

Theresa Pugh, Program Administrator, Medical Services Section, DWC

Theresa Pugh is the Program Administrator for the Medical Services Section of the Division's Bureau of Monitoring and Audit. The Medical Services Section administers four programs pursuant to Section 440.13, F.S.; policy development and implementation of reimbursement manuals; certification of Expert Medical Advisors; determination of health care provider overutilization or violation of the Workers' Compensation Law or administrative rules; and resolution of reimbursement and utilization disputes concerning medical services.

Theresa joined the Division of Workers' Compensation in 2002, as a Senior Management Analyst. She was involved in the initial Florida mandate for electronic reporting of medical data by insurers to the Division. In 2006, she became the Administrator of the Division's Medical Data Management System team, which maintains responsibility for managing the electronic reporting of medical data, and remained in that position until fall of 2014 when she assumed her current duties.

Before joining the Division, Theresa worked with the Florida Agency of Health Care Administration as a Research Analyst. Prior to working for the State of Florida, Theresa worked in the private sector in account management and marketing research analyst positions. She also served in the United States Army.

Theresa is a 1989 graduate of Drake University, and holds a Bachelor of Science degree in Earth Science and Geography. She also attended graduate school at the University of Massachusetts, at Amherst.