



Our Mission

LWCC stands by its motto, “How Workers’ Comp Is Supposed to Work.” It does so by steadfastly adhering to its underlying mission:

- To guarantee the solvency of the Corporation while providing the highest standard of customer service;
- To provide workers’ compensation insurance to Louisiana employers at the lowest feasible cost;
- To provide the injured worker with rapid, efficient and complete compensation for injuries and to provide the best opportunity for a rapid return to work;
- To manage risk and to educate agents, insureds, and employees on the value of a safe workplace; and
- To promote quality and efficiency throughout the organization.

Timeline

1980-1990

Louisiana companies experience a significant rate increase for workers’ comp insurance, and more than 70% of these businesses unnecessarily fall into the assigned risk pool.

1991

OCTOBER: Louisiana Workers’ Compensation Corporation (LWCC), a private, nonprofit mutual insurance company, is created by a constitutional amendment to save the state’s failed comp system by tackling the factors that led to its demise and stabilizing costs.

DECEMBER: LWCC’s board of directors names Steve Cavanaugh president and chief executive officer. Cavanaugh brings a vast amount of experience to the new corporation. After practicing law in the workers’ comp field and managing a majority of the state’s workers’ comp self-insured pools, he was picked to restructure the workers’ comp system as director of the Office of Workers’ Compensation. While there, he established one of the most aggressive and comprehensive medical management positions in the country, helped craft new statutory guidelines for claims management, and created a hearing officer system for handling claims disputes.

1992

OCTOBER: LWCC opens for business and hits the ground running. On October 1, 381 policies are issued and three claims are received. LWCC begins aggressive claims management programs, loss prevention initiatives, fraud investigations, and a “no settlement” policy while maintaining low operating costs.

1993

FEBRUARY: LWCC pays off a final start-up loan of \$4.5 million before its due date. All start-up loans were obtained from local banks. As a private insurance carrier owned by its policyholders, LWCC has never used taxpayer dollars.

JULY: LWCC’s fraud unit provides evidence necessary to earn its first fraud conviction, prosecuted by the Orleans District Attorney’s Office.

AUGUST: In less than one year after opening its doors, LWCC reaches a policy count of 30,000, with an estimated annual premium of \$246 million.

1994

MARCH: With assets topping \$250 million, LWCC opens a full-service branch office in Metairie.

NOVEMBER: To reward loyal policyholders who had successful safety programs and favorable loss ratios, LWCC initiates Customer Performance Incentives (CPI), or premium credits based on safety results with LWCC.

1995

JANUARY: LWCC begins contracting with healthcare providers to create OMNET[®], Louisiana’s first and largest statewide managed care network for occupational injuries.

MAY: LWCC opens its second full-service branch office in Shreveport.

JULY: After three years without a rate increase, LWCC lowers rates by 5% to 20% on 15 class codes affecting 60% of policyholders.

NOVEMBER: Financial stability prompts LWCC to lower security deposits. More than \$20 million is credited to policyholders, and remaining deposits continue to earn them interest.

1996

APRIL: LWCC kicks off a \$1,000 reward campaign for tips leading to criminal fraud convictions. The intensive public awareness effort generates more than 200 calls to the Fraud Hotline this spring alone.

JUNE: A loss prevention report shows that policyholders with LWCC since 1993 experienced an average 46% decrease in their accident rates.

OCTOBER: LWCC begins writing multistate coverage for policyholders with temporary or permanent operations in other states.

LWCC's number of loss prevention visits tops 15,000 since inception. A study concludes that, on average, policyholders' accident frequency drops more than 40% after visits from LWCC loss prevention representatives.

LWCC institutes new claims teams made up of claims representatives, nurses who serve as patient advocates, and return-to-work specialists.

1997

JANUARY: LWCC's educational efforts to help policyholders control their experience modifiers (E-mods) pay off. An LWCC report indicates that the number of policyholders with E-mods under 1.00 increased 40% over 1995. (An E-mod is a factor based on the ratio between a policyholder's loss experience and annual premium that is used to either reduce or increase the amount of premium on a policy.)

JUNE: LWCC releases a drug study indicating that businesses with drug-testing programs have half the number of accidents and their accidents cost 28% less than those without programs.

AUGUST: LWCC's tax-exempt status is clarified by a federal amendment as part of the Taxpayer Relief Act of 1997.

1998

JANUARY: LWCC rolls out a new pricing program, with more than 20,000 policyholders experiencing a decrease in premiums. More than 80 classes of business see decreases greater than 20%.

LWCC names Kristin W. Wall executive vice president and chief operating officer. She was previously general counsel.

SEPTEMBER: With more than 2,000 participating healthcare providers, OMNET[®] saves more compared to non-network claims and results in fewer lost workdays.

DECEMBER: *LWCC Interactive* is launched, allowing policyholders and agents to access current information about their policies via the Internet.

1999

JULY: A package of legislation that establishes procedures to remove the full faith and credit of the state and ensures LWCC's long-term stability passes the Louisiana Legislature in convincing fashion.

An LWCC study shows that accidents have dropped 46% since 1993 (LWCC's first full year of operation).

2000

JANUARY: LWCC receives an “A-” rating from A.M. Best Company.

MAY: LWCC receives approval from the U.S. Department of Labor to write federal coverage without the State of Louisiana’s full faith and credit guarantee. Effective May 1, 2000, the full faith and credit of the State of Louisiana expires and all provisions outlined in LWCC’s 1999 legislative package take effect.

2001

APRIL: LWCC’s new business unit structure is implemented to ensure better coordination and delivery of service to agents, policyholders, and injured workers.

2002

JUNE: A.M. Best upgrades LWCC’s rating to “A” (Excellent).

SEPTEMBER: Ward Group, the leading authority on insurance industry benchmarking, recognizes LWCC as being one of the top 50 property and casualty insurers in the nation. The group chooses LWCC as a Ward’s 50 company from over 2,700 U.S. property and casualty companies that demonstrate a high level of safety, consistency, and performance.

2003

APRIL: LWCC launches Well@Work.com, a website created for injured workers and designed to help them return to work as quickly as possible by offering information on claims and benefits, health and safety tips, and other information to help ensure a successful and expedited recovery.

MAY: LWCC officially goes live with its new policy administration software, PowerComp[®], by Taliant Software, LLP.

JUNE: A.M. Best reaffirms LWCC’s “A” (Excellent) rating.

AUGUST: LWCC creates OMNET[®] Gold, a new status in the OMNET[®] program consisting of a select group of providers who have received continuing medical education training by the prestigious Johns Hopkins University, based on its occupational management program model. OMNET[®] is LWCC’s statewide network of more than 2,000 medical providers.

SEPTEMBER: For the second consecutive year, LWCC receives the Ward’s 50 designation by the Ward Group, which cites LWCC as one of the top 50 property and casualty insurers nationwide.

2004

APRIL: LWCC’s pays its first-ever dividend, returning \$10 million to qualifying policyholders.

JUNE: A.M. Best reaffirms LWCC’s “A” (Excellent) rating for the third straight year.

JULY: Kristin W. Wall is promoted to president and chief operating officer of LWCC.

SEPTEMBER: LWCC receives the Ward's 50 designation by the Ward Group for the third consecutive year as one of the top 50 property and casualty insurers in the nation. The group chooses LWCC as a Ward's 50 company from over 2,900 property and casualty companies in the United States.

DECEMBER: LWCC launches AgencyPort, a system that allows agents to submit new business online.

2005

JUNE: LWCC pays its second dividend, returning \$15.8 million to qualifying policyholders.

AUGUST: LWCC receives the Ward's 50 designation by the Ward Group for the fourth straight year as one of the top 50 property and casualty insurers in the nation.

DECEMBER: LWCC deploys AgencyPort's new automated renewal and endorsement component to selected pilot agencies. For the first time, agents and underwriters are able to complete the renewal and endorsement process in real-time, avoiding the headaches and errors associated with phone, paper, and fax-based processes.

2006

MARCH: LWCC names Kristin W. Wall as its new president and chief executive officer.

JUNE: LWCC pays a dividend for the third consecutive year, returning \$19.6 million to qualifying policyholders.

JULY: LWCC receives the Ward's 50 designation by the Ward Group for the fifth year in a row as one of the top 50 property and casualty insurers in the nation.

2007

JANUARY: SafetyNet, a landmark safety and loss prevention management software application, is launched by LWCC. SafetyNet automates the workflow of LWCC's loss prevention program and allows safety consultants to better assist policyholders with reducing claims frequency and severity.

APRIL: For the fourth year in a row, LWCC pays a significant dividend to qualifying policyholders. The \$23.2 million is believed to be the largest dividend ever paid by a Louisiana workers' compensation insurer.

JULY: For the sixth consecutive year, LWCC is named by the Ward Group as one of the 50 top-performing property-casualty insurers in America.