

AGENCY NAME:	STATE ACCIDENT FUND		
AGENCY CODE:	R120	SECTION:	075

Fiscal Year 2020–2021 Accountability Report

SUBMISSION FORM

I have reviewed and approved the data submitted by the agency in the following online forms:

- Reorganization and Compliance
- Strategic Plan Results
- Strategic Plan Development
- Legal
- Services
- Partnerships
- Report or Review

I have reviewed and approved the financial report summarizing the agency’s budget and actual expenditures, as entered by the agency into the South Carolina Enterprise Information System.

The information submitted is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):	Signature on file.
(TYPE/PRINT NAME):	Erin Farthing, Acting Director

BOARD/CMSN CHAIR (SIGN AND DATE):	
(TYPE/PRINT NAME):	

FY 2020-2021 Agency Accountability Report
Reorganization and Compliance Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the

STATE ACCIDENT FUND

Primary Contact:

First Name	Last Name	Role/Title	Phone	Email Address
Matthew	Hansford	Deputy Director	803-896-5821	mhansford@saf.sc.gov

Secondary Contact

First Name	Last Name	Role/Title	Phone	Email Address
Abby	Sellers	Director of Financial Services	803-896-5872	asellers@saf.sc.gov

Agency Mission

To provide cost effective, guaranteed workers' compensation insurance for state agencies and optional coverage for other governmental entities, and to provide superior servicing for policyholders and injured workers.

Adopted in: 2019

Agency Vision

The South Carolina State Accident Fund will be recognized as a progressive and intuitive state agency and leader in the field of workers' compensation insurance for governmental entities.

Adopted in: 2019

Recommendations for reorganization requiring legislative change.

No

Please list significant events related to the agency that occurred in FY 2020-2021.

Month Started	Month Ended	Description of Event	Agency Measures Impacted	Other Impacts
February	February	Amy Cofield removed as Executive Director.		
February	February	Erin Farthing named Acting Director.		

Does the agency intend to make any other major reorganization to divisions, departments, or programs to allow the agency to operate more effectively and efficiently in FY 2021-22?

Note: It is not recommended that agencies plan major reorganization projects every year. This section should remain blank unless there is a need for reorganization.

No

Is the agency in compliance with S.C. Code Ann. § 2-1-220, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? See also S.C. Code Ann. § 60-2-20.

Yes

If not, please explain why.

Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 20-1-10 through 20-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

Yes

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Does the law allow the agency to promulgate regulations?

No

Please list the law number(s) which gives the agency the authority to promulgate regulations.

Has the agency promulgated any regulations?

Is the agency in compliance with S.C. Code Ann. § 1-22-120(J), which requires an agency to conduct a formal review of its regulations every five years?

AGENCY NAME:	State Accident Fund		
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AGENCY'S DISCUSSION AND ANALYSIS

The South Carolina State Accident Fund (SAF) was established in 1943 for the purpose of providing workers' compensation coverage and administration for all state agencies and other local governmental entities at reasonable prices. By creating a state agency for the sole purpose of "self-insuring" the state of South Carolina provides a stable source of guaranteed insurance coverage so that state workers' are not placed at undue risk.

The mission of SAF is to provide a cost effective, guaranteed workers' compensation insurance for state agencies and other governmental entities with exceptional service to its' state workers.

As set forth by statute, the State Accident Fund determines rates and premiums in the same manner as a private insurance company. It is funded entirely by the premiums it collects and receives no general funds from the state of South Carolina.

On July 1, 2013, the administration of the South Carolina Workers' Compensation Uninsured Employers' Fund (UEF) was transferred to the State Accident Fund. The UEF was created to ensure payment of workers' compensation benefits to injured employees whose employers failed to acquire necessary coverage for their employees as required. The UEF is funded from the collections of tax on insurance carriers and self-insureds and the general fund of South Carolina.

By self-insuring, SAF provides the State a more stable and economic source of insurance coverage and avoids many underwriting risks associated with varied governmental functions. This stability ensures that injured state employees are provided necessary medical care and income while out of work thereby limiting any burden on SC employees, and ultimately, the state of South Carolina.

SAF measures its' success and establishes goals based on the expectations of our policyholders and stakeholders. Surveys and interviews have established these continued goals:

- Quality and customized services (timely processing of claims and providing appropriate services);
- Low claim costs;
- Competitive rates; and
- Personal and interactive service and communication.

The agency's major applicable achievements for FY 2020-2021 include:

- Agency remained financially sound and self-sustaining;
- Integration of new Bill Review vendor providing increased medical bill savings;
- Integration of new document management software increasing security and
- Reduced premium rates by 3.7% overall;

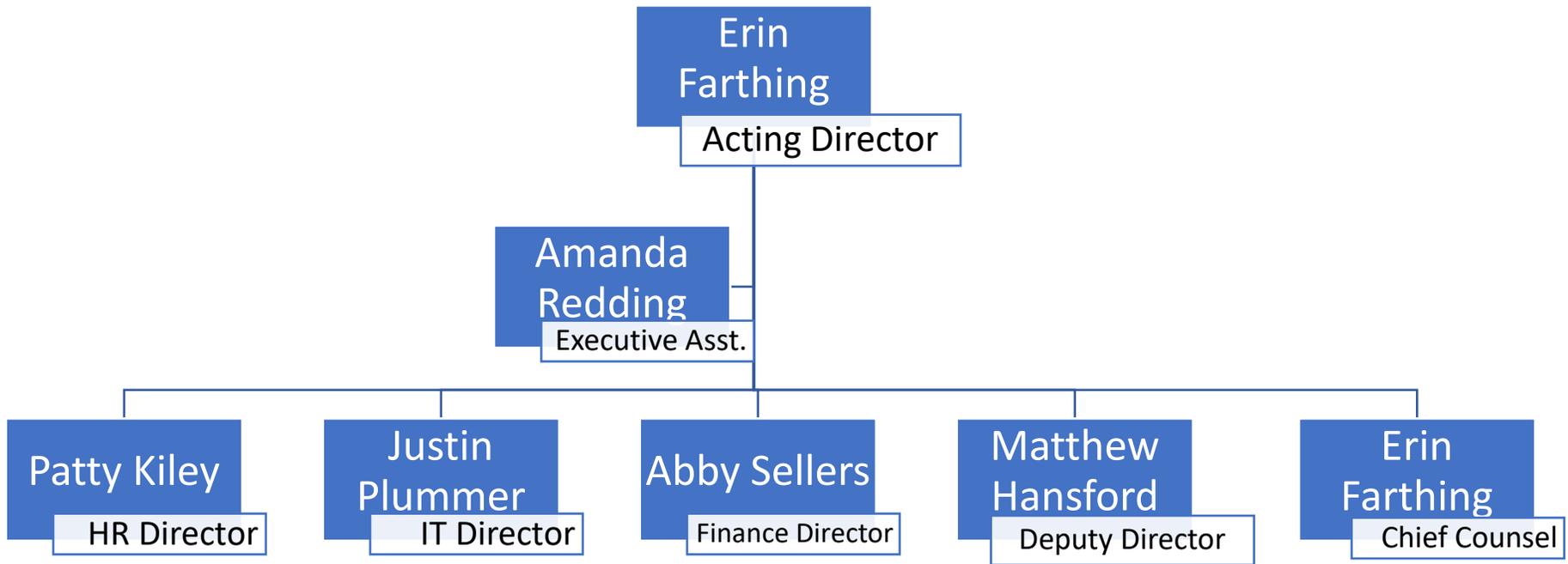
AGENCY NAME:	State Accident Fund		
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- Transition to a new office location;
- The below costs saving efforts through vendor partnerships, totaling \$13,366,992.64, is a \$781,097.57 increase from last year.
 - Medical services/ Charge Review \$3,551,401.24
 - Pharmacy Services \$5,498,463.65
 - Subrogation Services \$926,176.38
 - Physical Therapy Services \$228,330.00
 - Second Injury Fund Recoveries \$2,635,158.05
 - Collection Services (UEF) \$527,463.32

Primary goals for Fiscal Year 2021-2022 include:

- Work with Procurement Services to select and start integration of new case management system;
- Updated Procurement and P-Card manuals;
- Completion of House Legislative Audit Report;
- Establishing in-house program for Uninsured Employers' Fund debt collections.

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Human Resources

Patty Kiley
HR Director

Ami Meetze
Benefits Admn.

Information Technology

Justin Plummer
IT Director

Mark Villarosa
Systems Engineer

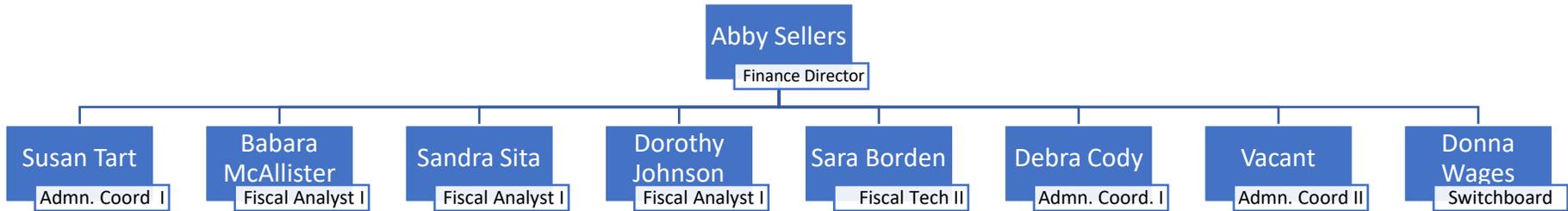
Mike Weant
Development Lead

Susan Corneilous
IT Coordinator

Arthur Drawdy
IT Technician

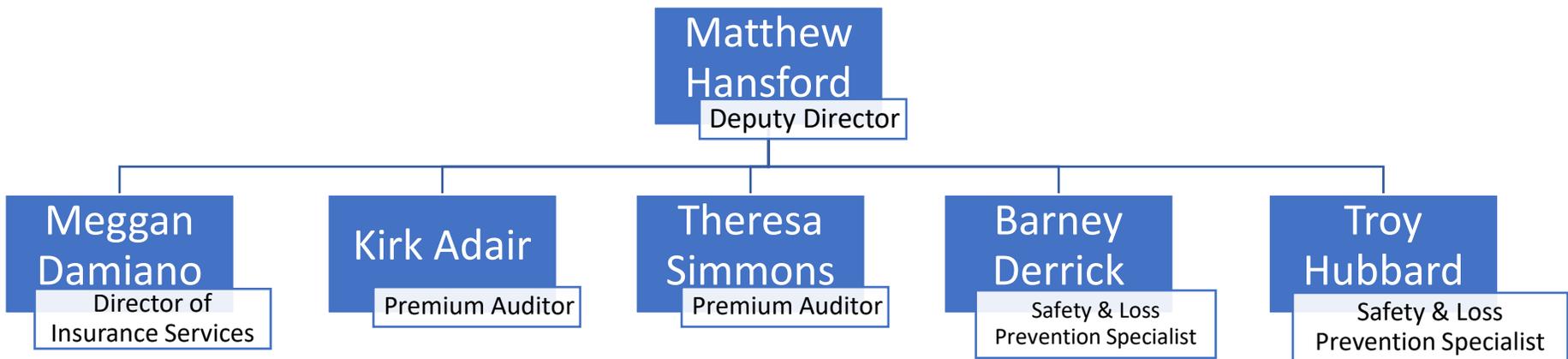
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Finance



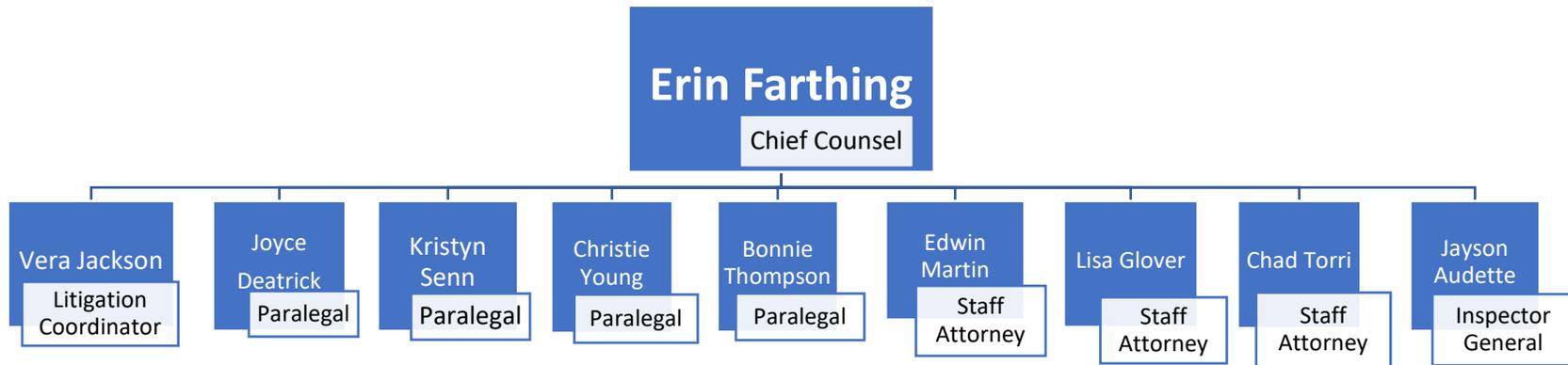
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Insurance Services



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Legal



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Goal Operate a cost effective government agency.														
Strategy 3.1										Statewide Enterprise Objective				
Review expenditures with the greatest impact to agency.										Public Infrastructure and Economic Development				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.1.1	Maintain less than a 15% increase in the average medical cost per SAF workers' compensation claim.	1.4%	15.0%	21.0%	Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Actual figure from medical cost divided by the total number of claims. Percentage is change from last year to this year in average medical cost per claim.	Agency Claims Management Database.	SAF Internal Database. Report aggregates data from the agency claims management database.	All SAF Policyholders	Direct benefit to agency policyholders. Demonstrates proper medical management of workers' compensation claims which benefit all SAF policyholders and their injured employees.	0100.010000.000	Due to COVID-19 the number of claims where a medical payment was issued was down while the monetary payout remained relatively flat. This caused the average amount paid to be higher than the previous fiscal year.
3.1.2	Maintain less than a 15% increase in the average indemnity cost per SAF workers' compensation claim.	3.5%	15.0%	2.6%	Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Actual figure from indemnity cost divided by the total number of claims. Percentage is change from last year to this year in average indemnity cost per claim.	Agency Claims Management Database.	SAF Internal Database. Report aggregates data from the agency claims management database.	All SAF Policyholders	Direct benefit to agency policyholders. Demonstrates proper payment of Temporary Total benefits and settlement of workers' compensation claims which benefit all SAF policyholders and their injured employees.	0100.010000.000	This is a decrease.
3.1.3	Reimbursements for claims expense paid on Uninsured Employers' Fund claims will exceed the previous fiscal year.	\$651,085.00	\$651,085.00	\$527,463.32	Dollar Amount	equal to or greater than	State Fiscal Year (July 1 - June 30).	Actual figure from all reimbursements received from employers on Uninsured Employers' Fund claims.	Agency Claims Management Database.	SAF Internal Database. Report aggregates data from the agency claims management database.	Department of Insurance, WCC, and the State	Direct benefit to all stakeholders. Additional reimbursements from UEF responsible employers lessens the amount of withdrawals needed to support the operations of UEF.	0516.000000.000	Due to COVID-19 and court closures, the company hired by SAF to pursue collections was unable or delayed in making and serving the appropriate filings to enforce judgements, which lead to lower collections than in the prior fiscal year.

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Goal Operate a cost effective government agency.														
Strategy 3.1										Statewide Enterprise Objective				
Review expenditures with the greatest impact to agency.										Public Infrastructure and Economic Development				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.1.1	Maintain less than a 15% increase in the average medical cost per SAF workers' compensation claim.	21.0%	15.0%		Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Actual figure from medical cost divided by the total number of claims. Percentage is change from last year to this year in average medical cost per claim.	Agency Claims Management Database.	SAF Internal Database. Report aggregates data from the agency claims management database.	All SAF Policyholders	Direct benefit to agency policyholders. Demonstrates proper medical management of workers' compensation claims which benefit all SAF policyholders and their injured employess.	0100.010000.000	
3.1.2	Maintain less than a 15% increase in the average indemnity cost per SAF workers' compensation claim.	2.6%	15.0%		Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Actual figure from indemnity cost divided by the total number of claims. Percentage is change from last year to this year in average indemnity cost per claim.	Agency Claims Management Database.	SAF Internal Database. Report aggregates data from the agency claims management database.	All SAF Policyholders	Direct benefit to agency policyholders. Demonstrates proper payment of Temporary Total benefits and settlement of workers' compensation claims which benefit all SAF policyholders and their injured employess.	0100.010000.000	
3.1.3	Reimbursements for claims expense paid on Uninsured Employers' Fund claims will exceed the previous fiscal year.	\$527,463.32	\$527,463.32		Dollar Amount	equal to or greater than	State Fiscal Year (July 1 - June 30).	Actual figure from all reimbursements received from employers on Uninsured Employers' Fund claims.	Agency Claims Management Database.	SAF Internal Database. Report aggregates data from the agency claims management database.	Department of Insurance, WCC, and the State	Direct benefit to all stakeholders. Additional reimbursements from UEF responsible employers lessens the amount of withdrawals needed to support the operations of UEF.	0516.000000.000	

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Goal Operate a cost effective government agency.

Strategy 3.3 **Statewide Enterprise Objective**

Collect premium as due Public Infrastructure and Economic Development

Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.3.1	Percentage of Premium Billed over 90 days past due is less than 5% of the total premium billed.	0%	5%		Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Total premium past due over 90 days divided by total premium	Past Due Amount as percentage of Premium as reported in the Variance Report	SAF Monthly Variance Report kept by SAF's Director of Financial Services	All SAF Policyholders	Indirect benefit to all agency policyholders. Demonstrates agency ability to collect past due premium from all policyholders.	0100.010000.000	
3.3.2	Audit 90% or more premium accounts within 180 days of annual renewal.	100%	90%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Percentage of policyholder payroll audits completed within 180 days.	Agency Policyholder Management Database.	SAF Internal Database. Report aggregates data from agency policyholder management database.	All SAF Policyholders	Indirect benefit to all agency policyholders. Demonstrates ability of SAF Premium Auditors conducting premium audits in timely fashion. Leads to faster collections and more accurate premium billing.	0100.010000.000	

FY 2020-2021 Agency Accountability Report

Budget Responses:

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State Funded Program Number	State Funded Program Title	Description of State Funded Program	FY 2020-21 Expenditures (Actual)				FY 2021-22 Expenditures (Projected)			
			General	Other	Federal	TOTAL	General	Other	Federal	TOTAL
0100.010000.000	Administration	Created by Section 42-7-10 this fund serves as the workers' compensation insurer for all state agency's and other subdivisions of the State.		\$5,020,201.00	\$3,301.00	\$5,023,502.00		\$7,755,561.00		\$7,755,561.00
9500.050000.000	State Employer Contributions	All benefits paid to SAF employees in accordance with South Carolina Law.		\$1,587,798.00		\$1,587,798.00		\$2,137,394.00		\$2,137,394.00
0516.000000.000	Uninsured Employers Fund	Created by Section 42-7-200 this fund ensures the payment of worker's compensation benefits to injured employees whose employers have failed to acquire necessary coverage for employees accordance with Title 42.		\$587,574.00	\$450.00	\$588,024.00		\$913,108.00		\$913,108.00
0100.020000X000	Educational Training	Workers' Compensation related educational assistance and training.						\$5,000.00		\$5,000.00

FY 2020-2021 Agency Accountability Report

Legal Responses:

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STATE ACCIDENT FUND

Description	Purpose	Law Number	Jurisdiction	Type	Notes
Designated the State Accident Fund as an authorized agency under Article 5. Insurance Fraud and Reporting Immunity.	Not related to agency deliverable	38-55-530	State	Statute	
Representation of coverage; reimbursement from Uninsured Employers' Fund	Not related to agency deliverable	42-1-415	State	Statute	
Payments to claimant-inmates of State Department of Corrections.	Requires a manner of delivery	42-1-490	State	Statute	
County or municipal prisoners	Requires a service	42-1-500	State	Statute	
Establishment of the State Accident Fund.	Requires a manner of delivery	42-7-10.	State	Statute	
Fund director may insure liability.	Requires a manner of delivery	42-7-100	State	Statute	
Describes the administration of the fund and the selection of the director.	Requires a manner of delivery	42-7-20.	State	Statute	
Workers' compensation Uninsured Employers' Fund; claims; collection powers; reimbursement agreements; funding.	Requires a manner of delivery	42-7-200	State	Statute	
Transfers from general fund to State Accident Fund authorized.	Funding agency deliverable(s)	42-7-210	State	Statute	
Legal representation for fund; extra legal services; fees and expenses.	Requires a service	42-7-30	State	Statute	
Establishment, purpose, administration, funding and staff of Second Injury Fund	Funding agency deliverable(s)	42-7-310	State	Statute	
Termination of Second Injury Fund; schedule.	Funding agency deliverable(s)	42-7-320	State	Statute	
Application to State.	Not related to agency deliverable	42-7-40	State	Statute	
Subdivisions of State; optimal participation.	Requires a service	42-7-50	State	Statute	
Officers and employees covered by article.	Requires a manner of delivery	42-7-60	State	Statute	
Average weekly wage designated for certain categories of employees.	Requires a manner of delivery	42-7-65	State	Statute	
Benefits for State and National Guard members.	Requires a manner of delivery	42-7-67	State	Statute	
Rates and premiums.	Funding agency deliverable(s)	42-7-70	State	Statute	
Payment of awards; notice of intention to contest award.	Requires a service	42-7-80	State	Statute	
Expenditures from fund.	Requires a service	42-7-90	State	Statute	
Regulations to be liberally construed in favor of the injured worker.	Not related to agency deliverable	Regulation 67-201	State	Regulation	
Designates the State Accident Fund as a party to be served for hearing requests.	Not related to agency deliverable	Regulation 67-210	State	Regulation	
Sets forth the requirement for the State Accident Fund to file reports for coverage, notices of termination and all reports and documents required under the Act.	Requires a service	Regulation 67-405	State	Regulation	
Requires the State Accident Fund to report coverage, accident, and claims information to the Commission using electronic interchange standards prescribed by the Commission.	Requires a service	Regulation 67-416	State	Regulation	
Stipulates that the Commission may conduct on-site examinations of the State Accident Funds claim files.	Requires a service	Regulation 67-417	State	Regulation	

FY 2020-2021 Agency Accountability Report
Services Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE ACCIDENT FUND

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
Premium Collection - To collect premium from policyholders in order to pay the claims and administrative costs of SAF.	All state agencies and other subdivisions of the State insured for workers' compensation by SAF.	SAF Policyholders	SAF Employees, Injured Workers	Policyholder Services Team	Policyholder Services gathers information to determine the amount of annual premium for policyholders. They in-turn, calculate annual premium for individual policyholders and send invoices to policyholders based on the calculated premium. This team also assists in the collection of premium from policyholders and also provides requested information to policyholders regarding premium and coverage.	The inability to collect premium from policyholders would limit the ability to pay claims and fund the operation of the State Accident Fund.
Safety & Loss Control - To provide assistance, through inspections and training, to policyholders trying to reduce their number of workers' compensation claims or trying to develop a safety department or policies.	All state agencies and other subdivisions of the State insured for workers' compensation by SAF.	SAF Policyholders	Employees of SAF Policyholders	Policyholder Services Team	Provides safety and loss control training and consultation to SAF's policyholders to help reduce workplace injuries. Conducts courtesy inspections as requested by the policyholder. Provides and coordinates safety and inspections within SAF.	Increased frequency and severity of workers' compensation claims from all SAF Policyholders
Claim Management SAF - To provide proper benefits and claim services to the injured employees of SAF policyholders.	Injured employees of all state agencies and other subdivisions of the State	Injured employees	The State, SAF Policyholders, family members of injured employees	SAF Claims Team	Claims Management (SAF) - Receive first reports of injury from policyholders and reviews individual claims to determine compensability under the South Carolina Workers' Compensation Act. Directs medical care of injured worker to appropriate providers. Ensure proper payment of medical and indemnity benefits in accepted claims. Provide workers' compensation training to all policyholders and their employees.	Inadequate or no workers' compensation benefits would be provided to State employees and other subdivisions of the State.

These responses were submitted for the FY 2020-2021 Accountability Report by the

STATE ACCIDENT FUND

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
Claims Management UEF - To provide proper benefits and claim services to the injured employees of uninsured employers.	Injured employees of uninsured businesses.	Injured employees	The State, SC licensed insurance companies, family members of injured employees	UEF Claims Team	Claims Management (UEF) - Receive first reports of injury via Form 50 from the Workers Compensation Commission (WCC) or order of the WCC. Investigate employer liability and assume responsibility for claim benefits as ordered by the WCC. Directs medical care of injured worker to appropriate providers. Ensure proper payment of medical and indemnity benefits as ordered.	Inadequate or no workers' compensation benefits would be provided to State employees and other subdivisions of the State.
Claim Expense Recovery - Pursue recovery of workers' compensation claim costs by subrogating against at-fault third parties, uninsured employers, accepted SIF cases, and qualifying reinsurance events.	All state agencies and other subdivisions of the State insured for workers' compensation by SAF.	SAF Policyholders	The State, SC licensed insurance companies	SAF & UEF Claims Teams	Pursue and recover workers' compensation claim costs from at-fault third parties, uninsured employers, Second Injury Fund claim reimbursements, and from reinsurers on qualifying events.	Additional costs to SAF and it's policyholders by not recovering funds that are legally viable.
Claim Investigations - To provide a more detailed investigation regarding the compensability of a workers' compensation claim and, when required by law, assist in determining proper dependents in a workers' comeensation death case.	All state agencies and other subdivisions of the State insured for workers' compensation by SAF.	SAF Policyholders	Injured employees of SAF Policyholders	Special Investigations Unit	Perform in-depth compensability and dependency investigations regarding the compensability of workers' compensation claims as requested by the policyholder, adjuster, or required by law. Coordinate referrals to outside surveillance firms. Investigate claims for fraud and makes referrals to the South Carolina Attorney General's Office for possible prosecution.	Failure to investigate claims regarding the legal compensability of a workers' comeensation claim may lead to incorrect assessments by SAF claims adjusters, resulting in additional costs to the SAF and it's policyholders.
SAF In-House Legal Counsel - To represent SAF, UEF, and it's policyholders in legal matters and to advise SAF staff when needed.	All state agencies and other subdivisions of the State insured for workers' compensation by SAF.	SAF Policyholders	SAF Employees, Uninsured Employers	SAF & UEF Legal	Consults with and advises claims staff and policyholders regarding legal issues and pending claims. Represents SAF, UEF, and policyholders in legal matters before the WCC, SC Circuit Courts, and SC Appellate Courts. Advise SAF management and staff regarding legal matters concerning the agency.	Inadequate representation of the SAF in legal matters. Legal representation is required by law (SC Code 42-7-30).

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STATE ACCIDENT FUND

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
Outside counsel hired by SAF - To represent SAF, UEF, and it's policyholders in all legal matters.	All state agencies and other subdivisions of the State insured for workers' compensation by SAF.	SAF Policyholders	SAF Employees, Uninsured Employers	SAF & UEF Legal	Consults with and advises claims staff and policyholders regarding legal issues and pending claims. Represents SAF, UEF, and policyholders in legal matters before the WCC, SC Circuit Courts, and SC Appellate Courts.	Additional costs to the State and SAF Policyholders and lack of expertise in South Carolina's workers' compensation market.
Technology Support - Support, maintain, and upgrade the existing systems and equipment that SAF relies on for all operations	All SAF employees	SAF Employees	SAF Policyholders	Information Technology	The Information Technology Team provides support and maintenance to the existing systems and equipment that SAF relies on for all operations, maintains web portal access for claim transparency for all agencies, secures SAF's network and data, and recommends and implements new systems and equipment as needed	Restrict the SAF's ability to maintain the integrity of the agency's internal data and systems, and protect claimants' personal data from external security breaches.
Human Resource Management - To provide SAF with the proper staffing, compensation, benefit, and training needs in order to optimize the effectiveness of all employees.	All SAF employees	SAF Employees	SAF Policyholders	Human Resources	Provide agency with appropriate staffing for all departments. Coordinate all benefits on employee and employer behalf. Provide support for all matters related to Human Resources including EPMS maintenance.	Increased costs to SAF and it's Policyholders. Non-payment of employee benefits and improper agency staffing.
Financial Services Support - To provide financial support and expertise to SAF.	All SAF employees	SAF Employees	SAF Policyholders	Business Support	The SAF Business Support Team processes all check payments, stop payments, and cancellations, report to management on all financial and budgetary matters, maintains and reconciles all general ledger accounts and bank checking accounts, and performs purchasing and inventory required by the agency for operation.	Impede thr ability to provide payments to injured workers, medical providers, and SAF vendors.

Agency Partnerships Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the

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Name of Partner Entity	Type of Partner Entity	Description of Partnership
South Carolina Department of Social Services	State Government	DSS advises SAF of any potentially eligible SAF claims that could be appropriately garnished for overdue child support.
South Carolina Department of Revenue	State Government	Participant is DOR's GEAR program which aides in the recovery of uninsured employer debts.
Department of Insurance	State Government	SAF refers potential workers' compensation fraud cases to DOI for potential investigation.

FY 2020-2021 Agency Accountability Report
Reports Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the

#N/A

Report Name	Law Number (If required)	Summary of Information Requested in the Report	Most Recent Submission Date	Reporting Frequency	Type of Entity	Method to Access the Report	Direct access hyperlink or agency contact