



State Office of Risk Management

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September 09, 2022

Commissioner Jeff Nelson  
Texas Department of Insurance  
Division of Workers' Compensation  
P.O. Box 12050  
Austin, TX 78711

Dear Commissioner Nelson,

This letter is to update you on my prior correspondence of August 31, 2022, regarding a delay in processing of a number of indemnity payments during implementation and testing of the State's new Centralized Accounting and Payroll/Personnel System (CAPPS).

At the time of my notification to you, we believed the error was potentially with State Office of Risk Management (SORM) programming, assuming payment requests had been routed to the CAPPS test environment. The Office undertook steps to validate and update its programming should that have been the case. After the fiscal year re-opening of the Comptroller of Public Accounts (CPA), all payment requests, with calculated interest, were resubmitted for release on September 07, 2022. Unfortunately, the system again failed to process the payment requests.

On September 08, 2022, the CPA, SORM, the Office of the Attorney General (OAG, to whom SORM is administratively attached), had an emergency meeting to determine where the new CAPPS system was failing. In that collaborative effort, CPA, SORM, and OAG resources identified the root cause of the issue. The discovery identified the "Journal Voucher Configuration" settings in CAPPS Financials with the CPA had a modified Journal Posting date of 9/1/2022 due to programmed changeover to the new system, which then resulted in the Journal Voucher to error out (the configuration setting should have been "Current Date" as it was originally set in testing). The CPA immediately corrected the configuration setting during the Teams meeting, and then manually posted the payment file to be processed.

On September 09, 2022, SORM contacted the CPA and OAG to validate all requested warrants were thereafter processed by the CAPPS system. The CPA validated the system did not error out, due to the configuration correction, and all warrants were properly produced and physically provided to SORM for EOB matching and mailout to all claimants and medical providers. A copy of this notification will also be published on the SORM public website.

Respectfully,

Stephen S. Vollbrecht  
JD, MA, AINS, AIS, ARM, CTCM, MCP, MEMS  
State Risk Manager for Texas, Executive Director