

Doug McCoy

Doug McCoy is Principal of McCoy Consulting, Inc. Established January 1997, McCoy Consulting, Inc., is an independent firm that provides consulting services to stakeholders in the property casualty insurance industry. Mr. McCoy holds a Bachelor of Arts degree in Theology, which he earned from Ambassador University in Big Sandy, Texas upon graduation in 1973. He has thirty-eight years experience as a claim professional.

He began his career as a multi-line claim adjuster in the property casualty claim operation of Travelers Insurance Company, holding a variety of field and home office management assignments. During the next few years, he held numerous senior level management positions including National Director for the Workers' Compensation Claim Department. Key accomplishments included new product development for workers' compensation claim management, productivity improvement, inventory management, national training programs and strategic realignment in the managed care and claim management environments.

During his career with Travelers Mr. McCoy was responsible for the creation of several innovative programs in workers' compensation claim management. He established the first preferred provider network of physicians and hospitals contracted for workers' compensation in the country. He created the first workers' compensation telephone reporting system for all states. He also created the first Pharmacy Benefit Management Program in the United States for workers' compensation pharmacy transactions. Most recently he was co-founder of the second largest workers' compensation PBM, Healthsystems of Tampa, Florida, processing over \$100M in workers' compensation pharmacy transactions in the first full year of operation. He sold his interest in the company in 2006.

In 1992 Mr. McCoy became Divisional Vice President of commercial lines responsible for creating a new division of the company (Tower Risk Services), which specialized in product development and marketing of insurance products to large national accounts.

In 1994 he became the Chief Operating Officer of the largest managed care organization specializing in workers' compensation in the country, offering disability case management, utilization management and medical cost containment. Charged with the overall management responsibility, Mr. McCoy acquired in-depth industry knowledge of the challenges and demands in an integrated setting. As an experienced COO in this ever-changing environment, he offers practical insight concerning complex workers' compensation issues in both claim management and managed care.

Mr. McCoy's extensive industry experience includes representation on the following committees: National Council on Compensation Insurance Fraud Study Committee, Governor's Study Committee on Workers' Compensation, Warm Springs Institute for Rehabilitation Advisory Committee, Learning Services Head Injury Center Advisory Committee, Pharmacy Management Services Advisory Committee.

Mr. McCoy currently serves as a member of the Licensure and Self-Insurance Sub-Committee of the Chairman's Advisory Committee for the Georgia State Board of Workers' Compensation, the Advisory Committee for the Georgia Subsequent Injury Trust Fund, the Georgia CompScope™ Multi-state Advisory Committee for the Workers' Compensation Research Institute of Cambridge, Massachusetts and he is a member of the LexisNexis National Workers' Compensation Advisory Board. He chairs the advisory committee for claims and self-insurance training for the State of Georgia Annual Workers' Compensation Seminar and he served two Governors of Georgia on Workers' Compensation Review Commissions.

Mr. McCoy has spoken on numerous topics concerning claim management throughout the country and has been featured in industry publications such as Business Insurance, Risk and Insurance Management, Rough Notes and the Wall Street Journal.

Mr. McCoy is a Certified Workers' Compensation Professional (CWCP), Legal Principles Claim Specialist (LPCS), Casualty Claim Law Associate (CCLA), Property Claim Law Associate (PCLA), Workers' Compensation Claim Law Associate (WCCLA), Fraud Claim Law Associate (FCLA), Automobile Claim Law Associate (ACLA), Senior Claim Law Associate (SCLA) and a licensed workers' compensation claim adjuster in Georgia, Florida, North Carolina, Michigan and Texas. He is a member of the Society of Claim Law Associates and past member of Society's Executive Board of Trustees. He is also a past member of the International Association of Industrial Accident Boards and Commissions, (IAIABC).

Mr. McCoy currently serves on the Immediate Past President of Kids' Chance of Georgia and past Chairman the Board of Kids' Chance Inc., both not for profit organizations that provide scholarships for the children of deceased and catastrophically injured workers in America.

Mr. McCoy's technical knowledge spans all lines of casualty insurance. He is experienced in workers' compensation and liability claim file review and analysis and is a qualified expert witness in matters regarding workers' compensation.

Mr. McCoy's experience includes assistance in trial preparation and testimony including depositions and testimony in Workers' Compensation Administrative Law hearings, Mediation, Arbitration and other civil actions. Mr. McCoy has testified on behalf of both plaintiffs and defendants. Mr. McCoy has been found to be an expert under Federal Rule of Evidence 702 as explained by the Supreme Court in Daubert v Merrell Dow Pharmaceuticals, Inc.

Mr. McCoy compiled what is referenced as Workers' Compensation Claim Management Best Practices. He has written training programs to instruct claim adjusters in the best practices of workers' compensation claim management. The training program he wrote is recognized by the American Council on Education in Washington, D.C. and is granted four upper baccalaureate semester hours in Insurance and Risk Management.

Doug McCoy Speeches

Teamwork In Fraud Fighting

National Insurance Crime Bureau Seminar
Atlanta, Georgia; October 14, 1993

Slashing Workers' Comp Costs With Aggressive Injury Management

Council on Education in Management "Workers' Compensation Update"
Norcross, Georgia; December 8, 1993

Workers' Compensation Claim Administration

North West Arkansas RMIS Society
Ft. Smith, Arkansas; April 12, 1994

Workers' Compensation in the '90's "Redefining Our Boundaries"

Massachusetts Society of Licensed Insurance Advisers
Waltham, Massachusetts; May 4, 1994

Update of Workers' Compensation Claim Management Services

National Account Seminar
Columbia, South Carolina; May 20, 1994

Group Self Insurance a Solution for Workers' Compensation

Georgia Chamber of Commerce Annual Meeting
Sea Island, Georgia; May 26, 1994

Workers' Compensation in the 90's

Sara Lee Corporation Conference
Memphis, Tennessee; June 14, 1994

Workers' Compensation in the 90's

Sara Lee Corporation Conference
Winston Salem, North Carolina; June 16, 1994

Managed Care in Workers' Compensation

Johnson and Higgins - National Accounts Seminar
Birmingham, Alabama; July 28, 1994

National Medical Trends in Workers' Compensation

8th Annual Arkansas Workers Compensation Educational Conference
Hot Springs, Arkansas; September 1, 1994

Kids' Chance

International Business Forum 2cd Annual Business Insurance Workers' Compensation Conference
San Diego, California; October 21, 1994

Self-Insurance Options for Small and Mid-Sized Firms

Third Annual National Workers' Compensation & Disability Conference
Chicago, Illinois; November 2, 1994

Update of Workers' Compensation Claim Management Services

National Account Seminar
Louisville, Kentucky; May 31, 1995

Occupational Allergy for the Practicing Allergist

American College of Allergy, Asthma & Immunology Annual Meeting
Dallas, Texas; November 13, 1995

Kids' Chance

Fourth Annual National Workers' Compensation & Disability Conference
Chicago, Illinois; November 15, 1995

Kids' Chance

Low Back Pain Prevention Control and Treatment Symposium
St. Louis, Missouri; March 12, 1996

Kids' Chance

National Erectors Association 1996 Meeting
San Antonio, Texas; March 20, 1996

Kids' Chance

Southern Association of Workers' Compensation Administrators
Mobile, Alabama; July 3, 1996

Keynote Speaker

South Carolina Workers' Compensation Educational Association
Hilton Head, South Carolina; October 21, 1996

Workplace Violence in Health Care

Association of Health Care Risk Managers
New York, New York; June 18, 1997

Managing Care While Managing Cost in Catastrophic Injury Cases

State Board of Workers' Compensation Annual Educational Conference
Atlanta, Georgia; August 20, 1997

Workers' Compensation Insurance Policies: Coverage And Rates

Atlanta Bar Association, Practical Workers' Compensation Seminar
Atlanta, Georgia; February 19, 1998

Disease Management in Workers' Comp: Non Physical Barriers to RTW

AIC Conference
Washington, DC; June 10, 1998

Workers' Compensation 2000

State Board of Workers' Compensation Annual Seminar
Atlanta, GA; August 31, 1998

Kids' Chance

International Association of Industrial Accident Boards and Commissions
St. Louis, MO; September 29, 1998

Surfing the Net with GSIA

Georgia Self Insured Association Spring Conference
Calloway Gardens, Georgia; May 17, 1999

Workers' Comp Update '99

Council on Education in Management - Georgia 6th Annual Conference
Atlanta, Georgia; June 18, 1999

Saluting the Century - Past, Present & Future

State Board of Workers' Compensation Annual Seminar
Atlanta, Georgia; August 24, 1999

Return to Work Issues in Workers' Compensation in Georgia

Lorman Education Services
Albany, Georgia; August 27, 1999

Kids' Chance

85th IAIABC Annual Convention
Washington, D.C.; September 29, 1999

Surfing the Net with GSIA

Georgia Self Insured Association Spring Conference
St. Simons Island, Georgia; October 22, 1999

Kids' Chance

Kentucky Workers' Compensation Educational Conference
Covington, Kentucky; June 8, 2000

Workers' Compensation and the Internet

Southern Association of Workers' Compensation Administrators
Savannah, Georgia; July 17, 2000

Workers' Compensation 2000 - Rise to the Challenge

State Board of Workers' Compensation Annual Seminar
Atlanta, Georgia; August 29, 2000

Kids' Chance

Catastrophe!! Managing the Complex Workers' Compensation Claim
Indianapolis, Indiana; September 22, 2000

Kids' Chance

Central Ohio Self-Insurers Association
Columbus, Ohio; November 16, 2000

RMIN 5950 - Corporate Risk Management - Guest Lecturer

University of Georgia
Athens, Georgia; April 10, 2001

2001 A Workers' Compensation Odyssey

State Board of Workers' Compensation Annual Educational Conference
Atlanta, Georgia; August 26 thru August 29, 2000

2001 A Workplace Odyssey

87th IAIABC Annual Convention
Portland, Maine; October 8, 2001

Observations on a National Disaster - The Workers' Comp Perspective

Kids' Chance of Indiana with IceMiller Legal and Business Advisors
Indianapolis, Indiana; November 9, 2001

Which Way Will the Pendulum Swing

A Pharmacy Workers' Compensation Summit (L.E.A.D).
Orlando, Florida; November 12, 2001

Building Successful Medical/Industrial Partnerships

Resurgens Orthopedics
Atlanta, Georgia; March 15, 2002

"Managing Crises – Making a Difference" Kids' Chance

National Erectors Association 33rd Annual Meeting
Ft. Myers, Florida; April 17, 2002

The State of Workers' Compensation in America – Post 9-11-01

Sidney O. Smith Producers Meeting
Gainesville, Georgia; May 7, 2002

Catastrophic Injury Claim Management in Workers' Compensation

Roosevelt Warm Springs Institute
Warm Spring, Georgia; June 13, 2002

Kids' Chance of America, Inc.

Southern Association of Workers' Compensation Administrators
Little Rock, Arkansas; July 15, 2002

Workers' Compensation 2002

State Board of Workers Compensation Annual Seminar
Atlanta, Georgia; August 26, 2002

Expert Testimony and Workers' Compensation

Georgia College and State University
Milledgeville, Georgia; February 28, 2003

2003 Annual Educational Seminar

State Board of Workers' Compensation Annual Seminar
Atlanta, Georgia; August 24, 2003

Best Practices in Workers' Compensation Claim Management

ACE•SCLA Annual Claims Exposition & Conference
Seattle, Washington; October 27, 2003

Best Practices in Workers' Compensation Claim Management

Kentucky Workers' Compensation Education Association
Covington, Kentucky; December 5, 2003

How Employers Can Reduce Workers' Compensation Costs

Business 21 Publishing - Audio Conference Training
King of Prussia, Pennsylvania; February 19, 2004

Workers' Compensation Conference 2004

“Employer Empowerment” Commitment to Risk Education - Catholic Health System
Scottsdale, Arizona; July 15-17 2004

2004 Annual Educational Seminar

State Board of Workers' Compensation Annual Seminar - Adjuster Ethics
Atlanta, Georgia; September 1, 2004

Insider Secrets for Controlling Workers' Compensation Costs

Business 21 Publishing - Audio Conference Training
King of Prussia, Pennsylvania; February 10, 2005

Streamlining Workers' Compensation Claim Management

World Research Group Series Conference
San Francisco, California; September 28, 2005

Professionalism for the Insurance Professional

Atlanta Claims Association
Atlanta, Georgia; May 4, 2006

Pharmacy Benefit Management in Workers' Compensation

World Research Group Series Conference
Chicago, Illinois; July 24, 2006

Insider Secrets for Controlling Workers' Compensation Costs

Business 21 Publishing - Audio Conference Training
King of Prussia, Pennsylvania; November 9, 2006

McAngus, Goudelock and Currie Educational Seminar

Claim Professionals - Truth and Consequences
Charlotte, North Carolina; November 16, 2006

Insider Secrets for Controlling Workers' Compensation Costs

Progressive Business Publications - Audio Conference Training
Malvern, Pennsylvania; May 9, 2007

Workers' Comp Costs Out of Control? 5 Keys to Cut Claims and Lower Costs

Progressive Business Publications – Audio Conference Training
Malvern, Pennsylvania; September 26, 2007

How to Conduct a Workers' Comp Claims Audit and Reduce Loss Costs

Progressive Business Publications - Audio Conference Training
Malvern, Pennsylvania; March 12, 2008

Workers' Compensation Reporting and Avoiding Pitfalls

Georgia Association of Community Care Providers
Savannah, Georgia; July 14, 2011

Doug McCoy Articles and Manuals

Workers' Compensation: The Survival Guide for Business Library of Congress Card Number 2002028644

Kids' Chance, Inc.

Workers' Compensation Best Practices Manual

Workers' Compensation National Training Program

American Airlines Workers' Compensation Training Program

Integrated Health Systems Workers' Compensation Manual

New York Telephone Company Workers' Compensation Training Program

Occupational Exposure to Bloodborne Pathogens

Human Immunodeficiency Virus Awareness Manual

Workers' Compensation Fraud Awareness Manual

Americans With Disabilities Act Manual

Workers' Compensation Art of Negotiations Training Manual

Workers' Compensation Alternative Dispute Resolution Training Manual

Workers' Compensation Utilization Management Training Manual

Plant Closings, Layoffs and Workers' Compensation

"Workers' Compensation Problems of Small Business Can be Solved by Group Self-Insurance", Rough Notes September, 1993

"ADA Soup: Employers, Workers' Compensation and the ADA".

"Managed Care Strategies", Pictorial, Contributing Editor

Georgia State Board of Workers' Compensation Adjuster Training Program

All States' Requirements for Adjuster Licensure and Waivers

CompKnowledge Resource Manual - A Training Program for Employers

The Workers' Compensation Toll from Terror: September 11, 2001

The High Cost of Drugs -- A Difficult Pill to Swallow

A Subsequent Look at the Subsequent Injury Trust Fund

It's Not Me, It's You – Pharmacy Benefit Managers and Third Party Billers

Closing of the Georgia Subsequent Injury Trust Fund – LexisNexis Commentaries

