

With IWIF

Injured Workers' Insurance Fund

News and Information For Our Policyholders and Maryland Employers

Fall 2008

R U Online

With IWIF's eServices?

www.iwif.com

**Convenient. Easy.
Fast. Secure.**



2008 Maryland Workers'
Comp Legislation

Emmitsburg Glass
Safety Saves Award Winner

New KTBS Payroll Service

Safety Poster Contest
Winning Entry
Pull-out Inside



Just One
of Our Online
IWIF Customers:
Gina Mallory
Woodbourne Center

Just One of Our
eServices
Visionaries:
Bob Marshall
IWIF VP
Information
Systems



@ Your Service Online

Our website is truly a 24/7 customer service center that I encourage our policyholders to take advantage of using. From reporting injuries and making premium payments to obtaining certificates of insurance, your online experience with IWIF will be fast, convenient and secure.

Security of your online transaction is paramount to IWIF. You can be assured whenever you transact business at iwif.com and log in to your user account that your online interaction is secure.

I want to recognize the behind-the-scenes IWIF professionals who make up the Information Systems (IS) team. Led by our Vice President of IS Bob Marshall, this talented group is truly making a difference in designing, testing and implementing efficient technological service improvements, which are the foundation for a customer-centered insurance organization.

We continue to plan for and offer other new, innovative services to meet your workers' compensation coverage needs all to give you the greatest value for your workers' compensation premium dollar. In this issue we introduce our new Strategic Business Team dedicated to providing a "high touch" level of customer service to our direct policyholders and public entity customers. IWIF also announces a new partnership with KTBSPayroll to offer policyholders another payroll service choice with flexible premium payment options.

An important change is happening in regards to IWIF's regulation. As Maryland's leader for workers' compensation insurance, effective Oct. 1, 2008, IWIF was recognized as an insurance organization subject to regulation under the Maryland Insurance Commissioner. Details of the new regulation can be found on page 5.

Whether by phone, mail, in-person or online, doing business with confidence with IWIF has never been easier or more secure.

With appreciation,

Tom Phelan
IWIF President and CEO

With IWIF is published by the Injured Workers' Insurance Fund. We invite your comments and suggestions to improve our newsletter. Please call the Communications Dept. at 410-494-2023 or e-mail communications@iwif.com. For general policy or claims questions, e-mail customercomments@iwif.com

R U Online

with IWIF's eServices?

IWIF's eServices make it easier, more convenient, and more secure to do business with IWIF.

■ Setting up your eServices account

The first step for policyholders is to complete a user profile online to request a password. Your password will be mailed to you by U.S. mail in 7-10 days. The password is required before accessing IWIF eServices.

■ Online Injury Reporting for Employers

More than 50% of IWIF Employer's First Report of Injuries (FROI's) were filed online in 2007. Filing the FROI online is fast and easy. Once you input the mandatory fields/information (a 5 to 10-minute process), you will receive immediate confirmation of the claim, a claim number, and an ExpressScripts prescription authorization for your injured employee. IWIF will forward an electronic copy of your completed FROI to the Workers' Compensation Commission, Maryland Division of Labor and Licensing and to your agent if you have one. You can also query/review past FROI's filed on your account.

■ eCertificates of Insurance

You can create and print standard* Certificates of Insurance right from your desktop computer. If your IWIF policy is issued through an independent insurance agent, your agent will receive a duplicate copy of your Certificate via e-mail. *Please note: At this time, only standard Certificates of Insurance are available for printing online. If you need a Certificate of Insurance reflecting special information such as a job description, or if the certificate holder is located outside the state of Maryland, please contact your insurance agent for assistance or call IWIF's Customer Service Call Center at 410-494-2000, or outside Baltimore, 1-800-494-IWIF (4943).



"While policyholders are familiar with ePayments, eFROI, and eCerts, many more IWIF eServices are available to IWIF's insurance agent partners to improve their ease of doing business with IWIF on behalf of their clients and our policyholders."

Bob Marshall, IWIF Vice President, Information Systems

Gina Mallory, Woodbourne Center
Human Resources

“Woodbourne Center strives to prevent employee injuries. If we do have an injured employee, I am glad to have IWIF as our workers’ compensation partner.



I use their online reporting feature to report our employee injuries instead of faxing or phoning the injury report in to IWIF. By reporting online, I immediately know the claim number and my IWIF claims representative, Nancy Harple, is able to contact me within a few hours to discuss the details of the injury. I really appreciate that IWIF offers this easy and convenient service to report injuries, which saves the employer valuable time.”

■ Pay Your Premium Online with Electronic Funds Transfer or by Credit Card

There are two alternatives when choosing to make a payment online and both allow you to make either a credit card payment or an *electronic funds transfer (EFT). To make a payment through our eServices, log in with your **eServices’ account and go to the “Make Payment/Account Activity” section of the eServices’ website through the Policyholder eServices’ link at www.iwif.com. To complete the transaction, just fill out the payment information and click submit.

The second alternative if you have not set up your eServices’ account is to fill out the Credit Card Payment Form, available in PDF format on our website. From www.iwif.com, go to “Forms and Publications,” and “Policyholder Forms.” Once the form is completed, simply fax it to IWIF and we will complete the transaction.

“More and more policyholders and agents are making use of IWIF’s ePayment options with over \$10 million in credit card or electronic bank withdrawals over the last three years. **And with the new Quick-Pay option coming in the fourth quarter, new users will be able to pay immediately without waiting for security clearance,**” says Bob Marshall, IWIF Vice President, IS.

With both of our new online payment options, complete privacy of your transaction is ensured. “From the first day IWIF connected to the Internet in the 1990’s, we have always ensured the protection of policyholder and claimant data and continue to strengthen and test our defenses on an ongoing basis,” he adds.

For more information on IWIF’s eServices, e-mail eservices@iwif.com.

*EFT allows you to have your premium payment deducted from a designated checking or savings account. EFT is a one-time deduction authorized by you as needed and is not an automated debit program.

**eServices accounts can be requested by going to www.iwif.com and clicking on the “Policyholder E-Services” from the Fast Links section. IWIF eServices accounts are granted to valid policyholders who are in good standing with IWIF.

IWIF’s 2007 eServices by the Numbers

eFROIs 11,591

50% of Employer First Reports of Injuries are filed online

eCertificates 8,311

ePayments 5,367



Check out these additional customer service resources on www.iwif.com



- Locate a medical provider by specialty
- Locate an insurance agent by zip code
- Loss run reports (available on request through your insurance agent or IWIF Loss Control Consultant or Claims Adjuster)
- Accident investigation forms (in English and Spanish)
- Guide for the Injured Worker (in English and Spanish)
- Help with creating a Return-to-Work program
- Hazard control industry guides
- Forms and publications
- Safety posters and Safety Tip Sheets
- Articles in the Can for reprinting
- Latest IWIF news and policyholder information
- Spanish translated claims process information section



Coming 4th Quarter 2008

IWIF Forms New Strategic Business Team

Direct customers and municipal/public entities to benefit from this new dedicated customer team.

The new IWIF Strategic Business Team will support its public entity and direct business, which includes approximately 7,400 accounts.

The strategic business team is dedicated to providing stellar customer service to policyholders who are classified as:

- municipalities and counties
- volunteer fire departments
- housing authorities
- various affiliated boards and associations
- all direct accounts

The 22-member business team contains IWIF professionals who possess extensive knowledge and experience in underwriting, loss control, claims, premium audit, and marketing. Policyholders will have a dedicated team of insurance professionals.



“Our goal is to provide knowledge, hands-on solutions, and the highest quality service for this diverse and strategic group of IWIF policyholders.”

Katherine Emanuel, IWIF SBT Director

Heading up the Strategic Business Team is Director Katherine Emanuel, CPCU, CIC. “Members of this new business team were carefully selected based on their strong existing relationships with agents and policyholders, as well as their industry expertise and exceptional professionalism,” explains Emanuel.

In line with IWIF’s overall business goals, the team will work with agents and policyholders to maintain or improve workplace safety standards, reduce frequency and severity of losses, reduce hidden costs of workplace injuries, and maintain equitable premiums.

Emanuel says, “Our ultimate goal is to provide knowledge, hands-on solutions, and the highest quality service for this diverse and strategic group of policyholders.”

IWIF Partners With



KTBS Payroll

Your Integrated Payroll Solution

New flexible premium payment option available. IWIF now has two partners offering this payroll service: KTBS and Payce Payroll.

IWIF recently partnered with KTBS Payroll, a division of Kelly & Associates Inc., to expand IWIF’s market reach to those businesses using professional payroll services. KTBS Payroll is a web-based payroll management system that offers full integration of payroll, workers’ compensation, and employee benefits through KELLY’s Total Benefits Solution® technology (KTBSOnline), a proprietary benefit management system of its affiliate Kelly & Associates Insurance Group.

With electronic premium payments based on real-time actual payroll, KTBS Payroll provides IWIF policyholders

with a payment schedule equal to their payroll cycle. Those who choose to manage their payroll through KTBS Payroll will no longer be required to pay an annual down payment, and will experience fewer year-end audit surprises.

In 2007, IWIF partnered with Payce Payroll, a Towson-based firm that also offers integrated payroll services to employers. “Partnering with two payroll service providers enables IWIF to expand its reach into the marketplace,” says Mark Marszal, IWIF Product Development Director. “These partnerships will provide us with more opportunities to retain existing business and attract new customers.”

How the payroll and premium payment process works:

Based on your selection, Payce Premium Link or KTBS Payroll will automatically calculate your workers’ comp premium cost each payroll cycle based on actual payroll, not projected payroll. IWIF will then debit the premium payment for that specific payroll period from an account you specify. It’s that easy.

Benefits to the employer include:

- No down payment required
- Improved cash flow with budgeted payments
- Minimal year-end audit adjustments

For more information, contact your agent or IWIF at 1-800-264-IWIF, or visit these partner websites: www.paycepayroll.com or www.ktbpayroll.com.

New Workers' Compensation Legislation 2008

Summary of new workers' compensation laws enacted by the 2008 Maryland legislature:

SB 679 - IWIF- Regulation by the Maryland Insurance Commissioner

Senate Bill 679 addresses two major aspects of regulatory authority over IWIF.

1. Effective October 1, 2008, IWIF will be subject to the same regulation by the insurance commissioner as all other insurers in Maryland, including:

- a. Market Conduct Examinations
- b. Complaint resolution
- c. Regulatory fines and corrective orders.

"We supported this part of the legislation," stated Tom Phelan, IWIF President and CEO. "We feel it more closely aligns us with the insurance industry and makes it easier for our customers to voice any concerns. I am confident that treating IWIF as an authorized insurer will provide everyone with assurances and recognition that IWIF provides world-class customer service."

2. By December 2, 2008, the Maryland Insurance Administration (MIA) is to complete a study of IWIF. This study will include:

- a. An analysis to determine whether IWIF should be subject to the same ratemaking provisions of the law that apply to authorized insurers, including affiliation with the National Council of Compensation Insurance (NCCI).



- b. Identification of any remaining provisions of the law that apply to authorized insurers, but do not currently apply to IWIF.

Note: IWIF will be involved in the process and provide information to the study group to ensure that the best interests of our policyholders and stakeholders are seriously considered throughout this process.

SB 606/HB 1227 - State Government - Investment Services - Use of Minority Business Enterprises (MBEs)

Senate Bill 606 requires the IWIF Board to attempt to use, to the greatest extent feasible, minority business enterprises (MBEs) to provide brokerage and investment management services for the Board. Effective October 1, 2008, our Board must:

- a. Remove any barrier that limits full participation
- b. Develop appropriate guidelines in conjunction with the Governor's Office of Business Diversity
- c. File annual reports detailing IWIF's use of MBE investment services with the Governor's Office.

HB 700 - Workers' Compensation - Permanent Partial Disability Increase

House Bill 700 will increase first-tier permanent partial disability benefits under the workers' compensation law from a maximum of \$114 per week to a three-year, phase-in increase of 1/7, 1/6.5 and 1/6 of the average weekly wage. NCCI has done a detailed analysis of this bill and concluded that it would increase system costs between \$6 million to \$14 million.

"Since IWIF currently writes 29% of the insured market in Maryland, we estimate our cost to be between \$1.7 million and \$4 million," explained Tom Phelan. "We [IWIF] supported a first-tier increase because the last increase was seven years ago. We recognized that it was the right thing to do for injured workers."

The complete text of each bill is available online at the General Assembly's web site: mlis.state.md.us under "Bill Information and Status."

Q&A

As Maryland's leader and expert in workers' compensation insurance, IWIF professionals are available by phone, e-mail and in person to help answer any questions you may have. We also encourage you to contact your agent partner and to visit our website for more frequently asked questions and answers.

Q What is the difference between the Employer's First Report of Injury (Acord 4) form and the Accident Investigation forms in my IWIF Employers Handbook?

A Accident investigation forms/statements are important in helping you gather the facts, correct the hazards and prevent an accident from recurring. Obtaining signed statements as soon as possible following an accident ensures that you have an accurate account of how the injury occurred. They also help to spot possible third-party liability and possible fraudulent claims. IWIF offers employee, supervisor and witness forms to be filled out by the injured employee, the employee's supervisor, and any witness(es) to the accident, respectively.

These statements are for the purpose of investigation only and should be mailed or faxed to the IWIF adjuster assigned to the claim. The investigation forms are not to be used to report the initial injury. IWIF prefers you report the Employer's First Report of Injury online or by calling IWIF to report it. Completing the Acord 4 paper form is our least preferred reporting method, but it is available if the employer chooses that method.

Cheryl Fowler
Customer Service
Call Center Coordinator

Brian Stephens
IS Programming
Manager



Q Why does it take 7-10 days to get eServices' access?

A IWIF feels that our most important responsibility to our policyholders is to ensure that the person requesting the eServices account is the one that should have access. Because many employees may have the necessary information to create an eServices account; we first verify the policy information, generate the password and mail a letter to the designated policyholder contact. IWIF has put in place "checks and balances" to minimize fraud and unauthorized access to sensitive information. Having said that, IWIF is developing a Quick-Pay option that will allow limited functionality to a policyholder who is requesting eServices' access. This option will allow a policyholder to make payments immediately, while access to claims information will require approval by an owner or officer before being granted.

Q What does IWIF do to ensure its eServices are secure?

A Everyone is aware of security these days and IWIF is no different. Along with SSL encryption (secure socket layers) to secure online transactions while connected to our website, IWIF annually contracts with an independent company to do "penetration security testing" against our external web servers to test for vulnerabilities. The results give us feedback that we use to ensure that we are at minimal risk for hacking and to assure our policyholders that their transactions are safe.

IWIF Safety TIP Sheet

WORK ZONE DRIVING SAFETY



Across the nation, nearly 1,000 people die and more than 40,000 people are injured each year as a result of motor vehicle crashes in work zones.

The Maryland State Highway Administration offers these 10 tips for driving safely in work zone areas:

- 1 Slow down.** Speeding and aggressive driving are major contributors to work zone crashes.
- 2 Expect the unexpected.** Normal speed limits are often reduced, traffic lanes are often changed, and people are often working on or near the road.
- 3 Don't tailgate.** Keep a safe distance between you and the car ahead of you (use the 3-second following rule). The most common crash in a highway work zone is the rear-end collision.
- 4 Obey road crew flaggers.** The flagger knows what is best for moving traffic safely through the work zone. A flagger has the same authority as a regulatory sign, so you can be cited for disobeying his or her directions.
- 5 Keep a safe distance** between you and the construction workers and their equipment.

6 Pay attention to the signs. The warning signs are there to help you and other drivers move safely through the work zone. Observe the posted signs until you see the one that says you've left the work zone.

7 Stay alert and minimize distractions. Dedicate your full attention to the roadway and avoid changing radio stations or using cell phones while driving.

8 Schedule enough time to drive safely to and from your destination. Check radio, TV, or the web (www.traffic.com, www.marylandroads.com, or www.chart/state.md.us/) for traffic information before you leave. Expect delays when roadwork is ongoing, and leave early so you can reach your destination safely and on time.

9 Keep up with the flow of traffic. Motorists can help maintain traffic flow and posted speeds by merging as soon as possible. Don't drive right up to the lane closure and then try to cut in line.

10 Be patient and stay calm. Work zones aren't in place to inconvenience you. Please remember that the work zone crews are working to improve road conditions for you and make your future drive time safer and easier.

WARNING

IN MARYLAND, FINES ARE DOUBLED FOR EXCEEDING A WORK ZONE SPEED LIMIT.

GETTING A SPEEDING TICKET IN A DESIGNATED WORK ZONE CAN COST YOU UP TO

\$1,000!

FINES DOUBLE

Adapted from information published online by the Federal Highway Administration (www.safety.fhwa.dot.gov/) and the Maryland State Highway Administration (www.sha.state.md.us). This Safety Tip Sheet was created by IWIF's Communications Department. This Safety Tip Sheet is advisory only. It may not list all hazards or conditions in need of correction within your operation. IWIF assumes no liability for identification or correction of conditions or hazards. Safety and health remain your responsibility.

SAFETY SAVES With IWIF

Clearly Seeing the Benefits of Workplace Safety

Emmitsburg Glass Company



L-R: Bobby Phelan, Insurance Brokers of Maryland; and from Emmitsburg Glass, Gregory Reaver, Executive Vice President; Anne Reaver, Director of Human Resources; and Sheridan (Dan) Reaver Jr., President.

A success story of an outstanding IWIF policyholder that sets an example of an award winning safety culture is Emmitsburg Glass Company. Founded in 1988 by brothers Dan and Greg Reaver, Emmitsburg Glass is a commercial glass installer with 100 employees and a reputation for first-class craftsmanship and a total company-wide focus on safety. “We have a dedication and responsibility to working safely, and that commitment starts with me as the president of the company,” stated Dan Reaver.

The company’s philosophy for safety is continuously reinforced through the monitoring and training provided by its full-time Safety Director, George Heiderman, with guidance from Mike Howard, IWIF’s Loss Control Consultant. Mike Howard adds that, “Emmitsburg Glass has built its company’s reputation and protected its workers with safety as a core foundation. The company has implemented all the proper safety policies, procedures and trainings that have produced positive results both in preventing injuries and in reducing its e-mod.” In fact, the company’s low e-mod and near perfect loss record enabled IWIF to work with its insurance agent partner, Bobby Phelan (no relation to the IWIF CEO), with Insurance Brokers of Maryland, to pay Emmitsburg Glass a well-de-



served safety dividend. In addition, IWIF recognized Emmitsburg Glass with a Safety Saves With IWIF Premier Partnership Award.

The management of Emmitsburg Glass then did what any smart and caring business would do for its employees: it gave a substantial portion of its IWIF safety dividend back to its employees in the form of safety bonus checks. During the all-employee safety meeting and bonus presentation, Dan Reaver was proud to tell his employees: “When you do your job safely, strictly follow all safety procedures, wear your safety equipment and watch out for your co-workers, then your actions help to make our company a more profitable, well-respected and sought after commercial contractor. In fact, with our low e-mod built on your commitment to working safely, we are able to successfully bid on jobs and work with some of the area’s biggest general contractors who only pick the best and safest subcontractors. Each of you is to be congratulated and rewarded.”

The company’s agent extended his kudos to the company’s management team: “Congratulations to Emmitsburg Glass Company on your IWIF safety award and for providing a safe working environment for your employees. Your tireless commitment to employee safety is an important part of your company’s tremendous success.”

Emmitsburg Glass Safety Policies in Place

- Safety officer designated
- Workplace drug screening program
- Safety accountability and performance goals in supervisor evaluations
- Safety training - in house and with outside consultants
- Scheduled toolbox safety talks
- Safety committee
- Jobsite safety inspections
- HAZCOM program
- Fall protection training
- Safety incentive program
- Prompt accident reporting and investigation
- Early return-to-work program

New IWIF Executives and Promotions Announced



Elbert Danquah
Newly Hired
Vice President of
Internal Audit



Rona Finkelstein, Esq.
Promoted to
Senior
Vice President of
Legal and Human
Resources



Donna Wilson
Promoted to
Senior
Vice President of
Communications
and Strategic
Planning



Kama Kolbe
Promoted to
Vice President of
Underwriting



Frank Linardi, CPA
Promoted to
Vice President of
Finance and
Controller



Nancy Wilson
Promoted to
Vice President of
Claims



Paulette Lundy
Promoted
Director of
Human Resources



Annemarie Coughlin
Promoted to
Territorial
Marketing Director



George Johnson
Promoted to
Territorial
Marketing Director

New Workers' Comp Program for MNCBIA

IWIF and the Maryland-National Capital Building Industry Association (MNCBIA) have teamed up to offer a workers' compensation savings program for MNCBIA members. The program offers members a 5% discount off IWIF standard premium rates as well as promotes workplace safety among participants. The MNCBIA program marks the 15th association/safety group program IWIF has created. For more information, call your agent or visit iwif.com



MNCBIA

5%
Member
Discount



IWIF Issues Dividend to Building Materials Dealers



IWIF recently issued a group "Safety Saves" dividend in the amount of \$155,349 to policyholders participating in the Building Materials Dealers Program. The policyholders earned the safety dividend for controlling losses and preventing injuries for accident year 2007.

Pictured L-R: David McNamara, President, Gorges & Co. Inc.; Mike O'Malley, CEO, P.T. O'Malley Lumber; H. Denis Hormes, President, P.T. O'Malley Lumber; and Mark Marszal, IWIF Product Development Director. P.T. O'Malley Lumber is a participant in the Building Materials Dealers Safety Program.



Safety Poster Winner!

Chen Sheng, a 10th grader at Franklin High School in Reisterstown, is the winner of the 2008 IWIF workplace safety poster contest. The contest was open to all Baltimore County High School students. Chen received a 1st place award and a cash prize of \$400 for her driving safety poster message, "Inner Rage Leads to Road Rage." A copy of the winning poster is included as a pull-out in this issue.

Pictured L-R: Linda Popp, BCPS Arts Coordinator; Angie Dunn, Franklin High School Art Teacher, Chen Sheng, 10th grade and Winning Safety Poster Winner; Carolyn Guteruth, IWIF Community and Public Affairs Manager and Kathy Schmidt, Principal, Franklin High School.

IWIF is a proud insurance partner with these groups, associations and safety programs:



“ Some of the world’s great musicians use PRS guitars, but safety always sets the tone here at home. ”

–Paul Reed Smith Managing General Partner, Paul Reed Smith Guitars, Ltd.



IWIF Client: Paul Reed Smith Guitars, Ltd.
Challenge: Precision instruments, workshop safety
Solution: Amplify accident prevention

Paul Reed Smith guitars are more than instruments—they’re works of art that have become the standard for excellence and the choice of top acts including Carlos Santana, Nickelback, Dave Navarro, and Jimmy Buffet. The demand for PRS guitars is off the charts, but safety still sets the tone at the company’s

Eastern Shore manufacturing facility. With IWIF as their loss prevention partner, more than 200 PRS employees apply rigorous safety standards at every point of production. By minimizing risk, PRS craftspeople in Maryland can rock and roll to their goal of more than 60 delivered guitars per day. To learn how IWIF can partner with your company, **contact your agent**, call 800-264-IWIF or visit us at iwif.com.

SAFETY SAVES With IWIF Workers' Compensation Insurance