



John Hickenlooper  
Governor  
Ellen Golombek  
Executive Director  
Paul Tauriello  
Director

COLORADO DEPARTMENT OF LABOR AND EMPLOYMENT

# ALL ABOUT CLAIMS



*All About Claims* is a newsletter published by the Colorado Division of Workers' Compensation designed to provide information to claims practitioners. Please send comments or suggestions for future topics to Lise Maes by e-mailing [lise.maes@state.co.us](mailto:lise.maes@state.co.us).

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## JUDGE SUE PURDIE SPEAKS ON LIFE AND LAW

WITH 16 YEARS OF SERVICE TO HER CREDIT, SUE PURDIE IS THE MOST SENIOR MEMBER OF THE DIVISION'S PREHEARING CONFERENCE UNIT. SHE IS ALSO THE SOLE FEMALE AMONG HER COLLEAGUES. REFLECTING ON THE JOURNEY THAT BROUGHT HER HERE, SHE OFFERS A UNIQUE PERSPECTIVE AND THE INSIGHT OF A SEASONED VETERAN.

***Tell us a little bit about your history and the time before you became an attorney.***

I was born in Washington, D.C. and grew up in east Denver and Falls Church, Virginia. Both of my parents were career employees of the federal government. In Denver, they worked at the Air Force Accounting and Finance Center. In Virginia, they worked at the Pentagon.

After high school, I served two summer internships at the Pentagon during the Kennedy administration. Once a week, all the interns would gather at the White House, Constitution Hall or another venue where we met the President or members of his cabinet and were encouraged to consider careers in government service.

I graduated from the University of Denver in the 60's. It was an exciting time to go to college, but I didn't know what to do next. There's a song from the musical "Avenue Q" that starts: "What do you do with a B.A. in English?" Like most of my friends, I earned my Master's degree and went into teaching.

When I was in my 30's, my husband introduced me to Professor Ved Nanda at the University of Denver College of Law. He encouraged me to take the LSAT, and that was the beginning of a new career for me. I taught in the Denver Public Schools until I finished law school in 1983. Judge Tom DeMarino gave me my first job as in-house counsel for Travelers Insurance.

***As an intern, what was your impression of then-President Kennedy?***

He was so bright and articulate. So interested in young people. There were a couple hundred of us and he was trying to motivate us to choose careers in government service. And you know, the Peace Corps had just gotten started under his administration and he felt that it was really important for young people to appreciate their responsibility to their country. Many people who came out of that experience, I think, did go into government service. Maybe not right out of college, but later.

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## JUDGE SUE PURDIE CONTINUED

*You were at the Pentagon during those two summers...*

I was. I spent one year working for—I think it was the Department of the Air Force, Civil Engineers, and then the next summer I worked for the Legislative Liaison Department. These were military people who had connections with Congress and handled things that came up between the military and Congress. I didn't have a very important job—I was pretty much a gopher, but I learned some things that influenced my later decisions.

When President Kennedy was killed, my parents reported to me that when they were leaving the Pentagon they could look across the Potomac and see all the government flags coming down slowly to half mast. I was here in Denver when that happened. I think people, in my age group anyway, know exactly what they were doing the day Kennedy died. I asked a young attorney the other day whether he remembered it and suddenly I realized he wasn't even born yet. So, we've got a whole generation that only know him through history books.

*What was the culture like then? It seemed like a very hopeful time for people—  
young people in particular.*

It was if you were young. I'm kind of on the cusp between old-fashioned ideas and what happened during the Vietnam War. My brother, who was two years behind me, had a whole different culture that he was dealing with. But it was still pretty innocent when Kennedy first came into office. I think I was a senior in high school that year. We were still into rock'n'roll, not into drugs. My roommate was a civil rights freedom rider. She took a bus down to Birmingham during the thick of things. We all recognized the inequities between the races back in those days and young people were anxious to change the world.

*Were you there during the period of the Cuban Missile Crisis?*

I was at the University of Denver. It was my second year and I had five roommates and I can remember the night that we all thought we were going to be incinerated. I had two roommates who were from New England. They were staunch Republicans and they hated Kennedy and they thought he just messed up everything. The rest of us were big fans and so I can remember having some pretty intense discussions over that. But we were all afraid! I think the whole world was afraid for a day or two.

*What aspects of this work do you find most fascinating?*

I've been a pre-hearing ALJ for more than 16 years. Just when I think I've heard it all, a new issue arises that nobody has ever brought up before. This area of law is constantly evolving and the workers' compensation bar is very creative in coming up with new arguments and theories. I also enjoy the challenges of a settlement conference—helping both sides identify and evaluate risk in order to have some control over the outcome of a case. The people I work with are extremely bright and good natured. It's a wonderful work environment.

*How do you maintain balance?*

I try to give all my attention and energy to my job while I am at the office. When I leave work, I shift my attention to my family and personal interests. I love to read and work in the garden. I travel as much as I can. All of us need a way to refuel in order to be effective in the legal profession. I am pretty protective of my personal time.

*What is your greatest attribute—something that has served you well?*

I try to tell the truth without being overly harsh or judgmental. I recognize that my perception



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## JUDGE SUE PURDIE CONTINUED

of what is true is not always shared by others, so I try to listen carefully and not dismiss anyone's position without giving it the time and attention it deserves. I have great respect for the attorneys who appear before us and the clients they represent.

***What are some of the accomplishments, personal or private, of which you are most proud?***

I've been married for over 45 years to the same person. I am proud of my education and grateful for close friendships—some going strong even after 50 years. My siblings still speak to me, as do my colleagues. I accept every day as a gift.

***Past or present, who do you look to for inspiration? Can you name a person who has had a great impact on your life?***

I have been fortunate to live in exciting times and to enjoy opportunities that weren't available to women of my mother's generation. I've had wonderful teachers in and out of the classroom. I've met many fascinating people. At the top of the list is my husband Dick Purdie, my super hero. I am unlikely to ever meet another individual with his wisdom, integrity, honesty, grit, and talent.

***Do you have any advice for others seeking a career in workers' compensation or public service?***

Get as much formal education as you can afford and go where the opportunities are. Work while you are in school and develop some marketable skills. There is no such thing as menial work. I've had some pretty crummy-sounding jobs which provided life skills that I draw upon to this day.

***Your advice is to work and develop marketable skills?***

I'm big on building skills. And it doesn't much matter where you build them. I've had these discussions with other attorneys who feel that attorneys who have paid their dues by working in the trades and offices and heavy labor and minimum wage jobs—that at least in workers' compensation, we have a little bit more insight than somebody who has just come into this field right out of school on their first job. Workers' compensation to me is really fascinating, because when I was in practice, it was like every day was a field trip. I met so many people who did so many different things. I'd done quite a few things myself, by that time. I worked my way through school, like a lot of us did. And you know, when you have worked for a paycheck and you've worked hard and you're having trouble making your bills every month, I think you look at this business differently. On either side—claimant or respondent.

***Is there anything you would like people to know about you? Is there something that people aren't likely to know about you?***

I'm pretty out there with my opinions! I don't think there's much that I keep to myself. You can ask the guys I work with up here! I don't think that's a surprise to anybody.

***Is that your nature or is it based on the environment you grew up in?***

Well, I grew up with two brothers and a sister and I was right in the middle of the pack. I think with four kids in a family, you learn to hold your own very well. I'm the only female judge in our unit and sometimes the guys can be a handful. But I enjoy their unique personalities and am very happy to be working with all of them.



**“I RECOGNIZE THAT MY PERCEPTION OF WHAT IS TRUE IS NOT ALWAYS SHARED BY OTHERS, SO I TRY TO LISTEN CAREFULLY AND NOT DISMISS ANYONE’S POSITION WITHOUT GIVING IT THE TIME AND ATTENTION IT DESERVES.”**

## GETTING TO KNOW JUDGE RICH LAMPHERE

RICH LAMPHERE, THE NEWEST OF THE DIVISION'S PREHEARING CONFERENCE JUDGES, HAS BEEN WITH THE DIVISION FOR JUST 6 MONTHS. HAVING WORKED AS A RESPONDENT'S COUNSEL WITH THE FIRM OF RITSEMA & LYON AND THEN AS CLAIMANT'S COUNSEL WITH STEVE MULLENS, WE WANTED TO GET A SENSE OF WHAT BROUGHT HIM HERE, AS WELL AS HIS IMPRESSIONS OF THE WORK.

***Have you always wanted to work in the legal field and what led you to the practice of law?***

Well, actually, no. I have a background in rehabilitation. I was an occupational therapist in the rehabilitation unit at Penrose and Memorial Hospitals. A lot of industrial rehabilitation was being performed during the mid to late 1980s and it was during that time frame that I first became acquainted with the legal aspects of workers' compensation practice because many of the patients we would see who were doing industrial rehabilitation and work hardening were workers' compensation clients. That's how I became interested in the law in general and the workers' compensation system in particular. I realized I had to go to law school if I wanted to work in as an attorney in this area. So I applied to law school. I was fortunate to be accepted to the University where I completed my undergraduate degree.

I didn't always practice workers' comp, though. My first job coming out of law school was with the 4th Judicial District attorney's office in Colorado Springs. Since leaving the DA's Office, I have handled a variety of legal matters.

***You were considered one of the busiest workers' compensation attorneys in the field. What led you to a post such as this?***

You know... I'm kind of surprised that I was 'considered one of the busiest comp attorneys in the field'! I'm not going to *dispute* that I was busy, but that is the nature of this practice and I am thankful for the experience. What happened that triggered my move in this direction was that I had been on both sides of the fence. I had practiced as a respondents' attorney for a number of years with a very reputable firm—Ritsema & Lyon—out of their Colorado Springs office. I did that for a number of years. I stepped away from that and practiced on the claimant's side of the house for a number of years with one of the most experienced claimant's attorneys in the state—Steven U. Mullens. It seemed like a natural step to go from the practice to this position. I have developed many contacts over the years and some of those with whom I have worked kept me apprised of the openings here. And they said, "Look, you'd be perfect for this position. You need to apply." So I did. I am thankful to all who encouraged me and most importantly, for the opportunity to serve.

***What motivates you?***

My interest in the law coupled with the great responsibility that we, as judges, are entrusted with to ensure that all disputes in the system are handled according to the Workers' Compensation Statutes, the Rules of Procedure and settled case law. It is critically important to me that those involved in a claim view the Division as operating impartially, consistently and efficiently. It is these principles that continually motivate me to provide the best level of service to the stakeholders in this system.

***What has surprised you most about this work?***

I wouldn't necessarily say 'surprised' per se, but a refreshing aspect about my work here that I've noticed specifically is the congeniality of the workers' compensation bar. The workers' compensation bar is a smaller bar. I was informed by Judge DeMarino that there are approximately 300 attorneys who practice workers' comp *statewide*, the majority of whom practice here in Denver. As a practitioner working in Colorado Springs, I was pretty much just dealing with my side of the case. So I didn't get to know many of the attorneys outside of Colorado Springs. As a judge, I come into contact with the entire workers' com-



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## JUDGE RICH LAMPHERE CONTINUED

pensation bar. What I notice on a daily basis is how well the members of the bar work together to resolve their differences in the interests of their respective clients. And it's refreshing to see that. I think that speaks well to the professionalism of the bar.

### *How do you maintain balance?*

Professionally, I seek advice from others that I consider to be my mentors. If I have a challenging issue that I'm not as confident about as I would like to be, I will seek the opinions, advice and input from my peers. I think this approach helps maintain a sense of balance, as it usually produces a number of divergent opinions which I often use in formulating my own decisions. I feel most balanced professionally if I employ this technique and believe that this approach has served me well over the years. Personally, I try to structure my life as best I can. I try to make sure that I'm getting a little bit of pleasure or entertainment wrapped into my day, every day. The structure associated with my position has made this easier and this has contributed to an overall feeling that my life is balanced.



### *What is your greatest attribute—something that you find even now is serving you well?*

Well, let me get back to something my mother told me when I was young, and which stuck with me as I grew. When I was a young kid, I had a problem with speaking too much. I talked too much in class and I would argue with everyone, particularly my mom. One day while running off at the mouth, she sat me down and told me, "You know, God gave you two ears and one mouth for a reason. You need to listen and hear others twice as much as you need to talk." And so, one of the attributes I think I have developed with this axiom in mind is the ability to not only listen, but hear what others are saying. During both prehearing and settlement conferences, I try carefully to "listen" to both sides of the case before I rule or provide input. I think this is one of the better attributes that I can bring to my job.

### *What are some of the accomplishments, personal or private, of which you are most proud?*

Most people don't know this, but I relocated here to Colorado in '85. I worked for about four years before I went back to law school. When I went to law school, I returned to the University of North Dakota. I had two children at the time and my wife was working here. I essentially commuted between Colorado Springs and Grand Forks, North Dakota. I'm proud of the fact that I was able to focus and complete that after three years. It was not an easy thing for my wife or me—but I'm proud of the fact that we stuck it out.

### *That's a testament to her, too, isn't it?*

Oh, absolutely, I owe her everything. It was easy for me to get up and go to an 8 o'clock class. I realized that all I had to do was take care of myself. I know she was back here every day getting two children up, getting them around, getting them to daycare, and going to work full time. Law school is three years long, so it is a testament to her fortitude and her strength to continue that kind of schedule for three years. Our goal really was to see how the first year went—just to see what would happen, because it's not a given that you make it through that first year. After making it through the first year, we both made a commitment that I would finish there and that she and the kids would stay here. We knew that we wanted to live in Colorado and the kids were very happy here. I like to say that "we" graduated from law school, since there was no way that I could have done it without her heavy work back here.

And then, I know it sounds cliché, but I am very, very proud of my children. I have three children—the oldest is a physician. She's in her residency in Oklahoma. My second daughter works for Medtronic in the cardiac pacemaker/defibrillator division as a clinic field representative. She lives in California. Unfortunately, we don't get to see either of them frequently enough.

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## JUDGE RICH LAMPHERE CONTINUED

And then my youngest son is a freshman at CSU studying construction management. While he is closer than the girls, he manages to stay very busy with school work and with snowboarding. Consequently, we don't see him as much as we would like, either. I am very, very proud of them.

*Past or present, who do you look to for inspiration? Can you name a person who has had a great impact on your life?*

**“I’VE HAD MANY MENTORS, BOTH PERSONALLY AND PROFESSIONALLY, FOR FEAR OF LEAVING SOMEONE OUT, I WILL JUST SAY THAT I REALLY FEEL IT’S IMPORTANT TO HAVE A MENTOR TO ASSIST YOU AS YOU MOVE FORWARD IN LIFE.”**

Well, I can probably name several people who have had a great impact on my life. I've had many mentors, both personally and professionally. For fear of leaving someone out, I will just say that I really feel it's important to have a mentor to assist you as you move forward in life. Currently, I look to everyone at the Division. The judges and the staff at the Division have a wealth of knowledge and I rely on them every day.

Personally, as we've discussed, my wife is a big inspiration to me, and my family.

*You mentioned your mom, too...*

Yes, my mom... I needed her direction every now and then. My dad is a physician who worked long hours away from home. My mother was a stay at home mom for a number of years. There were 6 children in my family. She was able to stay at home with us—I don't know if she *wanted* to—but I am thankful that she did. We needed her steady hand at home from time to time as children and I credit her for the success of my brothers and sisters. I have taken my cues regarding the rearing of my children from her and I am most appreciative for the guidance and advice she has provided over the years.

*Do you have any advice for others seeking a career either in workers' compensation or in public service?*

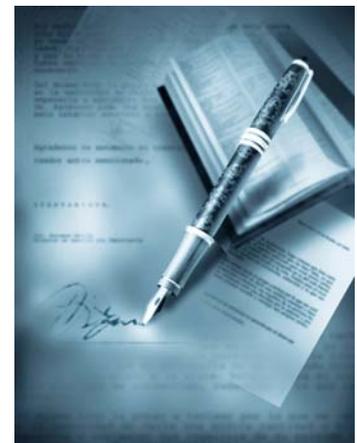
Again, in keeping with my belief that a mentor is absolutely critical to personal and professional development, I would encourage anybody who is seeking a career in workers' compensation to find a well-respected member of the workers' compensation bar and mentor with them. If you don't do that, I think you're doing yourself a very large disservice. Workers' Compensation is a particularly difficult area of law to practice. You must know settled case law, statutes, and the rules of procedure for both workers' compensation and the Office of Administrative Courts to practice effectively. I really believe it takes a well-respected mentor to help you learn this practice area if you intend to make a career of it. It is just too difficult otherwise.

*Judge Craig Eley had a few other things to say about you... he mentioned something about 'Baby Boy Lamphere'?*

Who's that? I know Craig jokingly says I am bringing down the age average for the PALJ's here and we were talking about that earlier today in the context of global warming. Craig said global warming is not going to matter much to anyone here, except "maybe for Lamphere, who will be in the old folks' home by the time it becomes a real problem, so it may make a difference to him." I'm okay with being the new "kid" on the block. I intend to solicit advice from Craig and the other PALJ's for a long time to come.

*You've got some pretty impressive guys up there.*

No question! The judges all have different backgrounds and they all bring something different to the table, which is wonderful. I've only been here for 6 months, but I really enjoy it and am looking forward to a lengthy career with the Division.



## CHANGES FROM THE DIVISION'S MEDICAL UNITS

**JANUARY 1, 2013 CHANGES:** Just a reminder that the updated Rules 16 (Utilization Standards) and 18 (Fee Schedule) become effective on January 1, as do the revised Traumatic Brain Injury Treatment Guidelines. Also, below are the annual changes to the Division IME follow-up fees:

\$119.51	Follow-up for repeat Range of Motion
\$169.32	Follow-up less than 6 months from the original exam
\$219.12	Follow-up more than 6 months but less than 1 year from the original exam
\$675.00	Follow-up more than 1 year from the original exam

Some general reminders regarding the Division IME process:

**Timely DIME fees:** Recently, the DIME unit has had to mediate several disputes regarding the payment of the DIME fee, where the fee was not paid or was late because the insurer was expecting to be invoiced. Rule 11-4(A) requires that "The [DIME physician] shall receive from the requesting party a fee of \$675 at least 10 calendar days prior to the ... examination." If the fee is late, the doctor may request an additional \$100. There has never been a requirement for invoicing; this payment is not strictly governed by the Division's Fee Schedule although there are now optional Z-codes for these transactions:

Z0768	for the standard fee, \$675.00
Z0769	for the \$100 adjustment/late payment fee

The Division acknowledges that for various accounting purposes, some entities require e.g., the doctor's tax I.D. number. It may be acceptable to contact the DIME doctor's office to get that information, but please do so well in advance so that the fee payment can be processed to arrive on time.

**DIMes for Indigent Claimants:** Under the statute and the associated rule, claimants who are unable to pay for a Division IME are still entitled to obtain that proceeding. If an ALJ deems the claimant indigent for the purpose of requesting a DIME, Rule 11-11(B)(2) requires that the insurer advance the cost of the DIME to the selected physician 10 days in advance of the appointment. The insurer shall pay for additional costs as applicable. The costs associated with the DIME are repaid to the respondent at the time of case settlement or other disposition.

In these instances, the respondent must still observe the time frames and all other obligations imposed by the applicable rule. Because the claimant is requesting the DIME, often the doctor's office is not aware that the respondent is actually responsible for payment, and if it is late they sometimes engage in fruitless efforts trying to obtain payment from the claimant. (Yes, they should be contacting the DIME unit, but sometimes they do not.) We thought that perhaps the insurer's obligations in these cases were not completely clear, and we hope this illuminates parts of this process. We appreciate your compliance and cooperation.

**The Division's Medical Policy and Medical Services Delivery Sections wish you a safe, happy, and healthy New Year!**

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## NEW FORMS...

In September 2012, the Division adopted two new forms:

- WC181— *Medical Billing Dispute Resolution Intake Form*  
(required when submitting a request for review by the Division's Medical Policy Unit)
- WC188— *Authorized Treating Physician's Request for Prior Authorization*  
(recommended, but not required)

If you are not familiar with these forms, they can be viewed and obtained from the Division's website. Contact the Medical Policy Unit at (303) 318-8765 if you have questions.

## AND REVISIONS TO EXISTING FORMS...



You may have already noticed a change to the *Request for Lump Sum Payment* form. The purpose was to eliminate delays occasioned by errors in interpreting information requested on page 2 of the form. Specifically, questions in Part A of the calculation were reworded and realigned in a more logical progression so that the method for arriving at the amount payable, including any deductions, is clear.

Look for the *Petition to Modify, Terminate, or Suspend Compensation* and the *Objection to Petition to Modify, Terminate, or Suspend Compensation* to be combined into a single two-page form. This is to ensure that an objection page accompanies any petition to terminate benefits in the mailing of the notice to the claimant.

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## MEDICAL TREATMENT GUIDELINES CHANGES TO THE WEBSITE

The Division Medical Policy Unit is happy to announce several additions to the website that are designed to assist users of the Medical Treatment Guidelines in understanding the guidelines revision process. When you open the Medical Treatment Guidelines page at <http://www.colorado.gov/cs/Satellite/CDLE-WorkComp/CDLE/1248095315991> \*, please also explore the following links:

[CLICK HERE](#) to learn about Medical Treatment Guidelines Desk Reference Tools

AND

[CLICK HERE](#) to learn about research methodology, process, and literature used in updating the medical treatment guidelines

The section on Desk Reference Tools has been reformatted for increased reader-friendliness. The documents have been grouped into four main areas: general information; documents related to chronic pain; interventions; and functional capacity evaluation.

Medical Treatment Guidelines revision involves several complicated processes. In addition to guidelines with in-text references and bibliographies, we have greatly expanded the process/methodology section by posting the following documents:

- General literature search strategy
- Assessment criteria for evidence critiques
- Guidelines specific search terms and topics
- Guidelines-related critiques assessing the strength of the evidence

If you would like assistance in navigating through the Medical Treatment Guidelines page, please contact Barbara Fahmy, MS OTR, at [barbara.fahmy@state.co.us](mailto:barbara.fahmy@state.co.us) or (303) 318-8760. We would love to hear from you.

\* *Alternative navigation path: go to <http://www.colorado.gov/cdle/dwc/>, click on "Official Forms, Publications, and Interpretive Bulletins"; then click on the link to the Medical Treatment Guidelines in the margin on the left side of the page.*

## PROPOSED RULE CHANGES THAT MAY INTEREST YOU...

Claims adjusters will want to take note of the upcoming rules hearing on January 29, 2013. Director Paul Tauriello will take testimony on a proposal to *eliminate the Final Payment Notice*. Eliminating the requirement to file the notice is expected to reduce the administrative burden of claims processing on insurers. The strike and cap version of the proposed rule is provided below:



### Rule 5 Claims Adjusting Requirements

#### 5-11 ~~FINAL PAYMENT OF COMPENSATION~~ COMPUTATION OF BENEFITS

- (A) — The workers' compensation benefit amount is based upon a seven day calendar week.
- (B) — ~~An insurer shall file a final payment notice in every compensable claim that was filed with the Division in which benefits were paid. The final payment notice shall reflect cumulative totals for all benefits paid and be submitted in the format required by the Division. A final payment notice shall be filed after all compensation issues have been resolved by final admission, final order or stipulation. The final payment notice shall be filed within 60 days after the claim is closed. For Permanent Total Claims, a Final Payment Notice shall be filed within 60 days after benefits have terminated. If a claim is reopened a final payment notice shall be filed within 60 days after the reopened claim closes.~~

In addition, the Director will take testimony on proposed amendments to Rule 10, which is intended to clarify language and streamline the Utilization Review Process. Those amendments are included below:

### Rule 10 Medical Utilization Review

- 10-2(E) A minimum filing fee of \$1,250.00 shall be paid at the time of filing by the requesting party. The Division will notify the requesting party of additional costs incurred, **SUCH AS PAYMENT TO PANELISTS NOT COVERED BY THE FILING FEE**, which require a supplemental fee. Payment of any such supplemental fee will be required for completion of the utilization review and prior to the issuance of the Director's order.
- 10-3(C) Within seven (7) days of receiving the written notification, the provider under review may submit a concise written statement no longer than two (2) pages in length, limited to whether the treatment provided was reasonably necessary or reasonably appropriate. The provider shall ~~send a copy of the written statement to all parties~~ **SUPPLY SEVEN (7) COPIES OF THE STATEMENT TO THE DIVISION**. A timely and properly submitted written response will be added to the review packets **AND FORWARDED TO ALL PARTIES BY THE DIVISION**.
- 10-4(E) Any additional medical records shall be presented as follows:
- (1) The first item in each copy shall be a dated and signed transmittal letter which contains the following information:
    - (a) The UR # and claimant's name,
    - (b) Identification of the submitting party name and ~~position in~~ **RELATIONSHIP TO** the case,
    - (c) a certification stating the seven (7) copies of additional medical records contain the same documents, and
    - (d) an index of the additional attached medical records material.



**COLORADO DEPARTMENT OF  
LABOR AND EMPLOYMENT**

DIVISION OF WORKERS' COMPENSATION

Communications

633 17th Street, Suite 400

Denver, CO 80202-3660

E-mail: [lise.maes@state.co.us](mailto:lise.maes@state.co.us)

Web: <http://www.colorado.gov/cdle/dwc>

**“QUALITY AND EXCELLENCE IN  
ALL WE DO.”**

*Excerpt from a letter to state employees dated 2/1/11:*

**We are committed to redefining good government. We know our daily work must be effective, efficient and elegant.**

**Specifically:**

- ***Effective.*** Are we getting done what we need to? Do we have the same priorities as the people of Colorado? We need to look at outcomes to judge whether our programs are successful.
- ***Efficient.*** Services should be timely and cost-effective. We will measure everything in order to become more efficient. We will eliminate waste and duplication wherever we find it.
- ***Elegant.*** When we say elegant, we are not talking about fashion. We are talking about the delivery of state services in a way that elevates you and the person receiving state services. When someone applies for a license or inspection they shouldn't feel disrespected by the interaction, and neither should you. This is the essence of customer service.

*Governor John Hickenlooper*



## **WALK-IN PREHEARING CONFERENCE**

The Prehearing Unit of the Division of Workers' Compensation is instituting a new procedure, designed to cut down on paperwork and time spent scheduling prehearing conferences. It is called the Walk-In Prehearing Conference.

The Walk-In Prehearing requires no notice to the Division, and will be held the 2nd and 4th Wednesday mornings of each month beginning in January 2013 (January 9 and 23), from 8:00 to 11:30 a.m.

The guidelines for a Walk-In Prehearing are as follows:

1. All sides must agree to a Walk-In Prehearing Conference.
2. All sides must appear **in person**. If one is a no-show, there will be no prehearing conference.
3. Walk-In Prehearings are not available for issues involving *pro se* litigants.
4. The parties must exchange some type of documented notification of the issues to be heard at the Walk-In Prehearing. This can be done by email, fax, etc. A copy should not be sent to the Division, but should be available at the Walk-In Prehearing.
5. No reservation or paperwork is needed. Upon arrival, the parties sign in on a registration log. First come, first served.
6. Walk-In Prehearing Conferences will be for the consideration of any prehearing issue, but will not be used for mediating settlements.

Questions, comments and suggestions regarding Walk-In Prehearing Conferences should be directed to Craig Eley at [craig.eley@state.co.us](mailto:craig.eley@state.co.us).