

Presents

The Management Staff

**Krista Fergason** 512-467-3699 x4155  
**Division Director**

**Keith Stone** 512-467-3699 x3548  
**WC Dept Director**

**Herman Wilks** 512-467-3699 x7272  
**WC Dept Director**

**Connie Luna** 512-467-3699 x6357  
**Claims Specialists**

**Nancy Kunschik** 512-467-3699 x4303  
**Utilization Management**

**Laura Romaine** 512-467-3699 x8402  
**WC Consultant**

**Kathryn Nichols** 512-467-3699 x7210  
**Region 4**

The Management Staff

**Renee Brown** 512-467-3699 x6284  
**Regions 1, 6, 20, Denton, Eanes and Leander ISDs**

**Denise Brown** 512-467-3699 x7269  
**Regions 4, 9, 11, 14–19 Midlothian ISD**


**Jennifer Ruedas** 512-467-3699 x7242  
**Regions 5, 7, 8, 10, 12**

**Adele Ward** 512-467-3699 x6375  
**Regions 2, 3 and 13**

**Randee Fine-Ehler** 512-467-3699 x7275  
**Ft Bend, Cy-Fair, Pasadena, Klein, Deer Park, Katy and Clear Creek ISDs**

**By Krista Fergason and the RM Team**

## The Importance of Effective Worker's Compensation Communications



Date: 04/26/10

Time: 3:00PM—4:00PM

Hyatt Regency, Austin



# Importance of Effective Workers' Compensation Claims Communications

**Directed by**  
*Denise Brown*

**Narrated by**  
*Krista Ferguson*

## Act One

**Reporting Record Only Claims  
Lack of Communication Between ISD and Adjuster**

## Act Two

**Bad Faith—Learn What Not To Do or Say !  
Late Notice / No Alliance Information to Injured Worker**

**Ginger/Vera Sharp**  
**Mr. Restin / Will Cheatem**  
**Lotta Paper**  
**Miss Lissie**  
**Dew Ann Nutten**  
**Mertie Swertner**  
**Ima Ners / Bella Puscher**  
**Ima Tukem / Bright Starr**  
**Diska Bea Yew / Liz**  
**Ms. Bisskit (Café Supvr)**  
**Minnie Stubbs**

**Liz Johnson**  
**Jeff Jensen**  
**Deborah Fair**  
**Donna Linch**  
**Tonya Sjolander**  
**Jennifer Lilienthal**  
**Torrie Garcia**  
**Beth Malone**  
**Jennifer Patton**  
**Latrice Neal**  
**Renee Brown**

## SPECIAL THANKS TO OUR STAFF:



Elizabeth Johnson  
Adjuster IV  
12-19-05



Jeff Jensen  
Adjuster III  
09-10-07



Deborah Fair  
Claims Specialist  
12-03-01



Latrice Neal  
Benefits Administrator II  
11-03-08



Beth Malone  
Adjuster II  
11-30-09



Tonya Sjolander  
Benefits Administrator II  
08-15-07



Jennifer Patton  
Benefits Administrator II  
07-02-07



Jennifer Lilienthal  
Benefits Administrator I  
11-17-08



Renee Brown  
Claims Manager  
02-17-03



Torrie Garcia  
Intake Coordinator I  
09-08-09



Donna Linch  
Adjuster IV  
12-18-04



Denise Brown  
Claims Manager  
09-01-95

### Injured Worker



Esmeralda Soliz  
Senior Claims Specialist  
09-01-95

Marta Whitehead  
Adjuster IV  
02-01-07



### Bubbles

**Produced by**  
**The TASB WC Claims Administration Team**