

CompSource Oklahoma Wins Another Governor's Commendation With Checks and Balances Project

CompSource Oklahoma won the Governor's Commendation for the Red Tape Reduction Award at Quality Oklahoma Team Day 2005. The Team Day event, held May 5, 2005, recognized Oklahoma state agencies who have done an extraordinary job of improving customer service, cutting red tape, cutting costs and/or generating income.

CompSource's entry, "Checks & Balances" - Meeting Customer Needs Through Improved Technology" illustrated how our new check processing system improves service to our customers with an efficiently combined package of payments and Explanation of Benefits form (EOBs). This process cut production and mailing costs by combining EOBs and checks into one document for mailing. Multiple invoices for one recipient can also be combined into one check instead of preparing individual checks for each invoice. The entire check printing process was moved from Information Systems to Financial Services Cashier's Office where checks, check stubs, EOB statements and mailers are printed using a PC. This new PC based system has the ability to add additional features to enable CompSource to meet future technological advances of other state agencies and private businesses.

Ken Berchenbriter, IS Manager and Project Team Leader, accepted the award on behalf of CompSource. The initiative included key stakeholders in the project's outcome as well as individuals who worked on the project from the front end in our cashier's office and mail room to those who worked on ensuring its success from behind the scenes in Information Systems. It was truly a team effort by the following individuals from several departments: Gary Beck, Ken Berchenbriter, Dave Brandley, Jane Carr, Letha Casey, Mona Hanna, Steve Hardin, Carolyn Jacks, Gordon Karber, John Lohrey, Barb McMullen, Jo Miller, Ann Seibel, Ron Sease and Debbie Willingham.

CompSource employees strive to win the Governor's Commendation each year at the Team Day event. Our track record is great due to the efforts of our many dedicated employees. We're already looking to Team Day 2006 with high expectations for another award and another opportunity to better serve our customers.



Pictured left to right: Dave Brandley, Ann Seibel, Steve Hardin, Debbie Willingham, Jo Miller, Jane Carr, Mona Hanna, Carolyn Jacks, Letha Casey, Gary Beck, Project Leader Ken Berchenbriter, Gordon Karber and Ron Sease.



The Source for Workers' Compensation Insurance