underhill and Amanda Young**  
An overview of SCWCC eCase Status Web Portal and the latest changes to eCase and secure email. Staff will be available to register users for eCase and answer questions and provide one-on-one support.
- 11:45 – 11:50 a.m. Transition to Concurrent Sessions**
- 11:50 a.m. – 1:00 p.m. Concurrent Sessions**
- Concurrent Session I - Claims Administration Auditorium**  
*Greg Line, Former Claims Department Director*  
A "how to" review of each of the Commission forms, reporting requirements, and rules and regulations for administration and management of workers' compensation claims.
- Concurrent Session II - Judicial Wachovia Rooms I & II**  
*Virginia Crocker, Judicial Department Director*  
A comprehensive explanation of the Commission's judicial proceedings requirements and adjudication processes: Hearings and Appeals.
- 1:00 p.m. Adjourn**